



# **MonitorWare Agent 12.1**

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# 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, Windows 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 alerts are 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**

Different features can be used to alert upon receiving certain information and even automatically start counter measures.

## **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**

Windows Event Messages can be forwarded using standard Syslog protocol. Windows 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**

Windows 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 receiving 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, Referer 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.

**IPv6**

Support for IPv6 is available in all network related facilities of the engine. All network related actions will automatically detect IPv6 and IPv4 target addresses if configured. You can also use DNS resolution to resolve valid IPv6 addresses. Network related Services can either use IPv4 or IPv6 as

internet protocol. In order to support both protocols, you will need to create two services. The only exception is the RELP Listener, which uses IPv4 and IPv6 automatically if available.

### **Full Windows 2000\*, 2003, XP, Vista, 2008, 7, 8, 10, 2012 and 2016 Support**

Windows 2000\*, XP, 2003, Vista, 2008, 7, 8, 10, 2012 and Windows 2016; Workstation or Server – MonitorWare Agent runs on all of them.

### **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!

### **Handling for low-memory cases**

MWAgent allocates some emergency memory on startup. If the system memory limit is reached, it releases the emergency memory and locks the queue. That means not more items can be queued, this prevents a crash of the Agent and the queue is still being processed. Many other positions in the code have been hardened against out of memory sceneries.

### **Multithreaded Queue Engine**

The Action processing engine is multithread enabled, which means that the overall processing performance will increase in larger environments and MWAgent will benefit from smp machines.

\* Support for Windows 2000 and other EOL operating systems is only partially available. Only a minimal service installation may be possible. More details: [Information for a Mass Rollout](#)

## **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.

### x64 Build

The installer inherits the 32bit as well as the 64bit edition. It determines directly, which version is suitable for your operating system and therefore installs the appropriate version. Major compatibility changes for the x64 platform have been made in the Service core. For details see the changes listed below:

- ODBC Database Action fully runs on x64 now. Please note that there are currently very few ODBC drivers for x64 available!
- Configuration Registry Access, a DWORD Value will now be saved as QWORD into the registry. However the Configuration Client and Win32 Service Build can handle these data type and convert these values automatically into DWORD if needed. The Configuration Client will remain a win32 application. Only the Service has been ported to the x64 platform.

### A note on cross updates from Win32 to x64 Edition of MonitorWare Agent!

It is not possible to update directly from Win32 to x64 Edition using setup upgrade method. The problem is that a minor upgrade will NOT install all the needed x64 components. Only a full install will be able to do this. Therefore, in order to perform a cross update, follow these instructions:

1. Create a backup of your configuration, save it as registry or xml file (See the Configuration Client Computer Menu)
2. Uninstall MonitorWare Agent.
3. Install MonitorWare Agent by using the x64 Edition of the setup.
4. Import your old settings from the registry or xml file.

## 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 SyslogViewer

The InterActive SyslogViewer is a Windows GUI application receiving and displaying Syslog events. It is a Syslog server in its own right. Typically, it is used in conjunction with a Syslog Forward Rule of the service, but it can also be used as a stand-alone Syslog server.

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

## Adiscon LogAnalyzer

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

Adiscon LogAnalyzer is an easy to use solution for browsing Syslog messages, Windows event log data and other network events over the web. Adiscon LogAnalyzer 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.

Adiscon LogAnalyzer is included in the MonitorWare Agent install set. It gets copied onto machine but not installed. For installation of Adiscon LogAnalyzer, refer to the installation instructions in the doc folder of Adiscon LogAnalyzer or see the online manual at

<http://loganalyzer.adiscon.com>

## These tools will be available from the tools folder

### Logger

Adiscon logger is an UNIX-like logger command line tool for Windows. It is a re-write of the UNIX logger tool with enhanced functionality. All the popular UNIX options are supported. Also, it supports reliable syslog transport via RFC 3195 and plain tcp as found in other Adiscon's products as well as some others like syslog-ng. In addition to that, it includes options specifically needed for the Windows Environment.

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

### LogZip

Adiscon LogZip is a command line tool for Windows for zipping logfiles. It's sole purpose is to pick up log files and put them into a zip file in a location that is specified. By running on the command line, it can be easily used with the Windows Task Scheduler. That way you can automatically archive and store unneeded logfiles in a different location, only keeping the recent logfiles available for review.

LogZip is written in .NET, so please ensure, that you have the .NET framework from Microsoft installed. Else, the tool will not work.

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

## LogViewer

The Log Viewer tool is able to process very large log files. Other tools often have problems with files large than 100 MB. With Adiscon's Log Viewer there isn't even an issue with files larger than 1 GB. In fact it works with 5 GB almost as fast as with 5 MB files. A special help for reviewing the logs is the highlighting option. Define rules for highlighting any keyword or phrase which should be especially marked while reviewing. These terms can be associated with a color, bold text or similar. E.g. "error" appear in bold text and red color.

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

## 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 2003 and above. This includes Windows XP, Windows 2008/2012/2016 servers, Windows Vista and Windows 7/8/10. The operating system variant (Workstation, Server ...) is irrelevant.
- The client is suited for 32bit and 64bit operating systems. It runs automatically on each platform in 32Bit or 64Bit mode.
- The client uses Microsoft .Net Framework technology. The Installer will automatically install the necessary .Net Framework components before installation. A network connection maybe required in order to download additional components.
- The client requires roughly 8 MB RAM in addition to the operating system minimum requirements. It also needs around 5 MB of disk space.

### Service

- The service has fewer requirements.
- It works under the same operating system versions.
- At runtime, the base service requires 5 MB of main memory and less than 5 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. Please note that the 32Bit Service is limited to 2GB of usable memory. The 64Bit version does not have any limit. A typical Syslog message (including overhead) takes roughly 4-8 KB. With 1024 MB, you can buffer up to 100,000-200,000 messages in 1024 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.

## InterActive SyslogViewer

- Syslogviewer can be installed on Windows 2003 and above. This includes Windows XP, Windows 2008/2012/2016 servers, Windows Vista and Windows 7/8/10.
- Syslogviewer runs in 32Bit mode only. When accessing ODBC Datasources, make sure to configure System DSN in the 32Bit ODBC Admin.
- Syslogviewer uses Microsoft .Net Framework technology. The Installer will automatically install the necessary .Net Framework components before installation. A network connection maybe required in order to download additional components.
- Syslogviewer requires roughly 15 MB RAM in addition to the operating system minimum requirements. It also needs around 2 MB of disk space.

## Adiscon LogAnalyzer

- Adiscon LogAnalyzer requires a local webserver installed. Microsoft Internet Information Server (IIS) version 4 (or higher) or Apache is possible as Adiscon LogAnalyzer is a PHP based application. Adiscon LogAnalyzer is an optional component and not mandatory. We recommend to use it on Apache in conjunction with PHP5 such as included in the package [WAMP](#).

## 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 Installation

[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.

Furthermore the installer adds a Windows Firewall exception for the service process automatically during the installation routine.

### 2.1.1 Information for a Mass Rollout

**A mass rollout in the scope of this topic is any case where the product is rolled out to more than 5 to 10 machines and this rollout is to be automated.** This is described first in this article. A special case may also be where remote offices shall receive exact same copies of the product (and configuration settings) but where some minimal operator intervention is acceptable. This is described in the second half of this article.

The common thing among mass rollouts is that the effort required to set up the files for unattended distribution of the configuration file and product executable is less than doing the tasks manually. For less than 5 systems, it is often more economical to repeat the configuration on each machine – but this depends on the number of rules and their complexity. Please note that you can also export and re-import configuration settings, so a hybrid solution may be the best when a lower number of machines is to be installed (normal interactive setup plus import of pre-created configuration settings).

#### Automated Rollout

The basic idea behind a mass rollout is to create the intended configuration on a master (or baseline) system. This system holds the complete configuration that is later to be applied to all other systems. Once that system is fully configured, the configuration will be transferred to all others.

The actual transfer is done with simple operating system tools. The complete configuration is stored in the the registry. Thus, it can be exported to a file. This can be done with the client. In the menu, select “Computer”, then select “Export Settings to Registry File”. A new dialog comes up where the file name can be specified. Once this is done, the specified file contains an exact snapshot of that machine’s configuration.

This snapshot can then be copied to all other machines and put into their registries with the help of regedit.exe.

An example batch file to install, configure and run the service on “other” servers might be:

```
copy \\server\share\mwagent.exe c:\some-local-dir
copy \\server\share\mwagent.pem c:\some-local-dir
cd \some-local-dir
mwagent -i
regedit /s \\server\share\configParams.reg
net start "AdisconMonitoreWareAgent"
```

**Please note:** These files are needed if you are using MonitorWare Agent 8.1 and above. If you are using a older version, you additionally need the files Microsoft.VC90.CRT.manifest, libeay32.dll, ssleay32.dll, msvc90.dll, msvc90.dll and msucr90.dll.

The file “configParams.reg” would be the registry file that had been exported with the configuration client.



Of course, the batch file could also operate off a CD – a good example for DMZ systems which might not have Windows networking connectivity to a home server.

Please note that the above batch file fully installs the product – there is no need to run the setup program at all. All that is needed to distribute the service i.e. mwagent.exe and its helper dlls, which are the core service. For a locked-down environment, this also means there is no need to allow incoming connections over Windows RPC or NETBIOS for an engine only install.

Please note that, in the example above, "c:\some-local-dir" **actually is the directory where the product is being installed**. The "mwagent -i" does **not** copy any files – it assumes they are already at their final location. All "mwagent -i" does is to create the necessary entries in the system registry so that the MonitorWare Agent is a registered system service.

### Branch Office Rollout with consistent Configuration

**You can use engine-only install also if you would like to distribute a standardized installation to branch office administrators.** Here, the goal is not to have everything done fully automatic, but to ensure that each local administrator can set up a consistent environment with minimal effort.

You can use the following procedure to do this:

Do a complete install on one machine.

Configure that installation the way you want it.

Create a .reg file of this configuration (via the client program).

Copy the mwagent.exe, mwagent.pem, libeay32.dll, ssleay32.dll, Microsoft.VC90.CRT.manifest, msvcm90.dll, msvcp90.dll, msvcrt90.dll and .reg file that you created to a CD (for example). Take these executable files from the install directory of the complete install done in step 1 (there is no specific engine-only download available).

Distribute the CD.

Have the users create a directory where they copy all the files. This directory is where the product is installed in – it may be advisable to require a consistent name (from an admin point of view – the product does not require this).

Have the users run "mwagent -i" from that directory. It will create the necessary registry entries so that the product becomes a registered service.

Have the users double-click on the .reg file to install the pre-configured parameters (step 3).

Either reboot the machine (neither required nor recommended) or start the service (via the Windows "Services" manager or the "net start" command).

**Important:** The directory created in step 6 **actually is** the program directory. Do not delete this directory or the files contained in it once you are finished. If you would do, this would disable the product (no program files would be left on the system).

If you need to update an engine-only installation, you will probably only upgrade the master installation and then distribute the new exe files and configuration in the same way you distributed the original version. Please note that it is not necessary to uninstall the application first for an upgrade – at least not as long as the local install directory remains the same. It is, however, vital to **stop** the service, as otherwise the files can not be overwritten.

## 2.2 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.

## 2.3 Installing LogAnalyzer

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

For full installation of Adiscon LogAnalyzer, we refer to the following article:

<http://loganalyzer.adiscon.com/articles/how-to-setup-eventreporter-to-view-windows-eventlogs-in-adiscon-loganalyzer/>

It describes in detail how the prerequisites and components need to be installed and configured.

Please contact us by email at [support@adiscon.com](mailto:support@adiscon.com), if you want some more help in this regard.

## 2.4 Obtaining a Printable Manual

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

## 2.5 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. There are multiple methods available. Adiscon Support prefers Adiscon Config Format. 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.

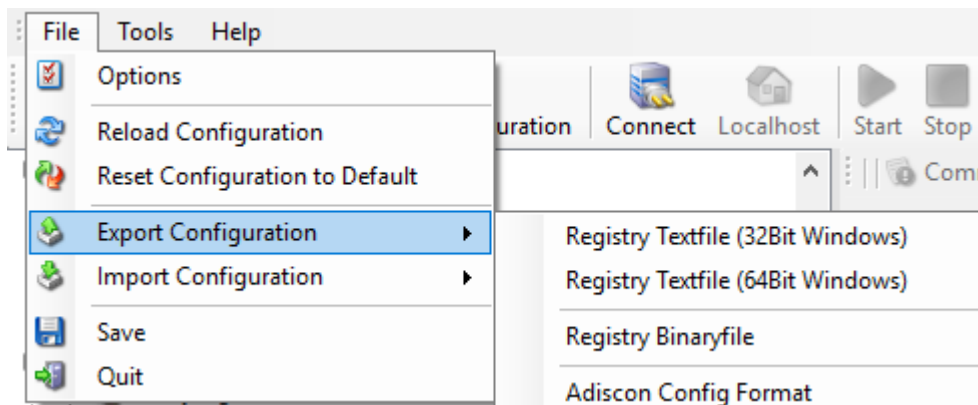


Figure1: Export Settings to a file

To use it, please do the following:

1. Go to "File->Export Configuration"
2. Choose "Adiscon Config Format".
3. Save the configuration 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 10 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.

## 2.6 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).

### Debug Logging

When having Debug Logging enabled, the Username used for the Service will be printed below the Version Build number now. This is useful for debugging purposes.

### 2.6.1 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.

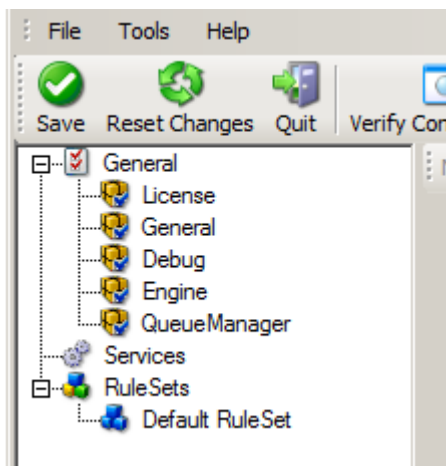
## 2.6.2 Ignoring Events

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.

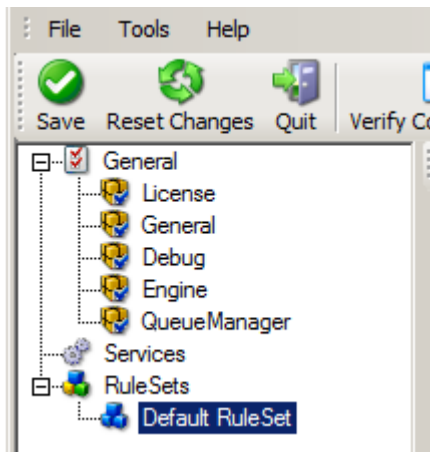
In this tutorial, we define a filter that discards such events. In our example, we assume that Events with the ID 105, 108 and 118 are not required. Please note that for simplicity reasons we only apply filter based on the event ID. In a production environment, you might want to add some additional properties 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:



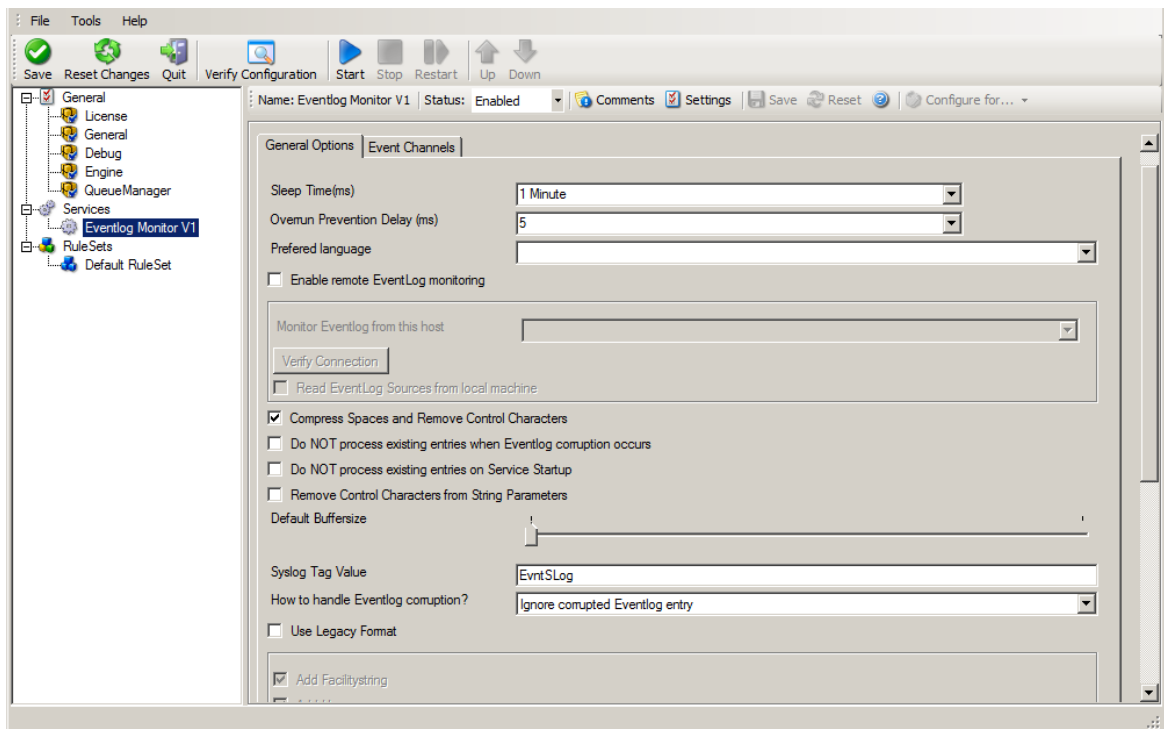
*Ignoring Events - Figure 1*

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:

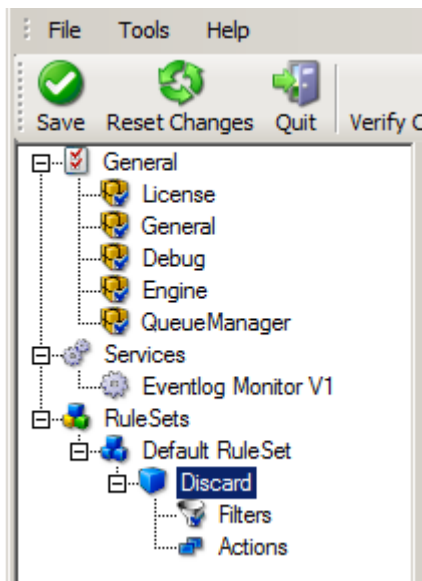


*Ignoring Events - Figure 3*

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.

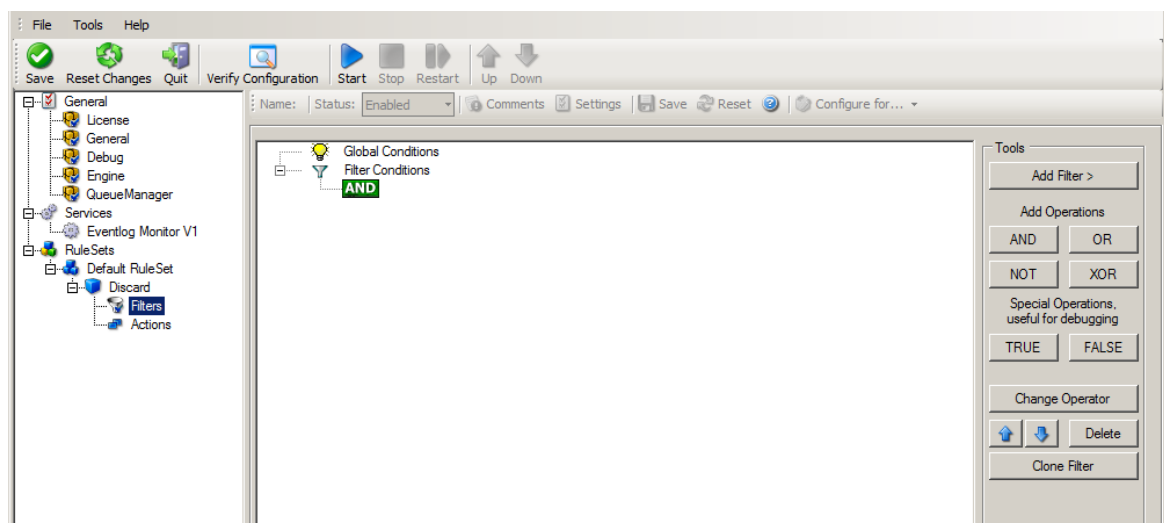
Now we do something with the data that is generated by the event log monitor. To do so, we must define rules inside the rule set.

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:

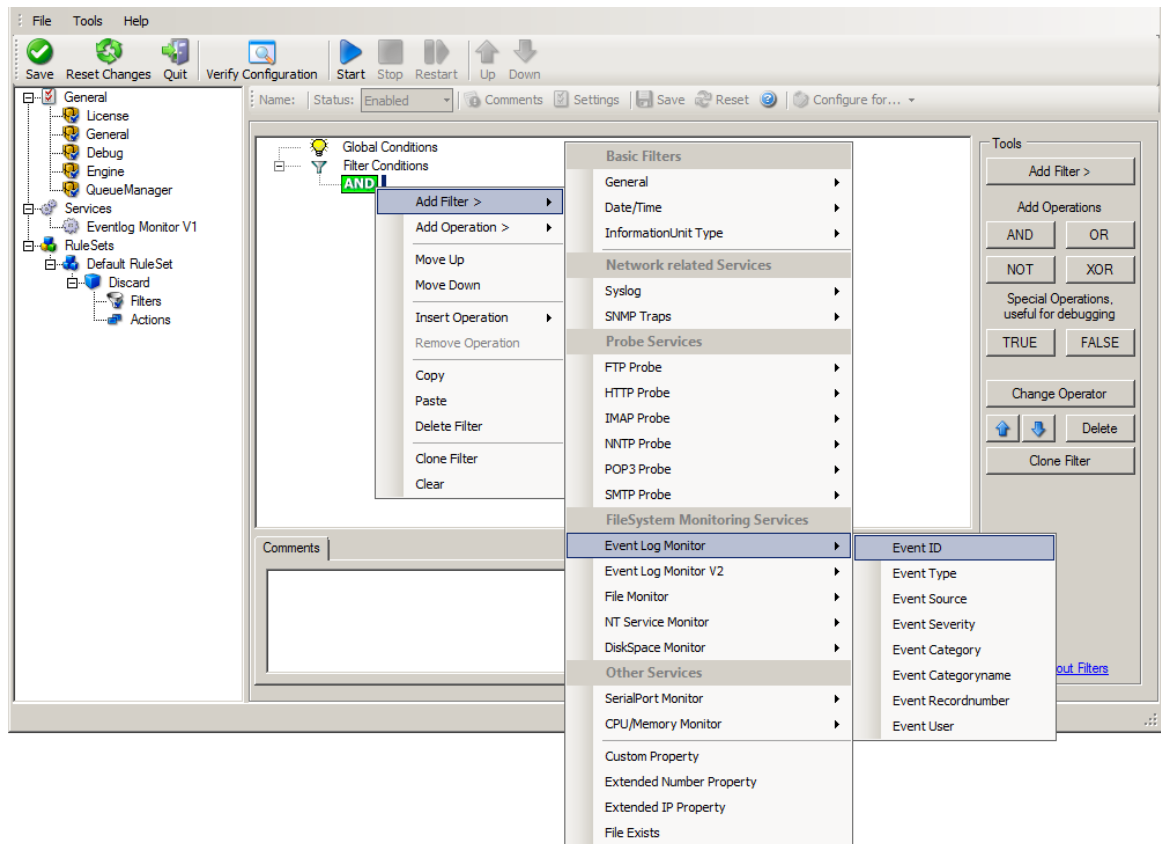


Ignoring Events - Figure 5

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".

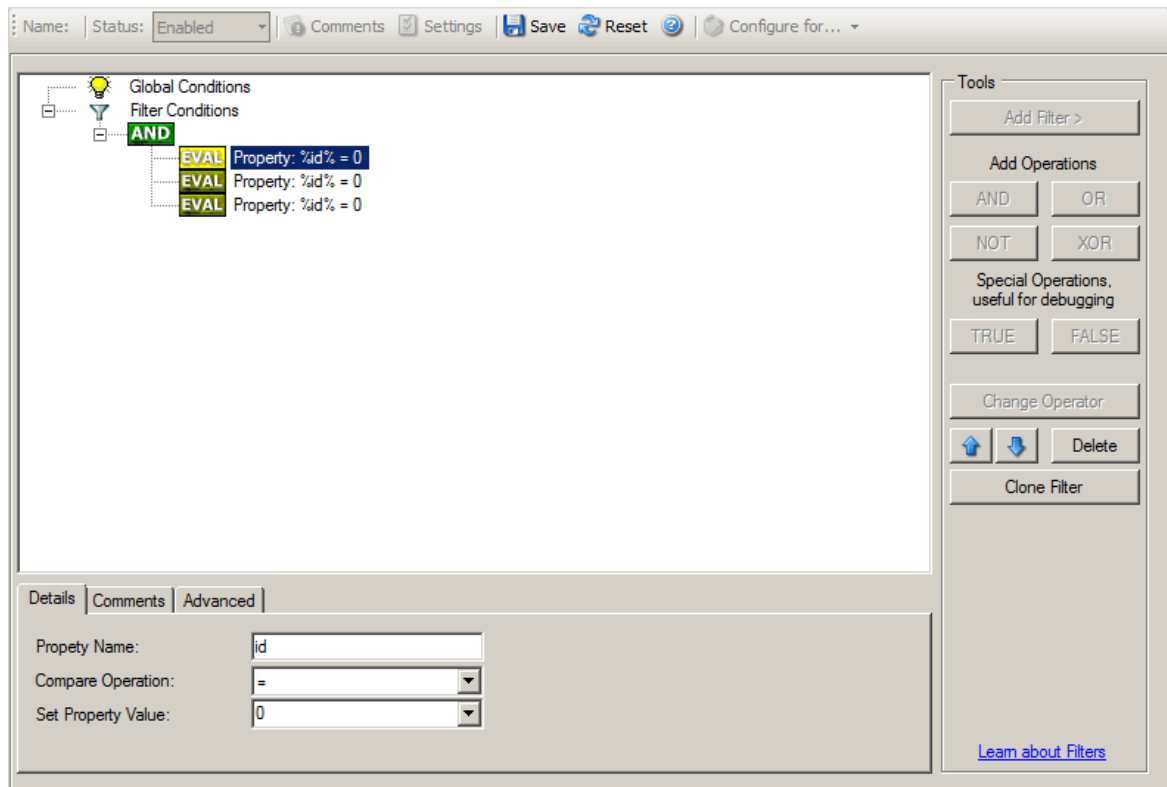
We filter out "uninteresting" events via their event id. Again, there are different ways to do this. In the sample, we do it via right clicking the "OR" node and selecting "Add Filter" from the pop up menu. Or you can use the Add Filter Button. This can be seen in the screen shot below:



*Ignoring Events - Figure 6*

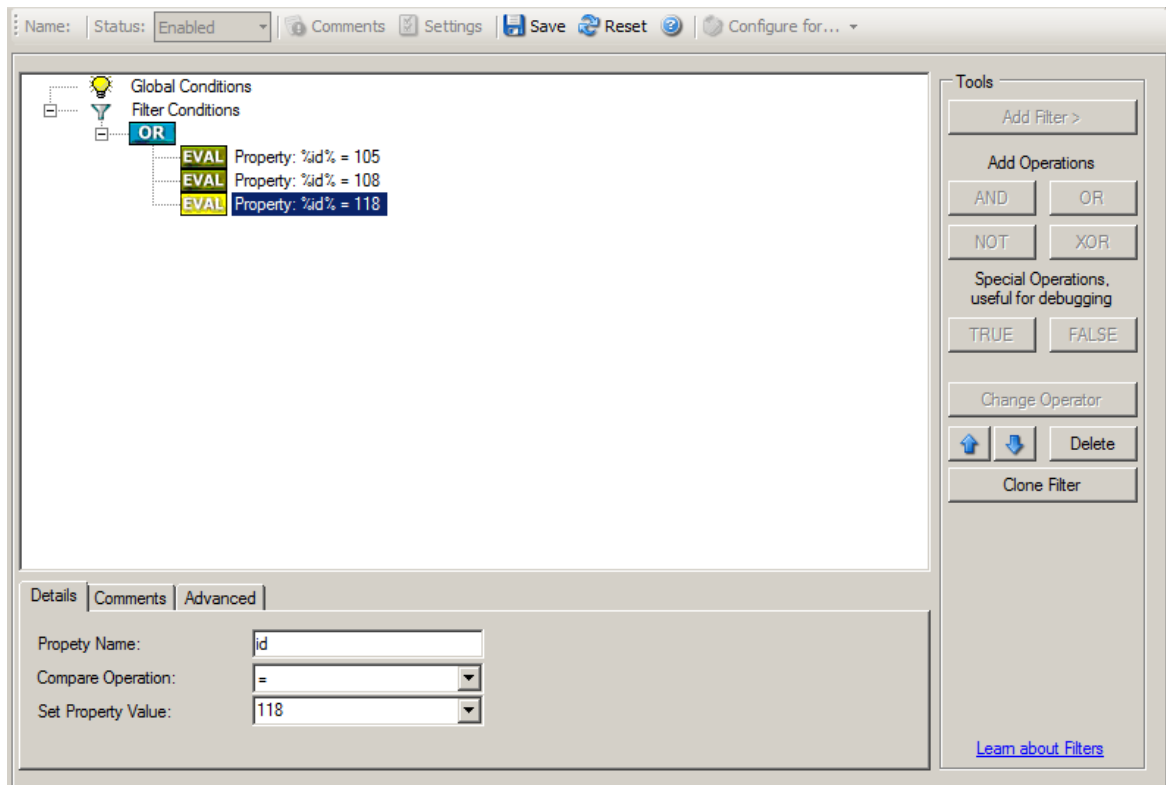
I prefer to add all three Event ID property filters first and later on change the Event ID to the actual value I am looking for. When you have added them, it should look as follows:





*Ignoring Events - Figure 7*

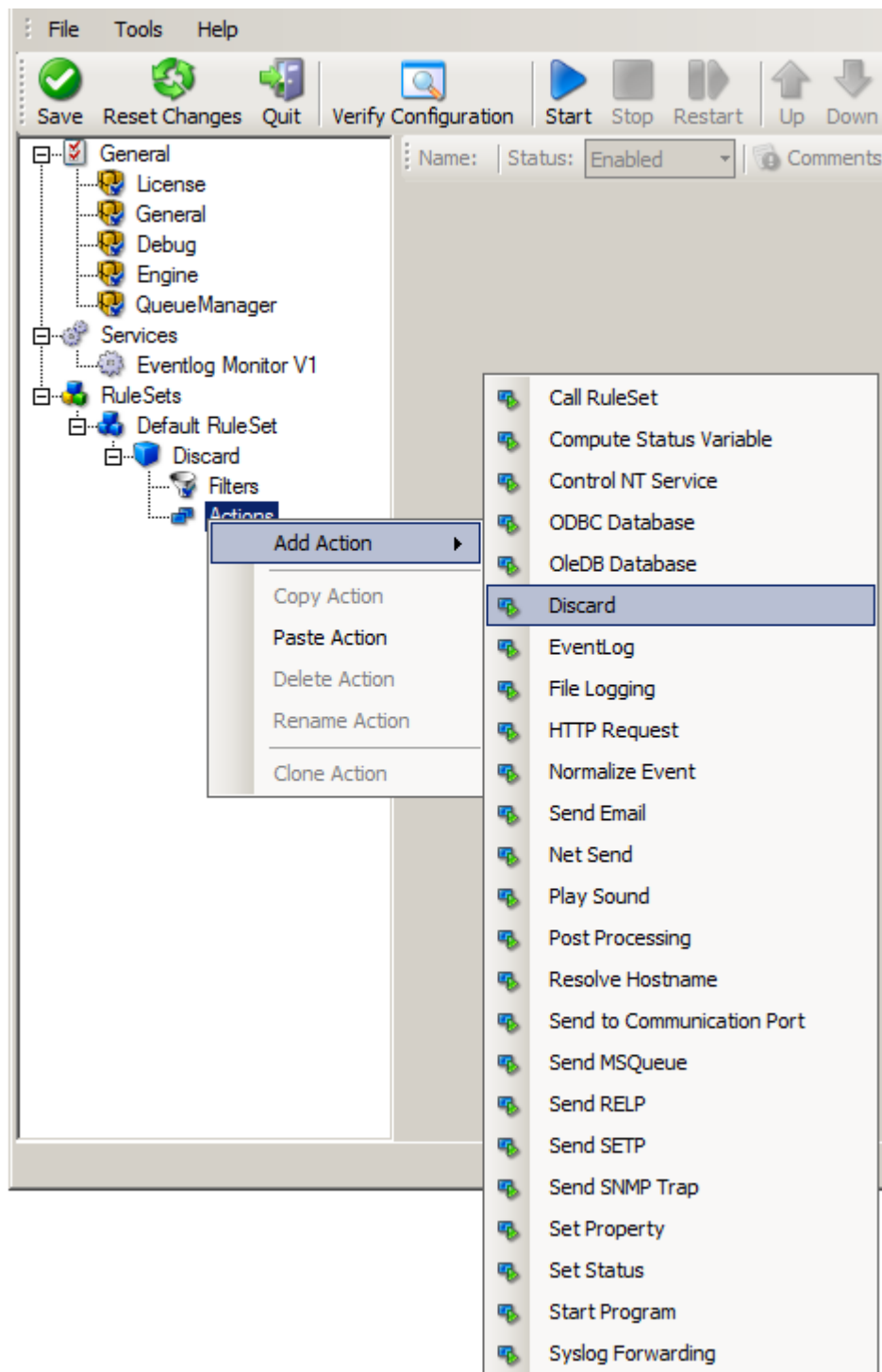
In order to enter the actual values, select each of the three filters. A small dialog opens at the bottom of the screen. There you enter the values you are interested in. In our sample, these are IDs 105, 108 and 118. As we are only interested in exactly these values, we do a comparison for equality,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



*Ignoring Events - Figure 8*

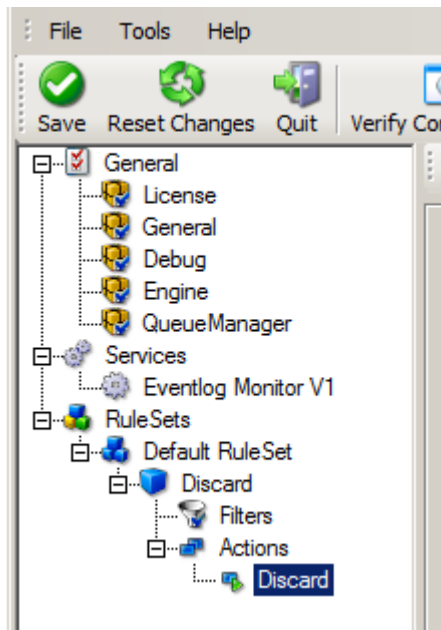
Save the settings by clicking the (diskette-like) "Save" button. We have now selected all events that we would like to be discarded. In reality, these are often far more or a more complicated filter is needed. We have kept it simple so that the basic concept is easy to understand – but it can be as complex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



*Ignoring Events - Figure 10*

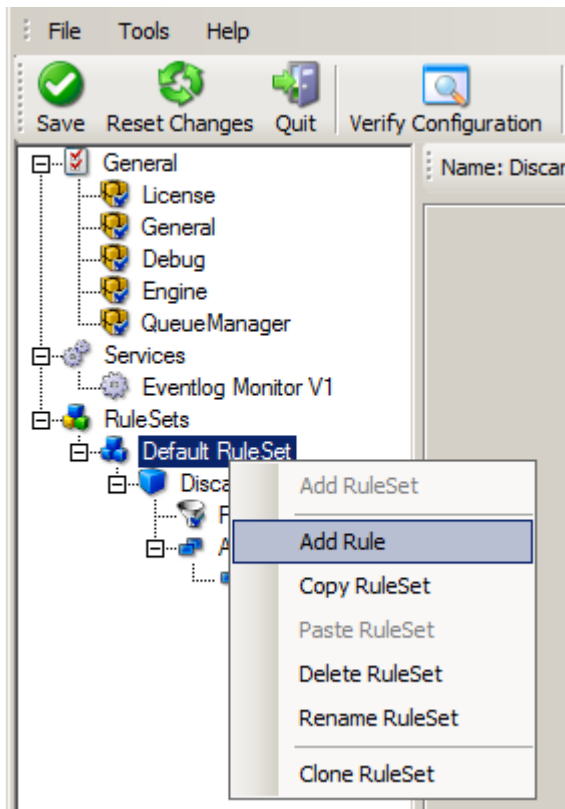
This concludes the definition of our first rule.

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.

### 2.6.3 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":

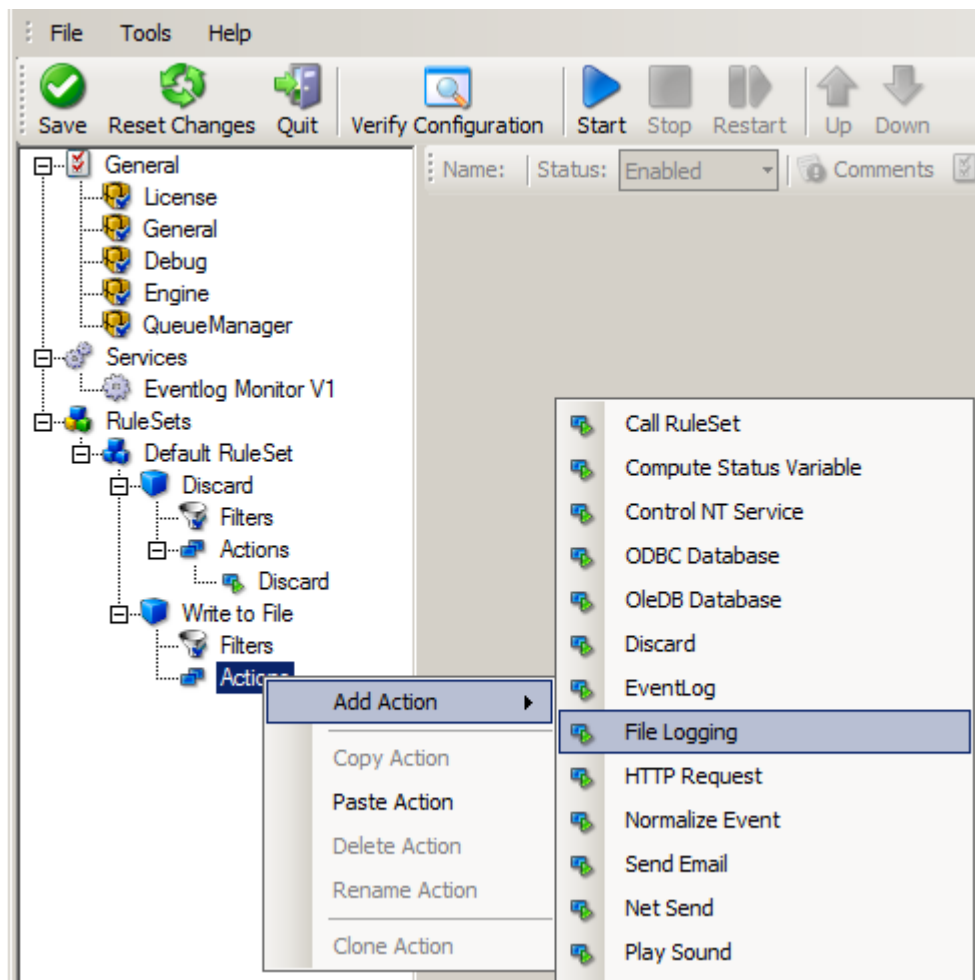


Logging Events - Figure 1

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).

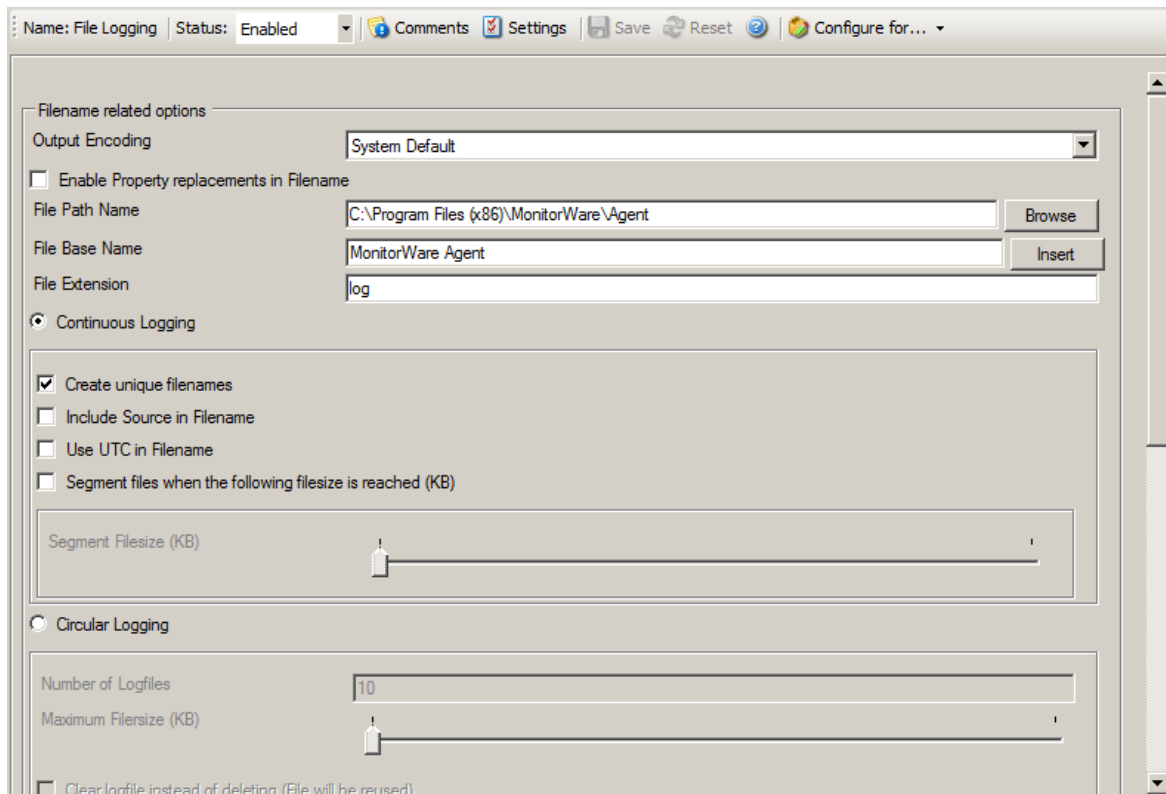
Since we want to store all still open Events with help of this rule, we do not require any filter rules here. However, a corresponding action must be defined. Therefore, we just need to define the action:

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



Logging Events - Figure 2

Do not modify the defaults. In our sample, we call this action "File Logging". Now the tree view contains a node "File Logging", 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 to try free [Adiscon Log analyzer](#) open source project.

open

**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.

## 2.6.4 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.

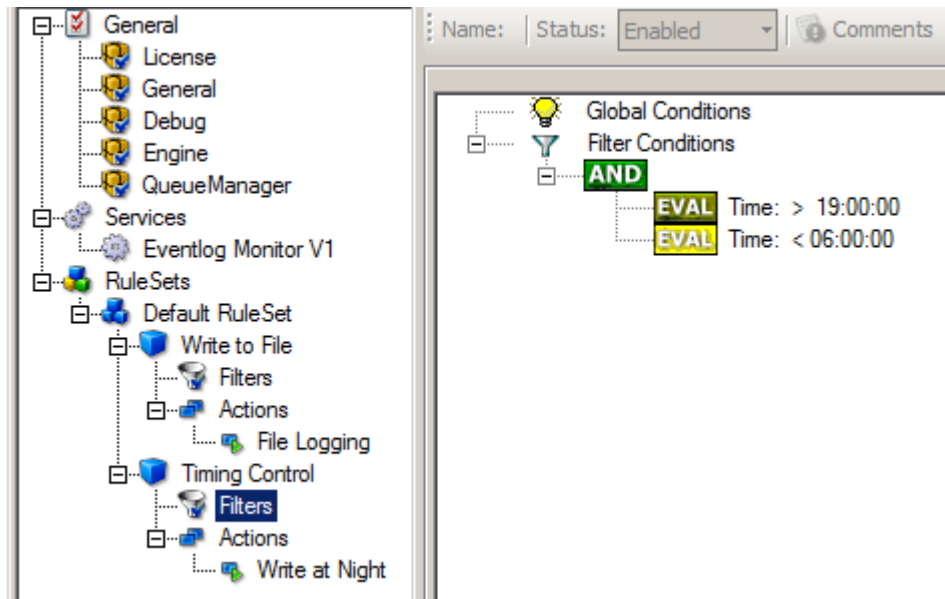
Let us first define a sample time-based filter that applies a nightly time frame. In fact, there are many ways to do this. We have used the method below, because it is straightforward and requires the least configuration work.

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.**

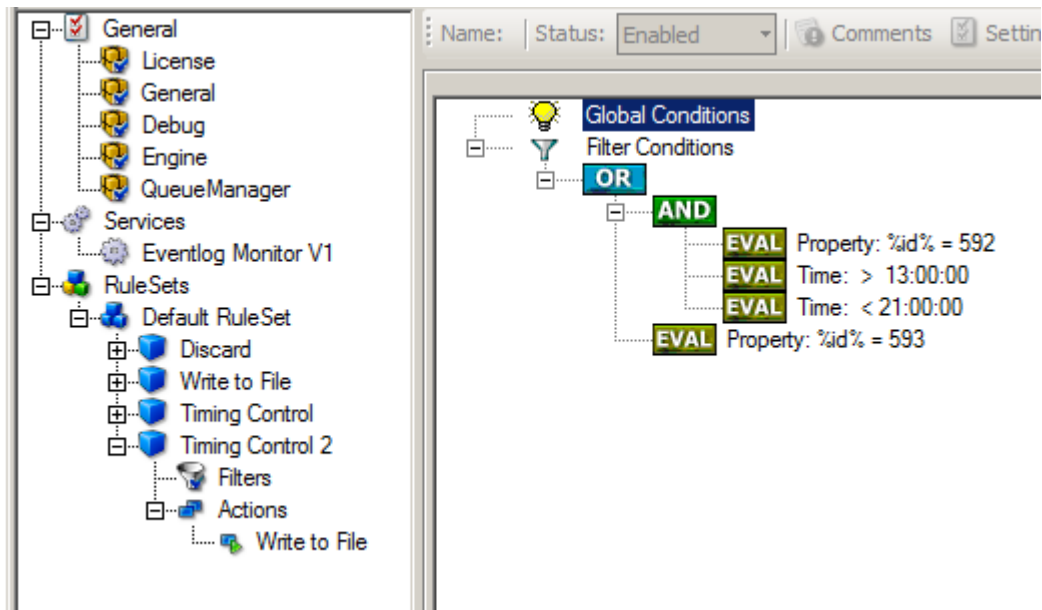
If an event comes in at 08:00:00 AM in the morning, the action is not called – it is outside of the specified time frame:

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

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>

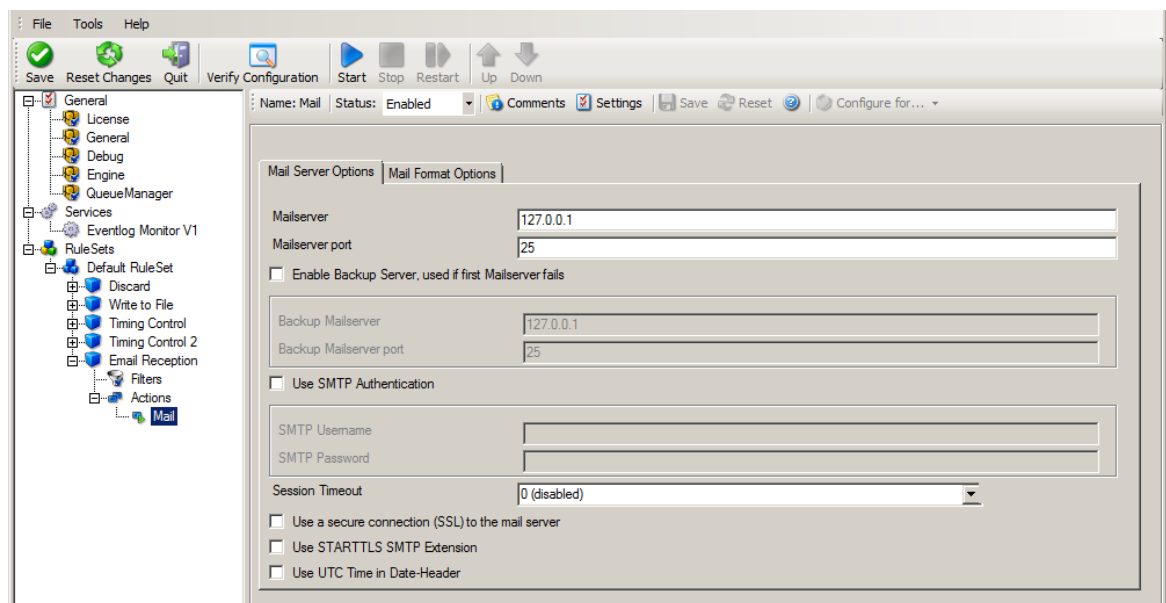
This time the filter condition evaluates to true, too. The reason is that the (not matched) time frame is irrelevant as the other condition of the top-level "OR" branch evaluates to true (Event ID = 593).

## 2.6.5 Email Notifications

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

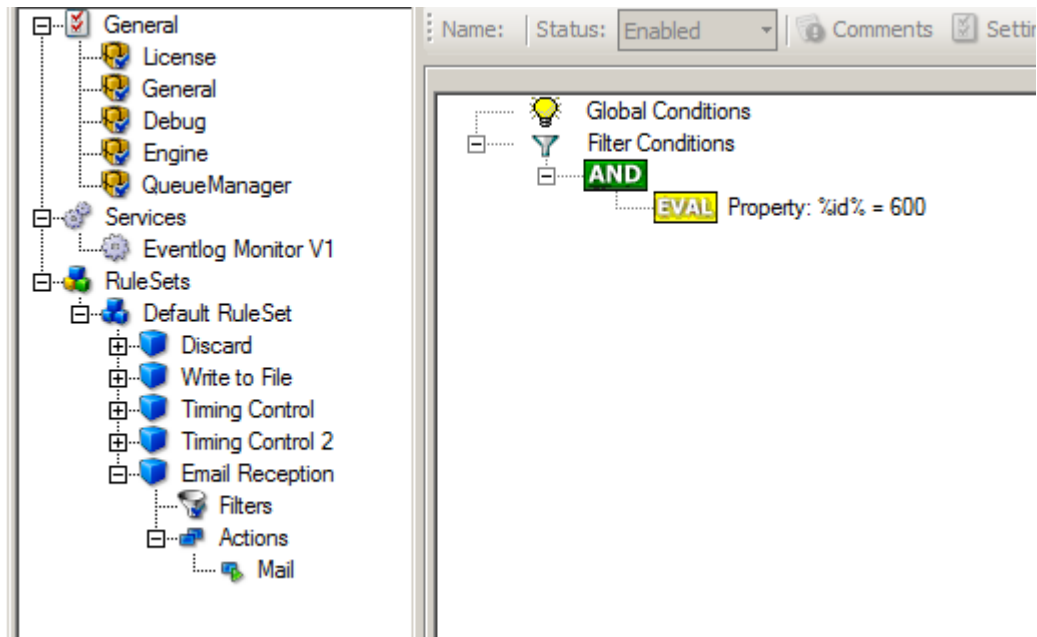
So let us create an additional rule for that purpose: Right-click the "Defaults" rule set and select "Rule Sets", "Add Rule" from the pop up menu. Provide a name. We call it "Email Reception" in this example. Then, add a "Forward via Email" action. In the action details, be sure to configure at least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

### 2.6.6 Alarming via Net Send

**Attention! Due changes in all supported Windows Version, the net send functionality has been disabled by default.**

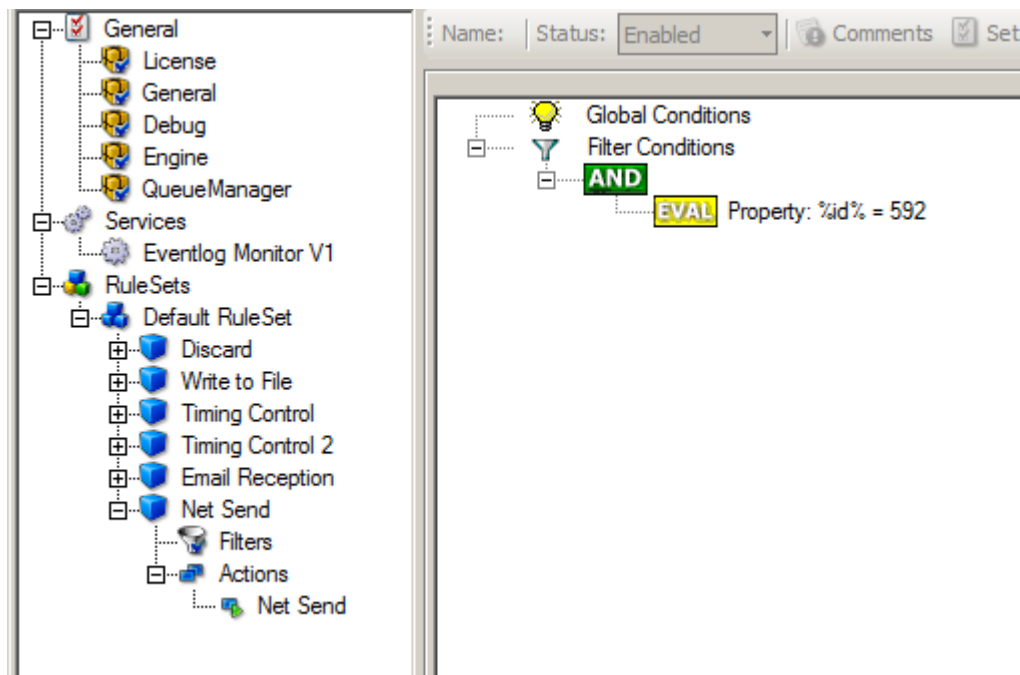
**Using the Net Send Action will not work unless you enable certain policies on your Windows Installations.**

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).

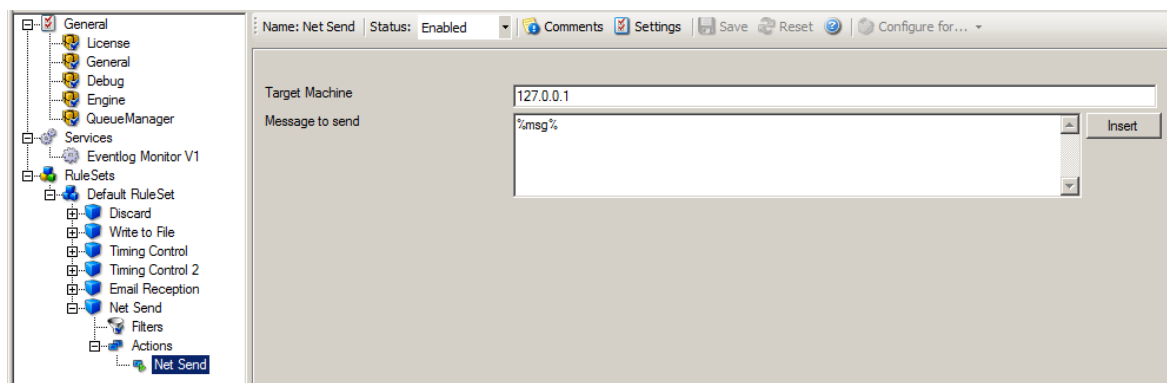


Alarming via Net Send - Figure 1

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.

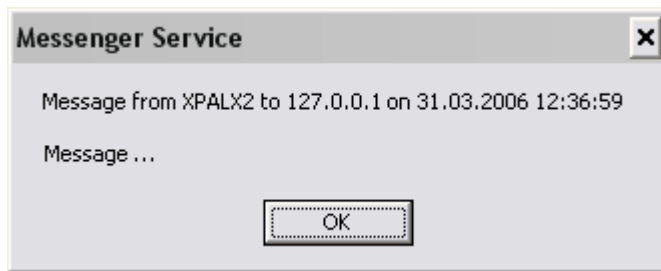
The message text itself goes into "Message to send".



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):

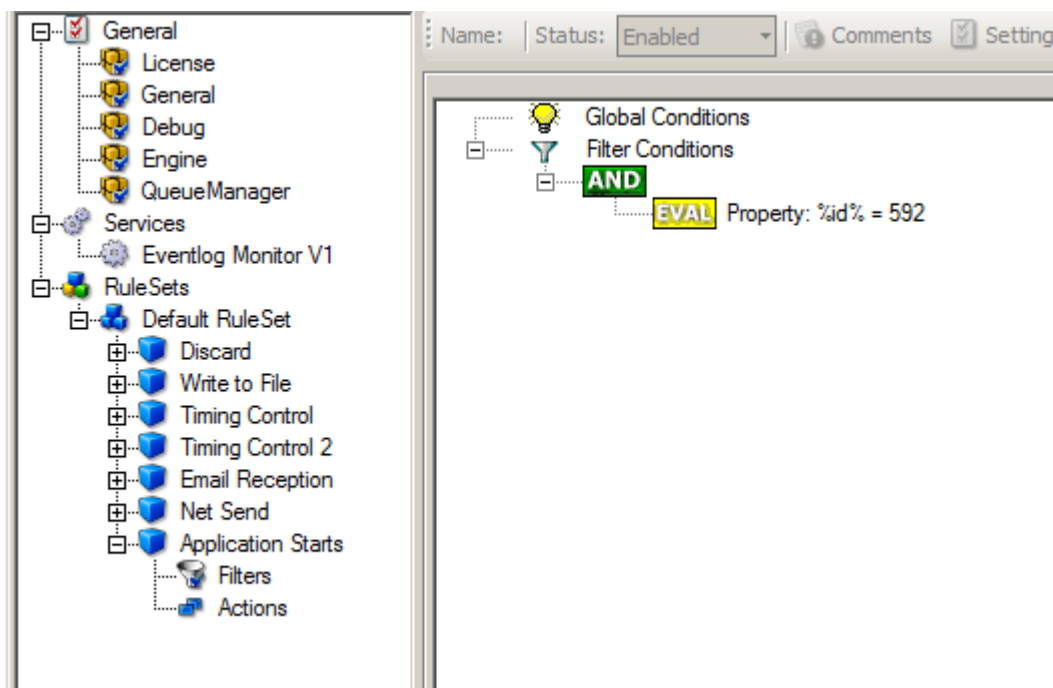


Alarming via Net Send - Figure 3

## 2.6.7 Starting Scripts and Applications in Response to an Event

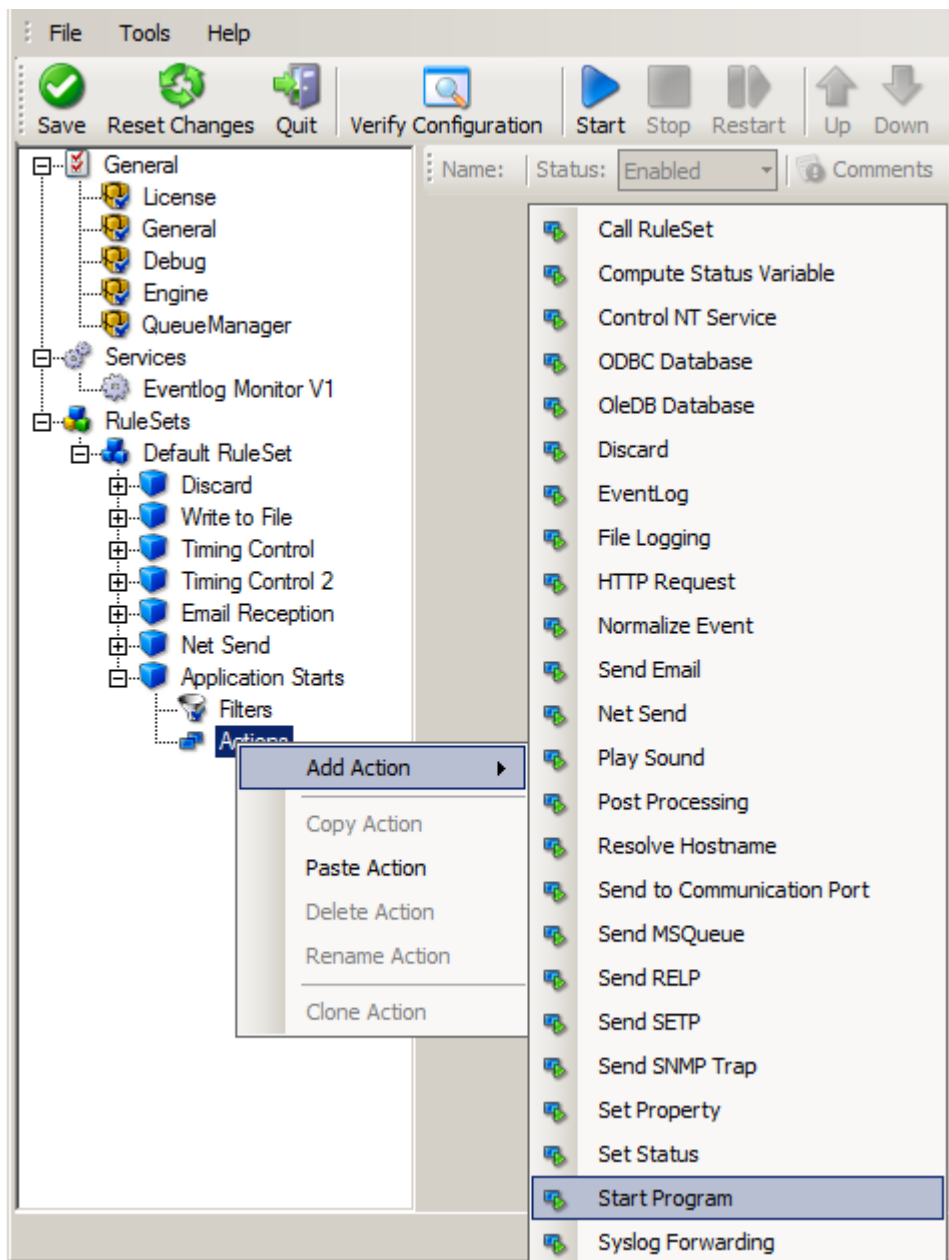
We now want to start an application or a script when certain events occur. Typically, this is done to start administrative scripts or corrective action. For example, if a disk runs low on space, you could start a script that deletes temporary files, or if a service fails, a script could restart it.

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.



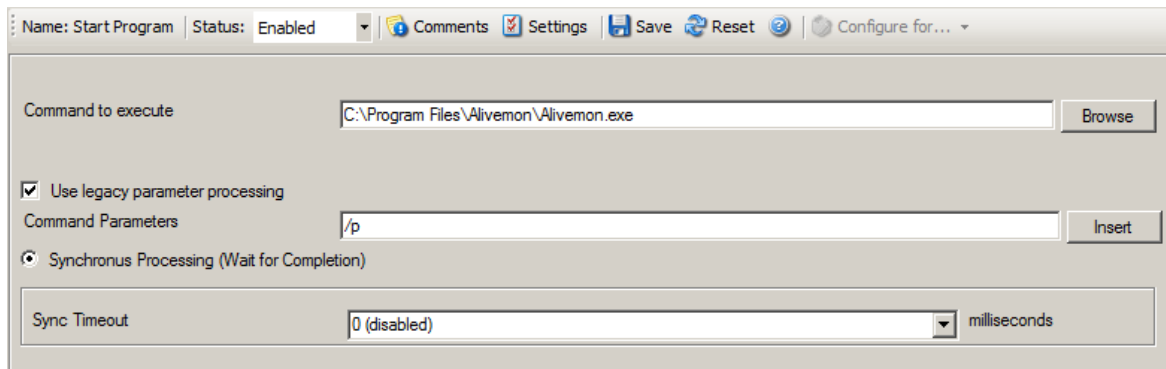
Starting Scripts and Applications in Response to an Event - Figure 1

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.

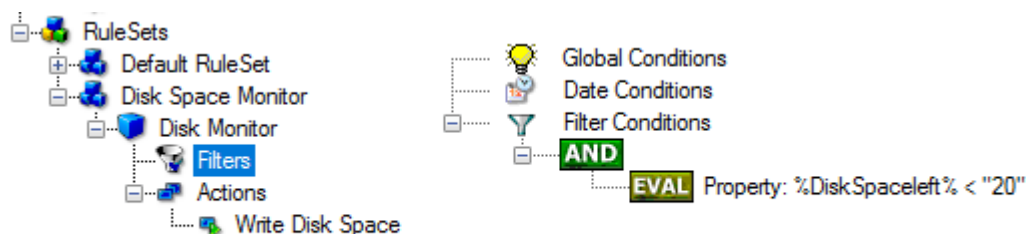
## 2.6.8 Monitoring Hard Disk Space

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:

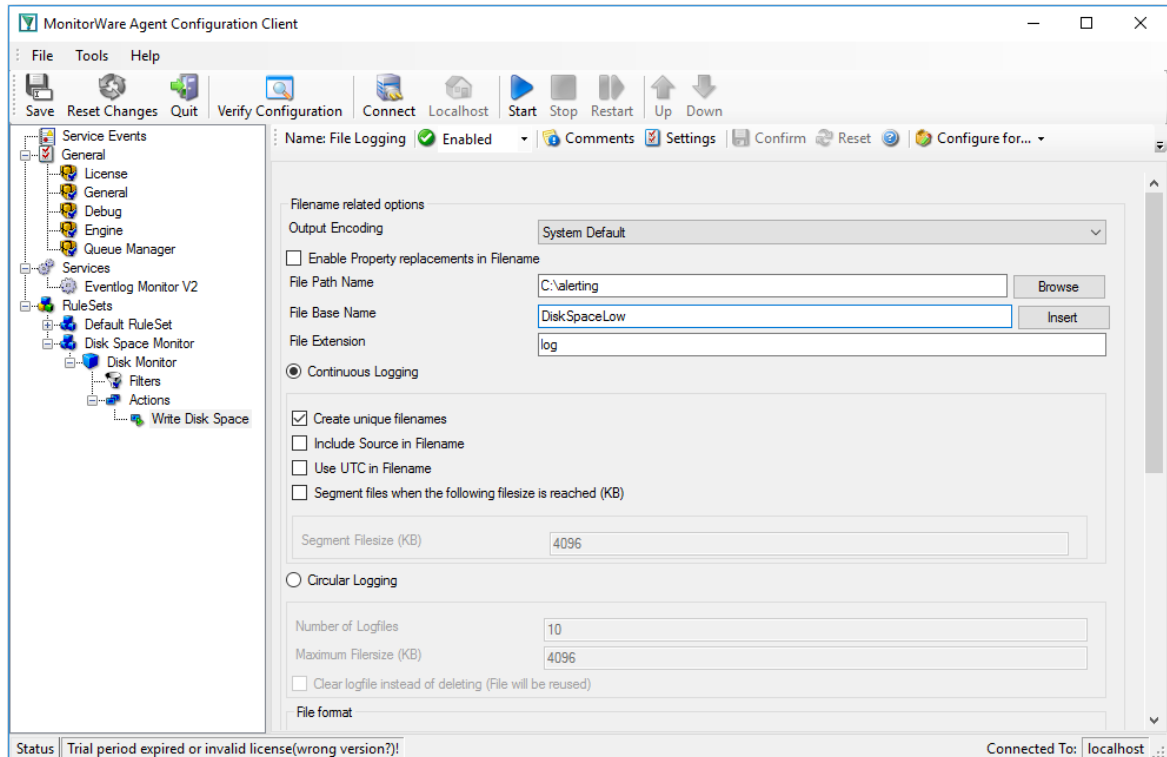


Monitoring Hard Disk Space - Figure 1



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.



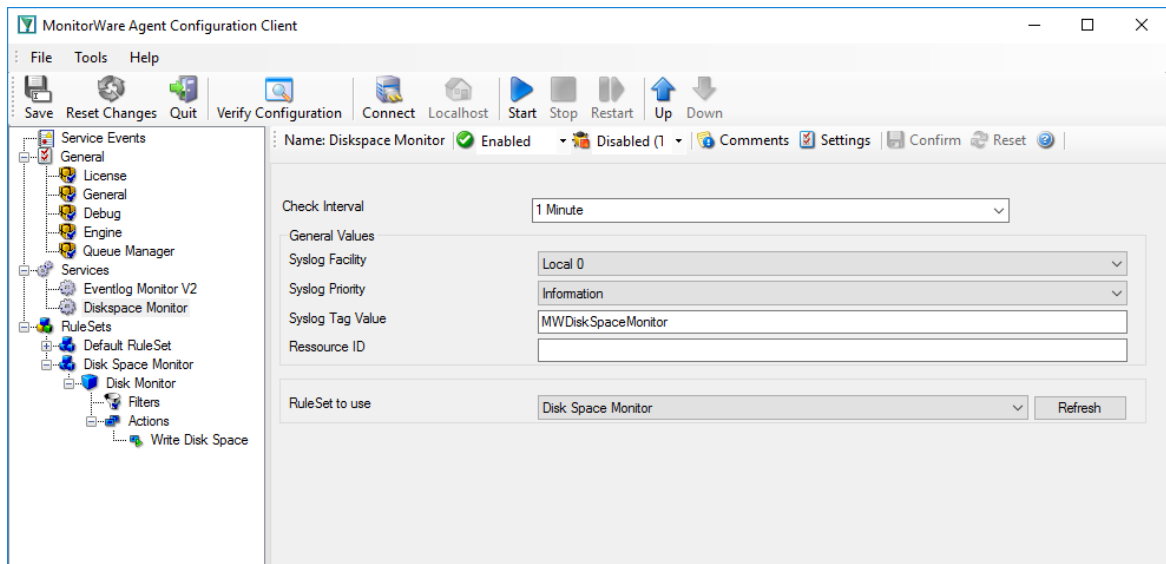
*Monitoring Hard Disk Space - Figure 2*

**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*

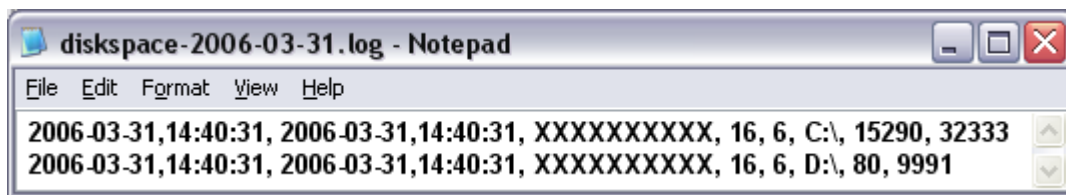
When the wizard starts, you need to name the new service. We use "DiskSpace Monitor" in our sample. Leave the default settings and click "Next" and "Finish".



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:

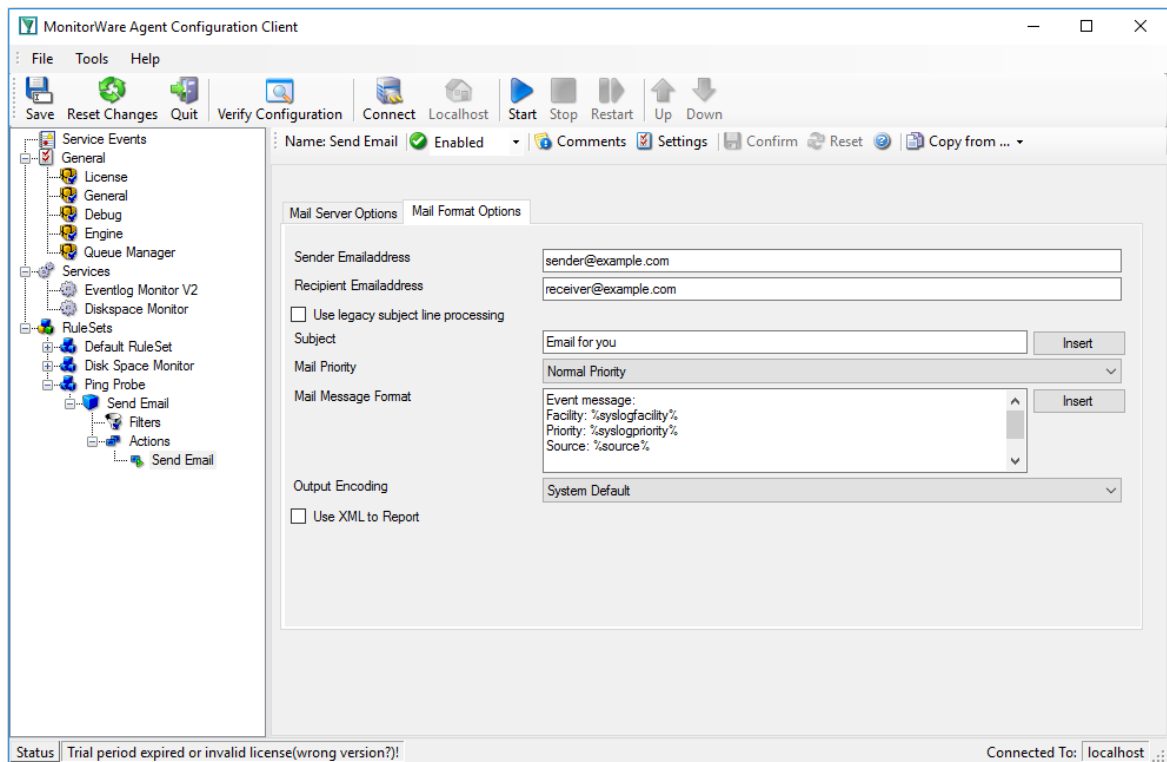


Monitoring Hard Disk Space - Figure 5

## 2.6.9 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.

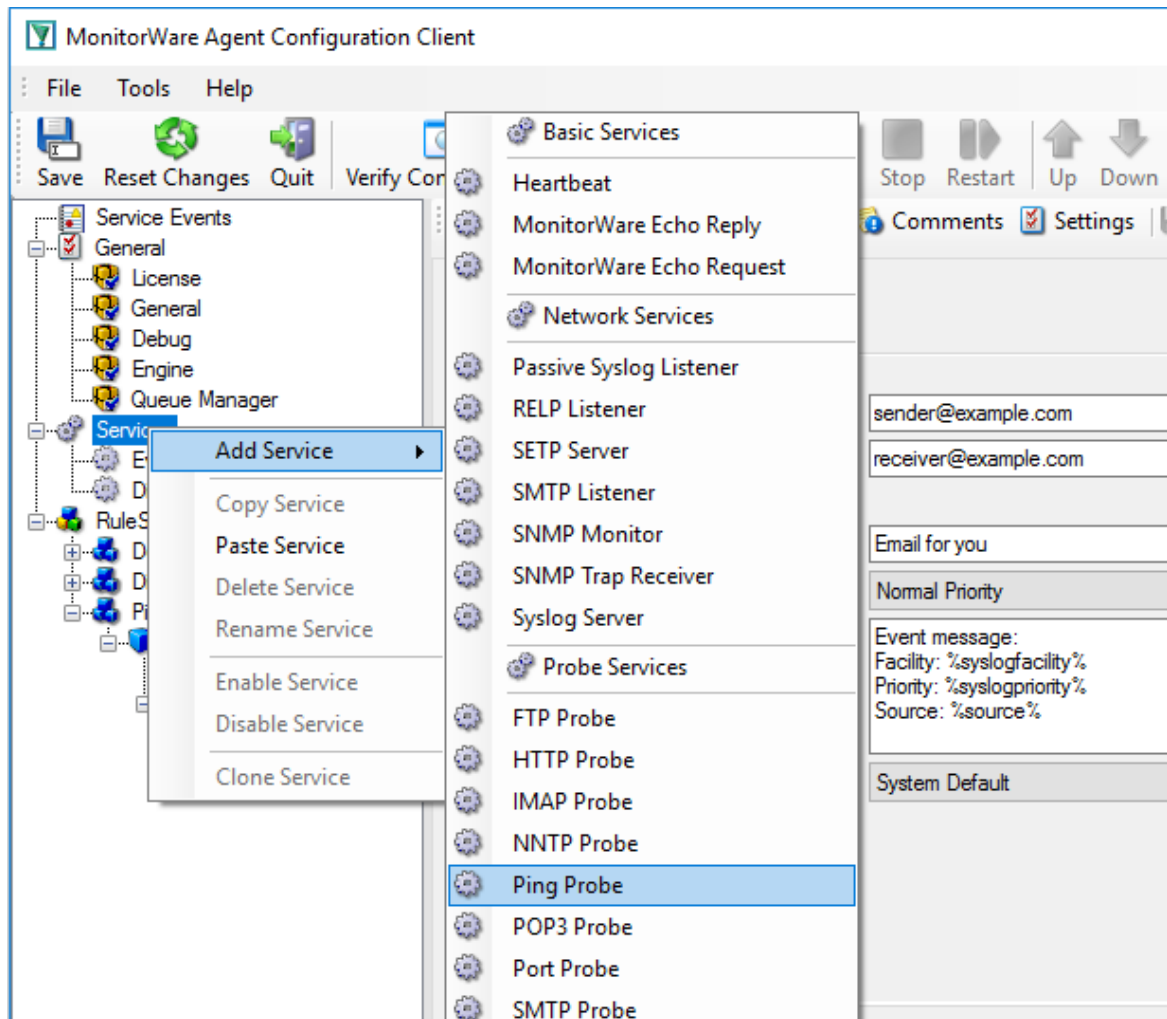
As first step, we create a new rule set. Please see the previous example for the reasoning of doing so. We call the new rule set "Ping Probe". We would like to receive email notifications if the ping probe fails. So we add a "Send Email" action. After doing so, the screen looks as follows:



*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:

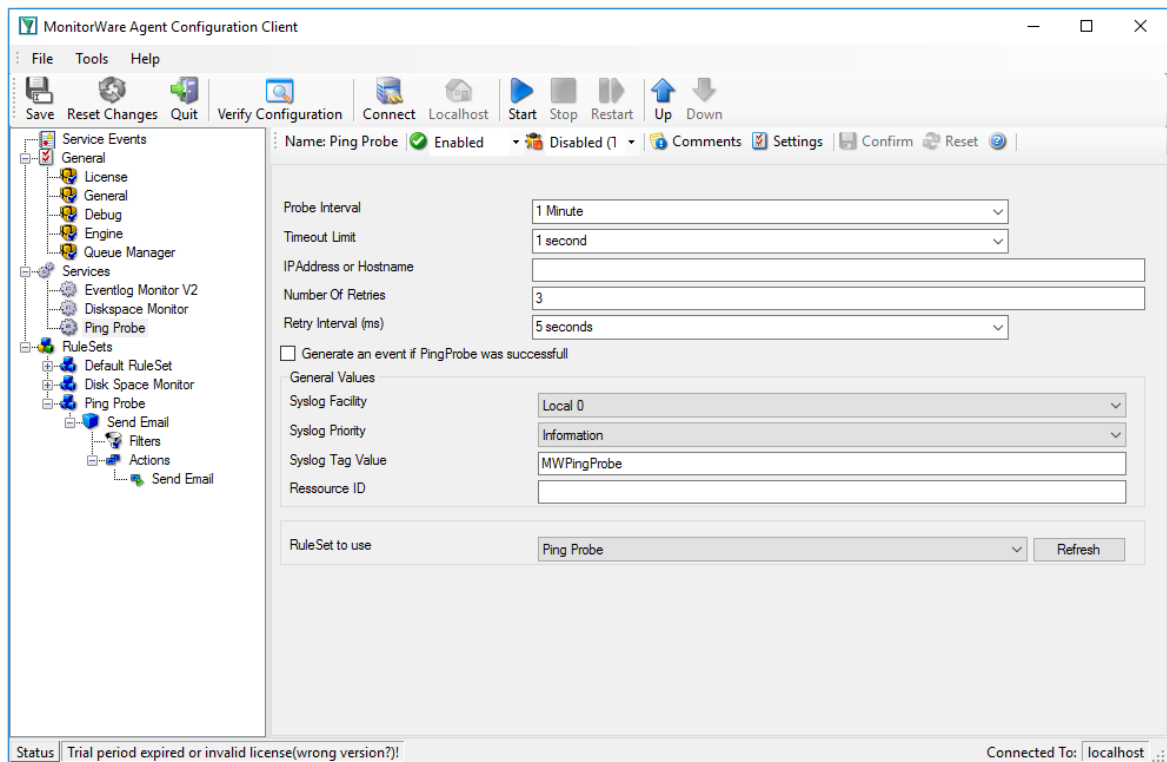


*Monitoring External Devices via PING - Figure 2*

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.

### 2.6.10 Monitoring FTP Server via a FTP Probe

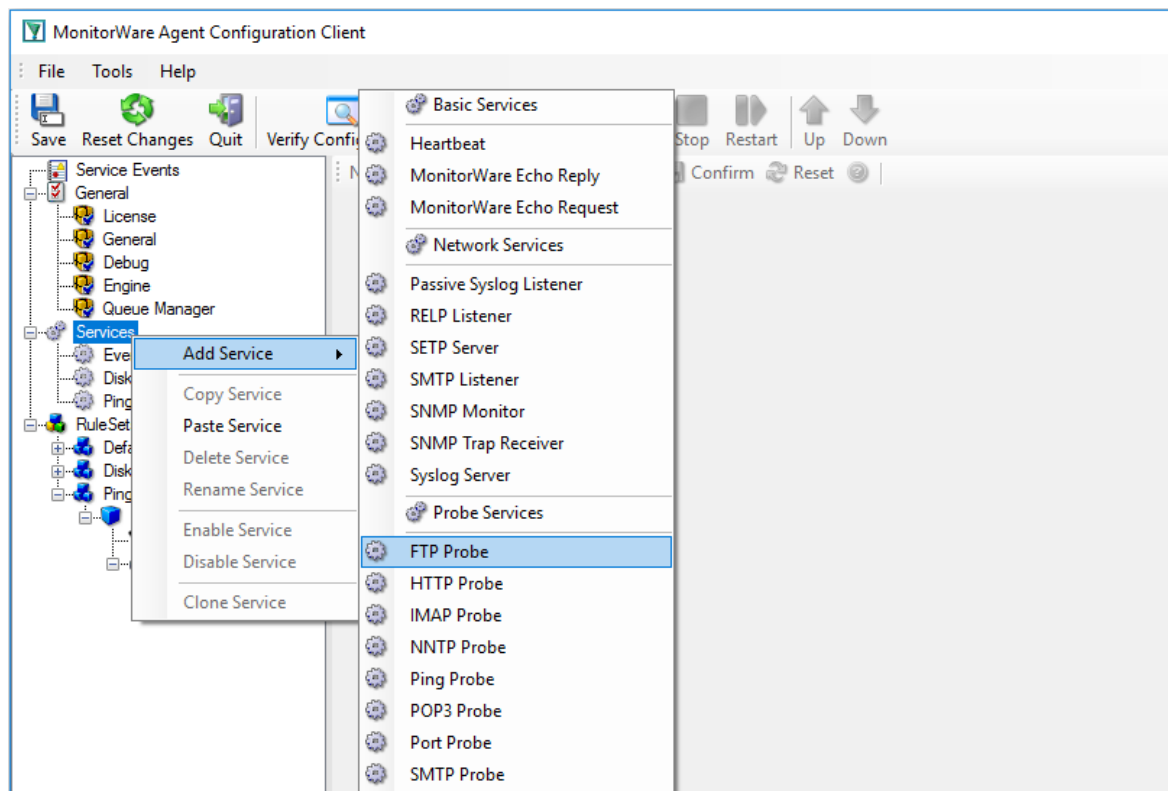
This sample is very similar to the ping probe and port probe samples directly above. Thus, we describe it briefly, only.

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.

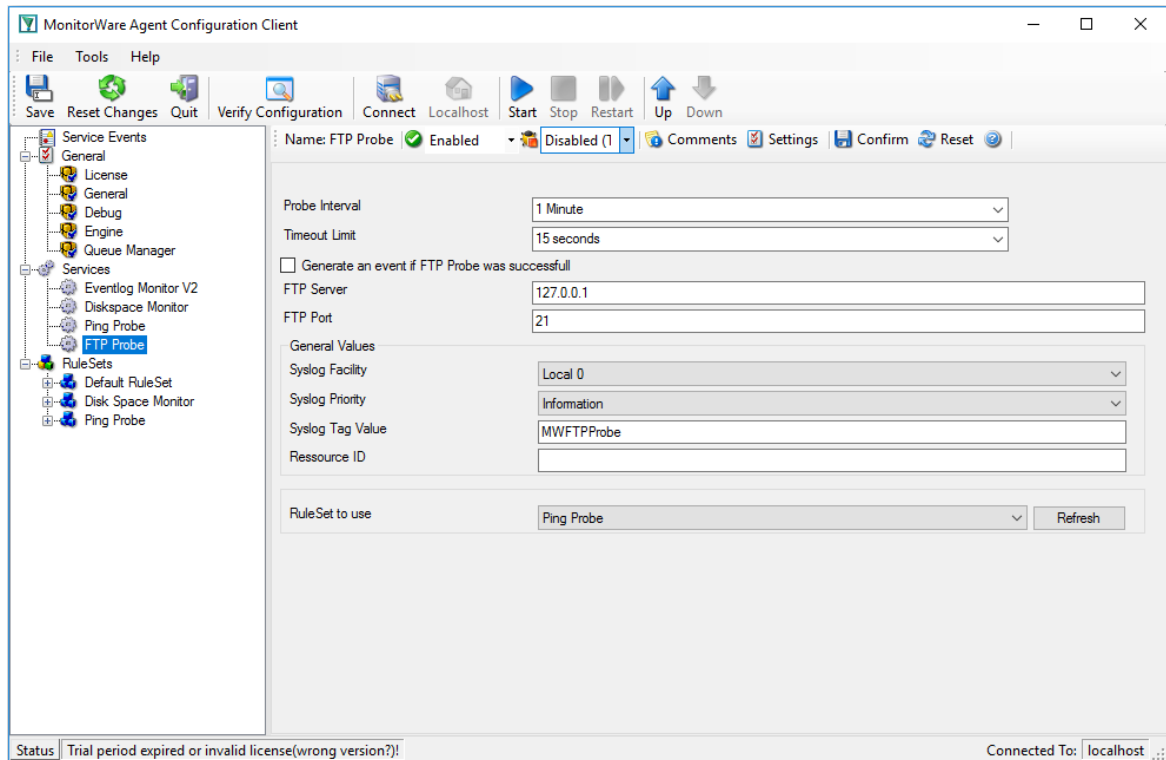
Because this sample is so close to the previous ones, we do not create a new rule set specifically for email alerting. Please view "Ping Probe" for it. This is a good sample of rule set re-use. It might be clever to rename the rule set in such a case. For simplicity reasons, we have not done this here.

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



Monitoring FTP server via a FTP Probe - Figure 1

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:

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

### 2.6.11 Monitoring SMTP Server via a SMTP Probe

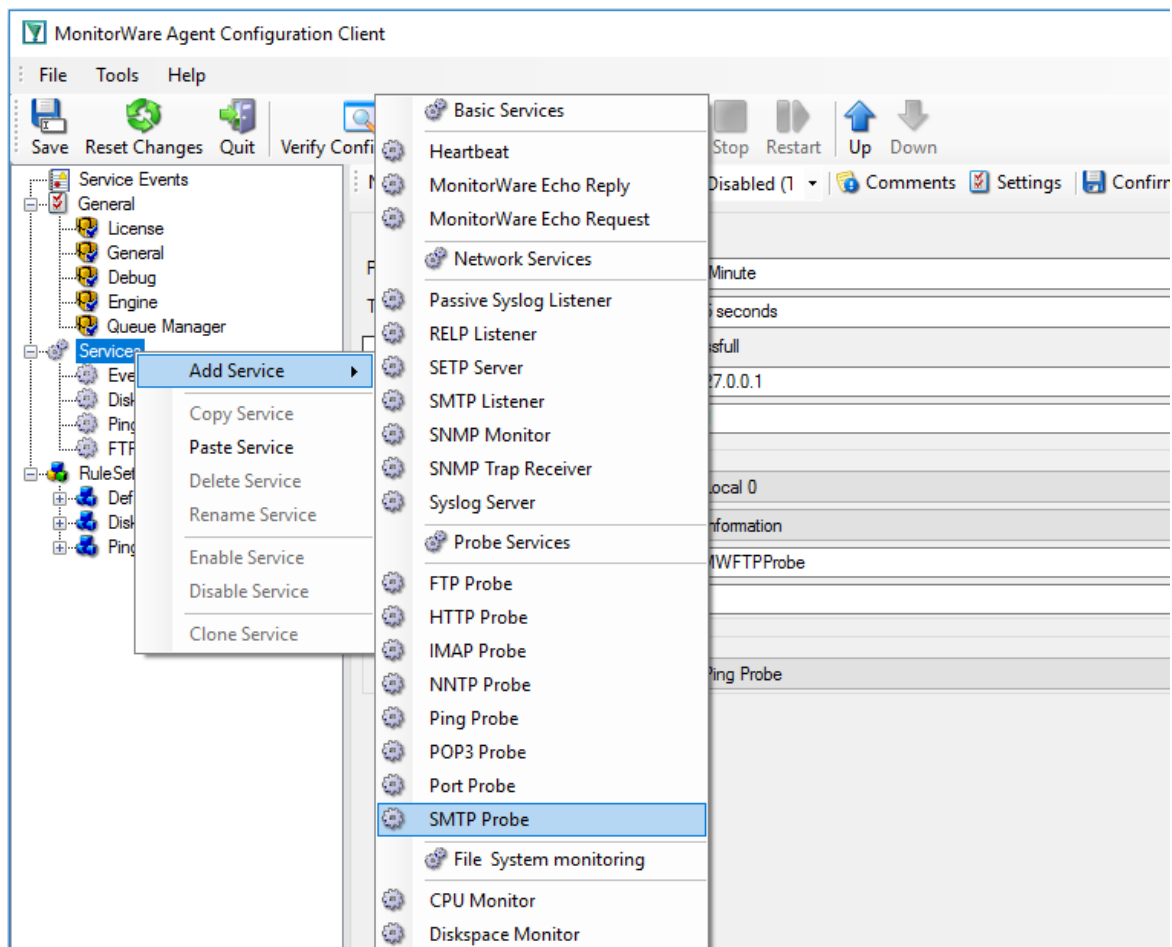
This sample is also very similar to the ones directly above. Thus, we describe it briefly, only.

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.

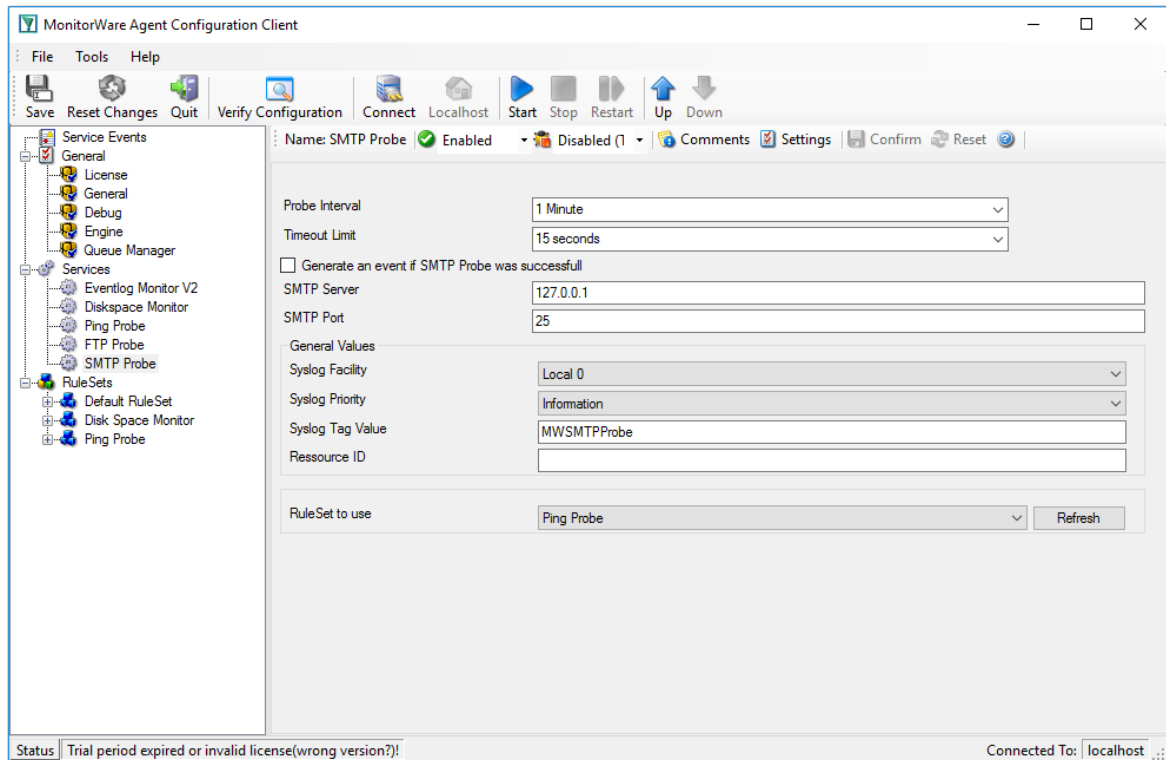
Therefore, we begin by creating the new service, done by right-clicking "Services":



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

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"

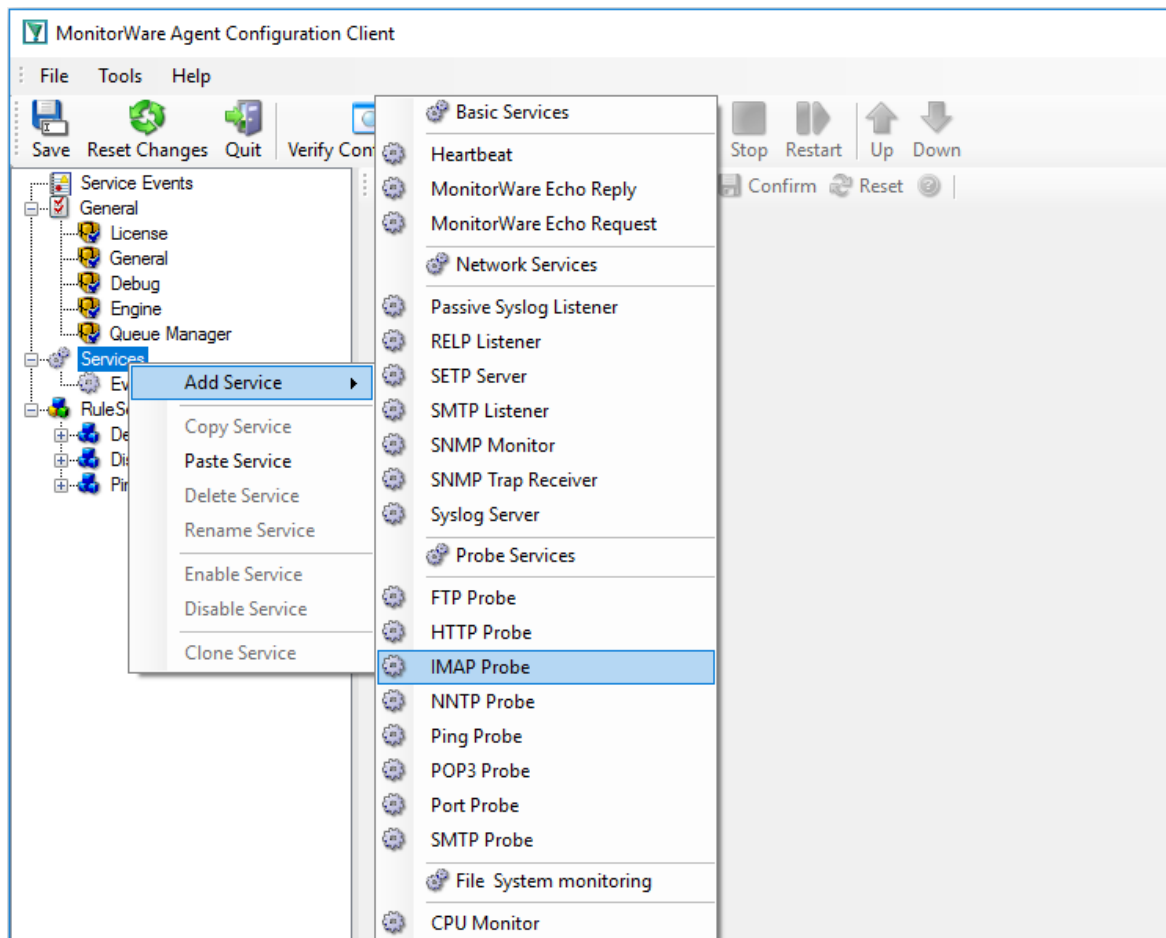
## 2.6.12 Monitoring IMAP Server via a IMAP Probe

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 **imaprespmsg**.

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.

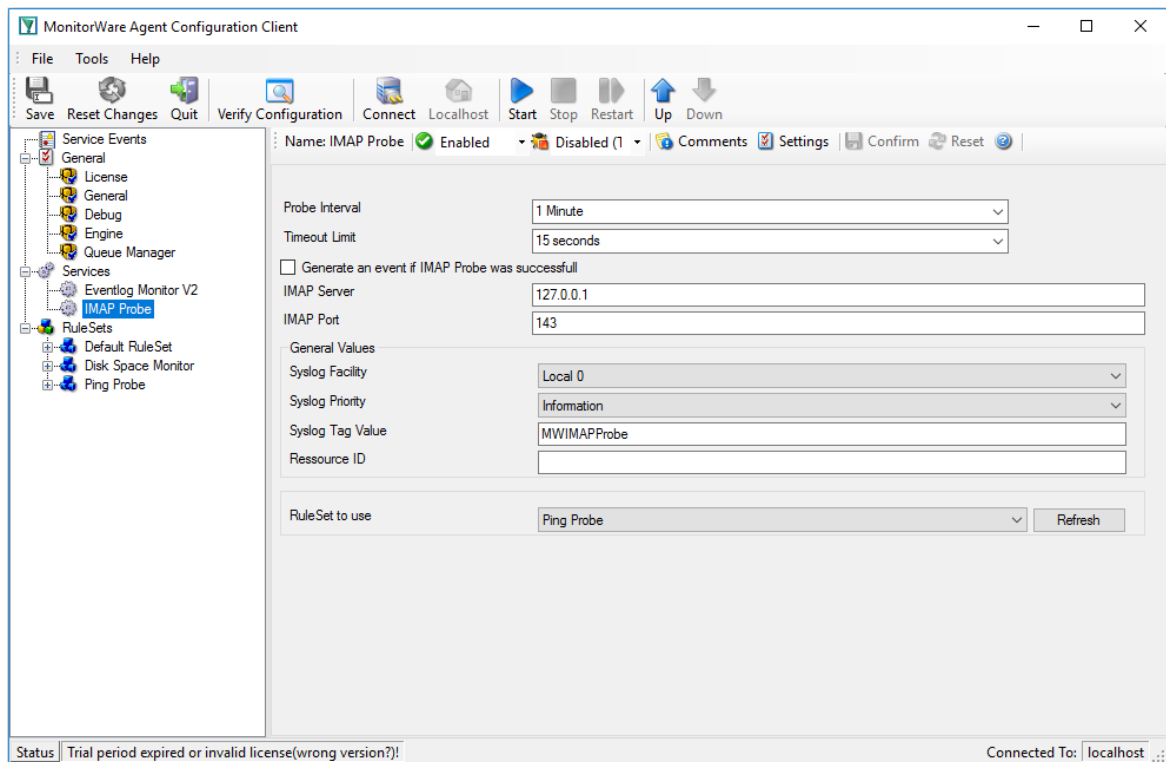
Because this sample is so close to the previous ones, we do not create a new rule set specifically for email alerting. Please view "Ping Probe" for it. It might be clever to rename the rule set in such a case. For simplicity reasons, we have not done this here.

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



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

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"

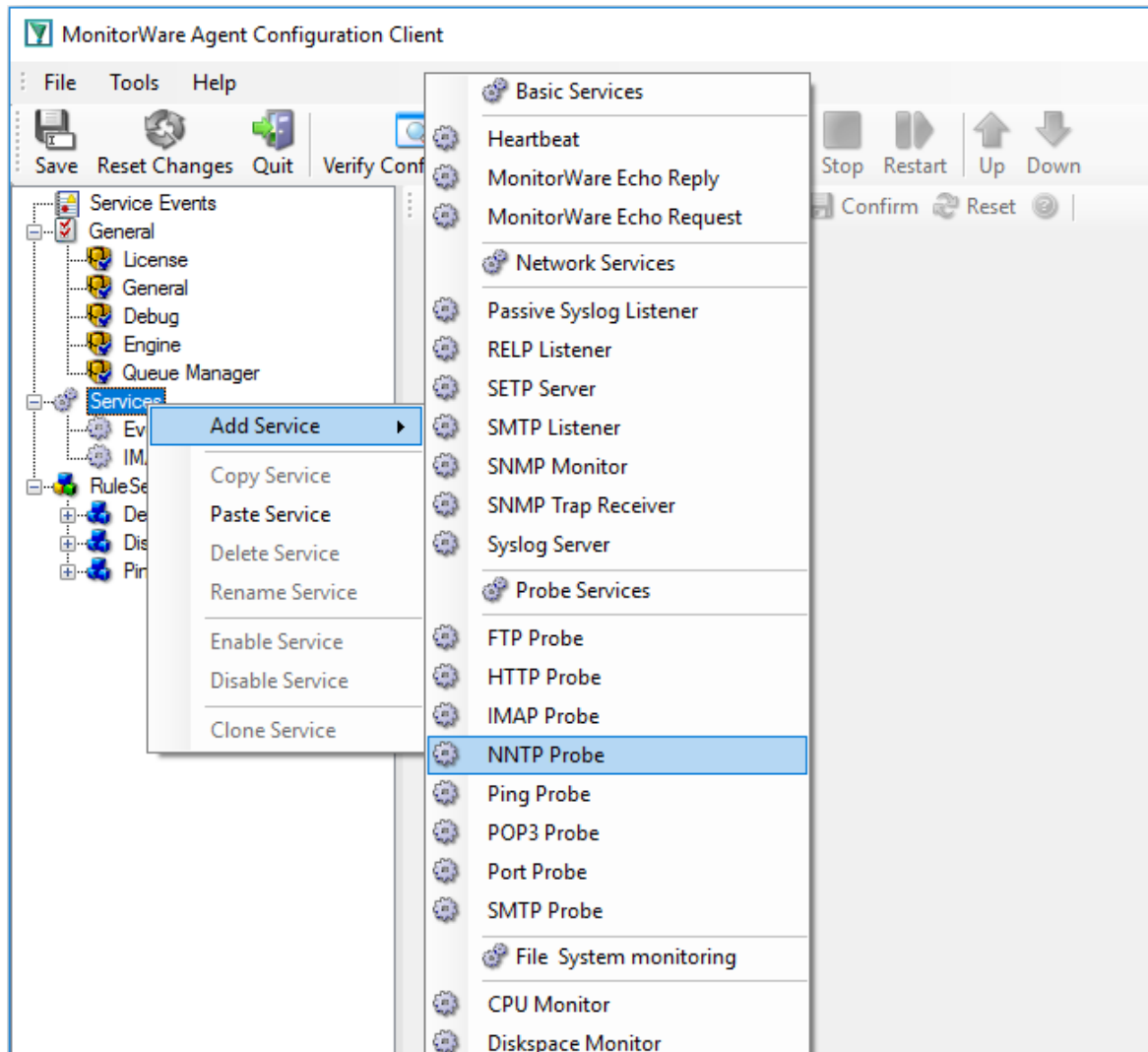
### 2.6.13 Monitoring NNTP Server via a NNTP Probe

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 **nntprespmg**.

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.

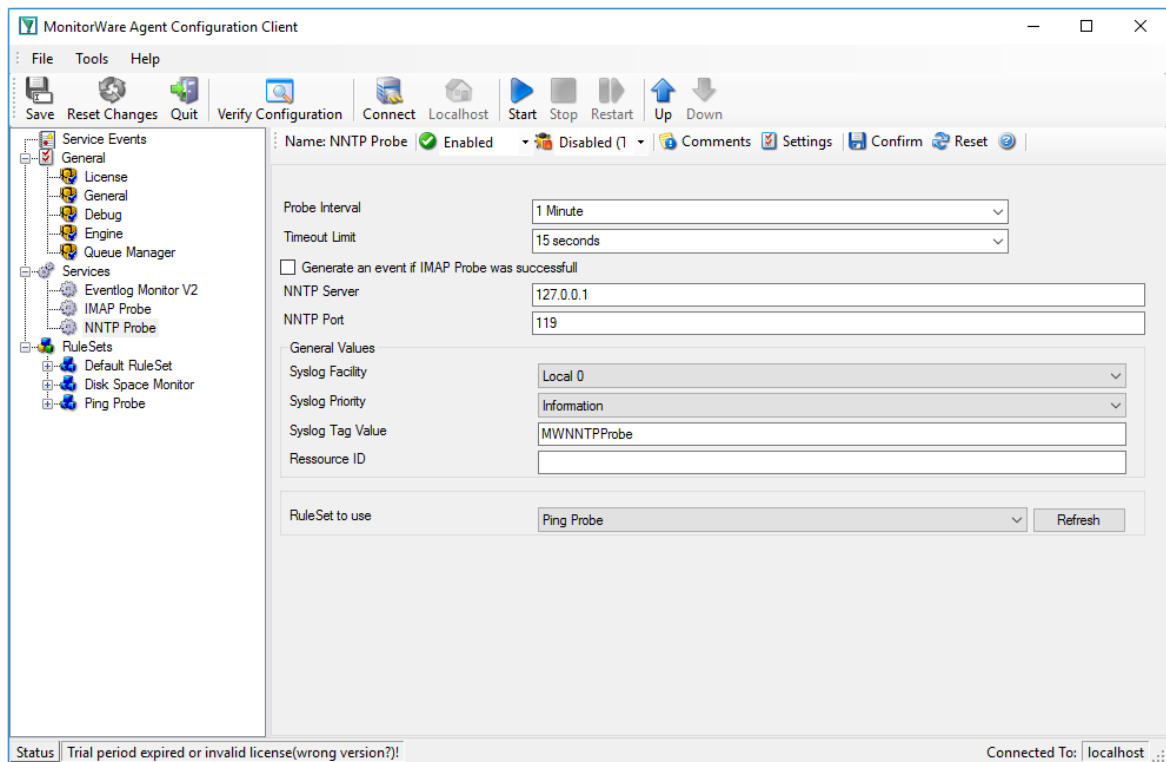
Because this sample is so close to the previous ones, we do not create a new rule set specifically for email alerting. Please view "Ping Probe" for it. It might be clever to rename the rule set in such a case. For simplicity reasons, we have not done this here.

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



Monitoring NNTP server via a NNTP Probe - Figure 1

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"

## 2.6.14 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.

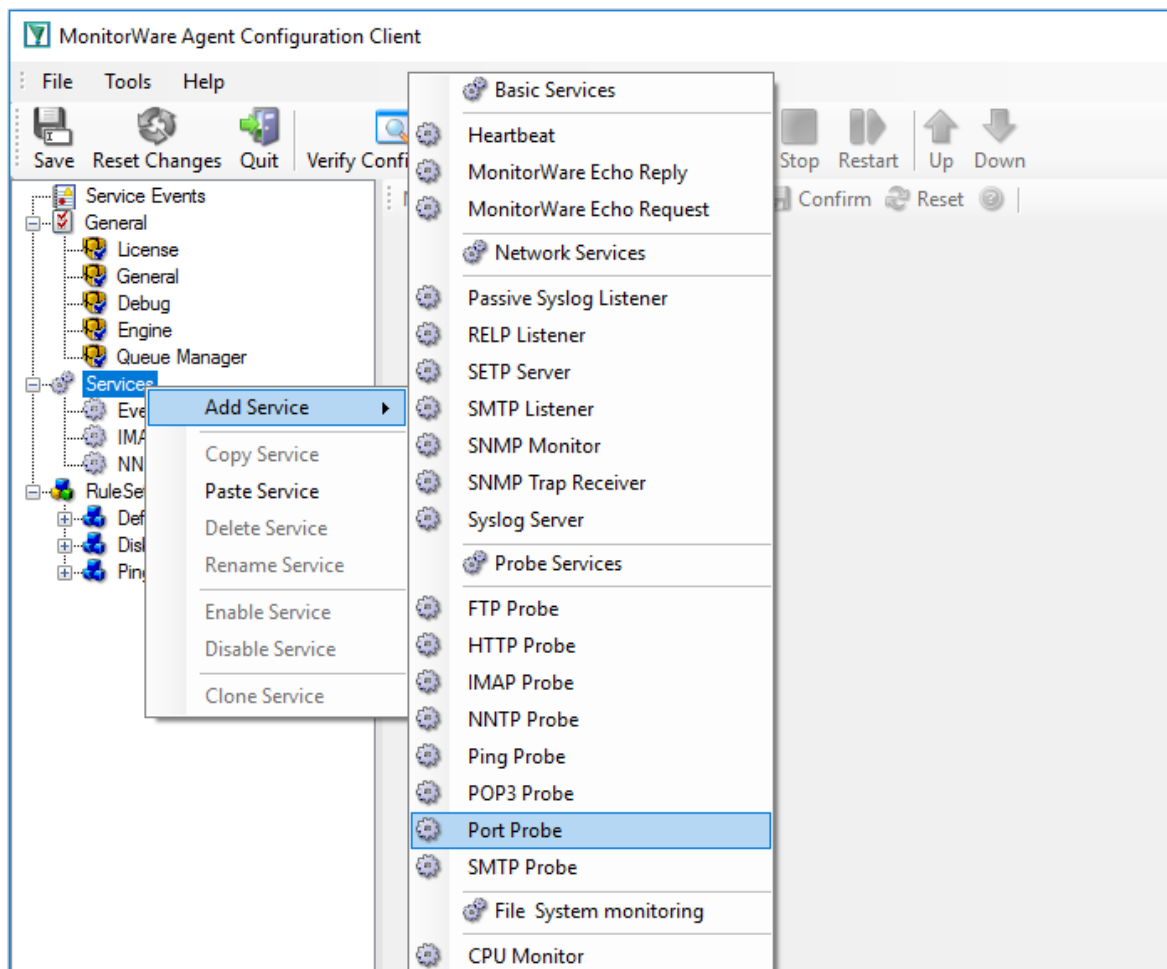
The main difference between the ping probe and the port probe is that the port probe tries to connect to a specific TCP port. As such, it can only be used with TCP based services like mail server, web

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.

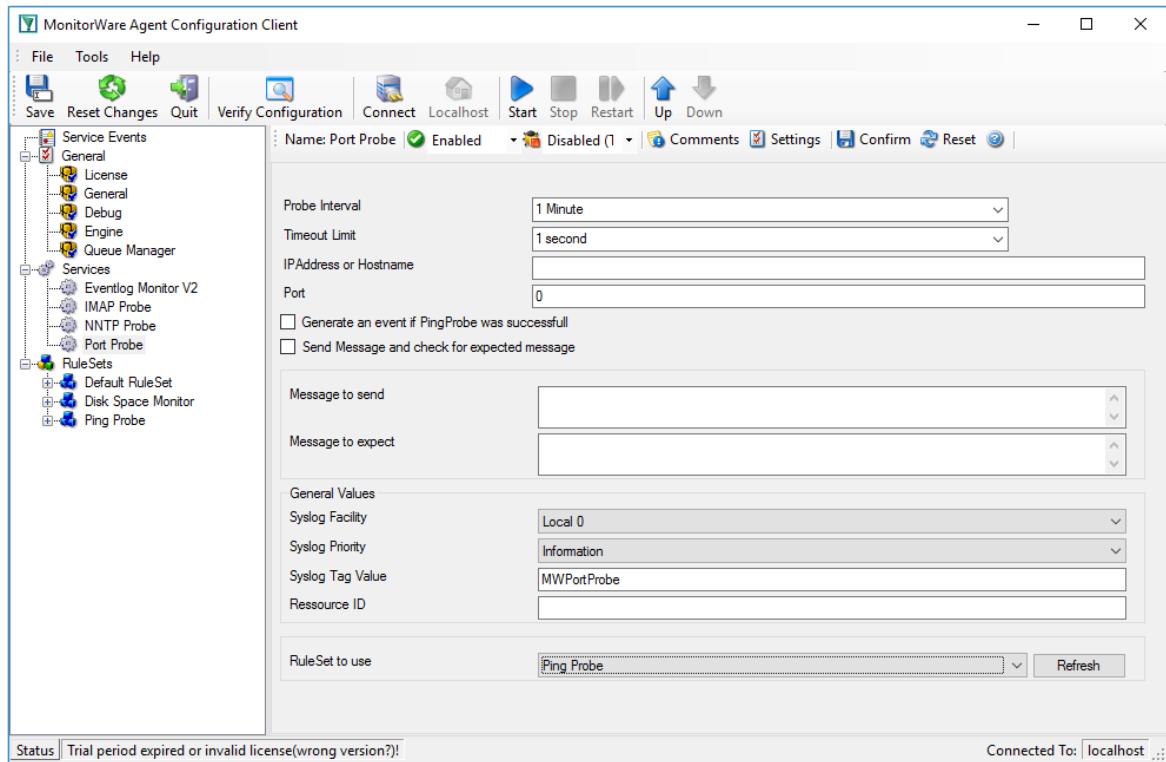
Because this sample is so close to the previous one, we do not create a new rule set specifically for email alerting. It is already covered in the "Ping Probe". This is a good sample of rule set re-use. It might be clever to rename the rule set in such a case. For simplicity reasons, we have not done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

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



Monitoring External Devices via a PortProbe - Figure 1

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:

## MonitorWare Agent Specific

### Installations and Configurations

- [How to perform a mass update rollout?](#)
- [How to perform a mass rollout?](#)
- [Store IIS Logfiles into a Database](#)
- [How do I export the configuration and create a debug file?](#)
- [How do I monitor the Windows 2003 DHCP Logfiles?](#)
- [How do I monitor the Windows Update log?](#)
- [How do I enter the license information from the product delivery email?](#)
- [How to create a failover syslog server](#)
- [Forwarding filtered IIS Logfiles](#)
- [How do I can do Database Logging with MSSQL in MonitorWare Agent](#)
- [How do I apply filters in MonitorWare Agent?](#)



- [How to apply filters to only get interactive logon/logoff events?](#)
- [How To setup php-syslog-ng with MonitorWare Products?](#)
- [How to monitor ISA logfiles?](#)
- [Forwarding Windows event logs to a Syslog server](#)
- [Forwarding Windows event logs to an SETP server](#)

## Services

- [How do I create a simple Syslog server](#)
- [How To Configure a Syslog Server](#)
- [How To Configure a SETP Server](#)
- [How To setup the EventLogMonitor Service](#)
- [How To setup the EventLogMonitor V2 Service](#)
- [How To setup the File Monitor Service](#)
- [How To setup the Windows Service Monitor Service](#)

## Actions

- [How To setup the Forward via Syslog Action](#)
- [How To setup an SETP Action](#)
- [How To setup a Write to File Action](#)
- [How To setup the Forward via EMail Action](#)
- [How To setup the Set Property Action](#)
- [How To setup the Set Status Action](#)
- [How To setup the Start Program Action](#)
- [How To setup the Control Windows Services Action](#)
- [How To Create a Rule Set for Database Logging](#)
- [How to store custom properties of a log message in a database](#)

## Centralized Monitoring / Reporting

- [How To setup PIX centralized Monitoring \(MonitorWare Agent 5.x & MonitorWare Console 3.x\)](#)
- [How To setup Windows centralized Monitoring \(MonitorWare Agent 5.x & MonitorWare Console 3.x\)](#)
- [How To setup a central log server for Windows machines and syslog sending devices \(MonitorWare Agent 4.x & EventReporter 8.x\)](#)
- [Centralized Event Reports with MonitorWare Console](#)

## MonitorWare Agent All Versions

### Installations and Configurations

- [How to create a failover syslog server](#)
- [MonitorWare Agent Database Formats](#)
- [Database Logging with MSSQL](#)
- [How do I apply filters in MonitorWare Agent, WinSyslog and EventReporter?](#)
- [How To Setup MonitorWare Agent/ WinSyslog/ EventReporter](#)
- [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 Windows event logs to a Syslog server](#)
- [Forwarding Windows event logs to an SETP server](#)

## Actions

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

## Centralized Monitoring / Reporting

- [How To setup Windows centralized Monitoring \(MonitorWare Agent 4.x & MonitorWare Console 2.x\)](#)
- [How To setup PIX centralized Monitoring \(WinSyslog 7.x, MonitorWare Agent 4.x & MonitorWare Console 2.x\)](#)
- [How to setup PIX centralized Monitoring](#)
- [How to setup Windows centralized Monitoring \(Common\)](#)
- [How to setup PIX centralized Monitoring](#)
- [Centralized Event Reports with MonitorWare Console](#)
- [Centralized event reports with Monilog](#)
- [How To Report Log Truncation](#)

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 SyslogViewer

## 5.1 About InterActive SyslogViewer

**InterActive SyslogViewer** is a tool that let's you review your syslog data very easy. It is a separate syslog server, that simply displays all incoming data. By this you can see directly what is happening.

### 5.1.1 Features

#### Fast and Easy syslog Viewing

The SyslogViewer allows you to directly view and review syslog messages. Therefore you can react much better on occuring problems or check if everything is ok.

#### Review stored logs from a database

You can as well directly review log entries in a database. Simply enter the login details and thats it. You can then review your logs and even filter the view. That helps you to find the important data in an easy way.

## Export selected data

You can export selected data for further manual processing, like sending an email to your colleague for informing them about what is happening.

### 5.1.2 Requirements

Any Windows-Windows based operating system like Windows XP, Vista, 7, 8, 10, 2003, 2008, 2012, 2016.

You need at least .NET 2.0 framework installed in order to run Adiscon's Syslog Viewer.

Hardware requirements:

- 32MB RAM

## 5.2 Options & Configuration

InterActive SyslogViewer is an add-on to the MonitorWare Agent and WinSyslog.

**Please note that it is a utility program, with a primary focus on real-time troubleshooting.**

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

### 5.2.1 Launching InterActive SyslogViewer

To run the InterActive SyslogViewer, click the "SyslogViewer" icon present in the Programs Folder -> MonitorWare Agent/WinSyslog 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 "InteractiveSyslogViewer.exe" and hit enter.

Available Command Line parameters are:

`/?` = Show Options  
`/autolisten` = Start Syslog Server automatically  
`/port=10514` = Overwrites the configured port  
`/windowpos 0,0,512,800` = Sets default window positions

## 5.2.2 Using InterActive SyslogViewer

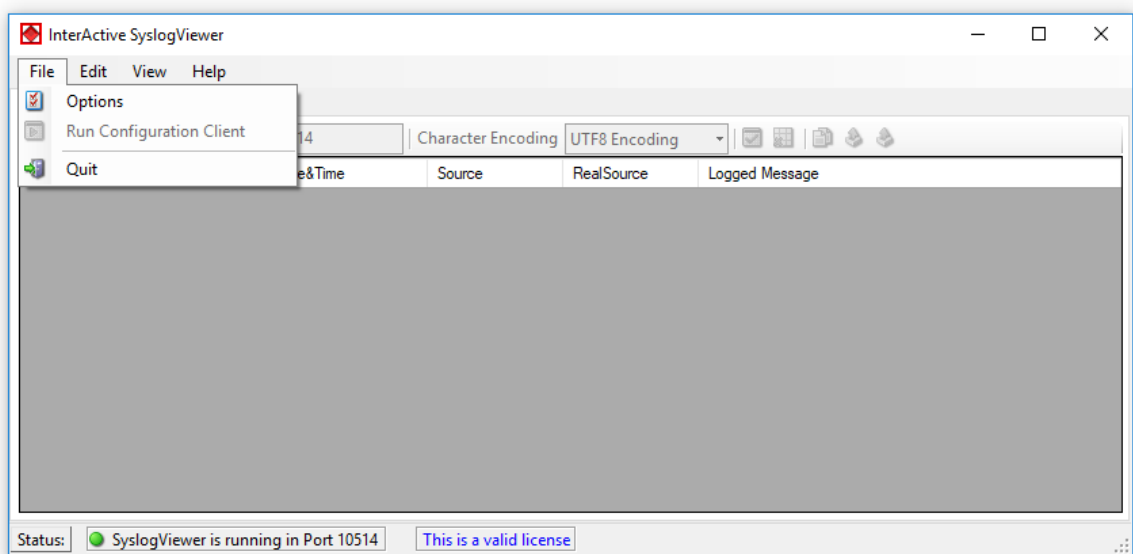
InterActive SyslogViewer is an add-on to the MonitorWare Agent and WinSyslog. **Please note that it is a utility program with a primary focus on real-time troubleshooting.**

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.

## 5.2.3 Options & Menus

Please find more information about the different menus and options in the respective sub-category.

### 5.2.3.1 File Menu



*File Menu*

### Options

This will open the Options dialog. Please see the sub-chapters for more details on this.

### Run Configuration Client

This option will open the configuration client of MonitorWare Agent/WinSyslog. Here you can do detail configuration of the service.

### Minimize to tray

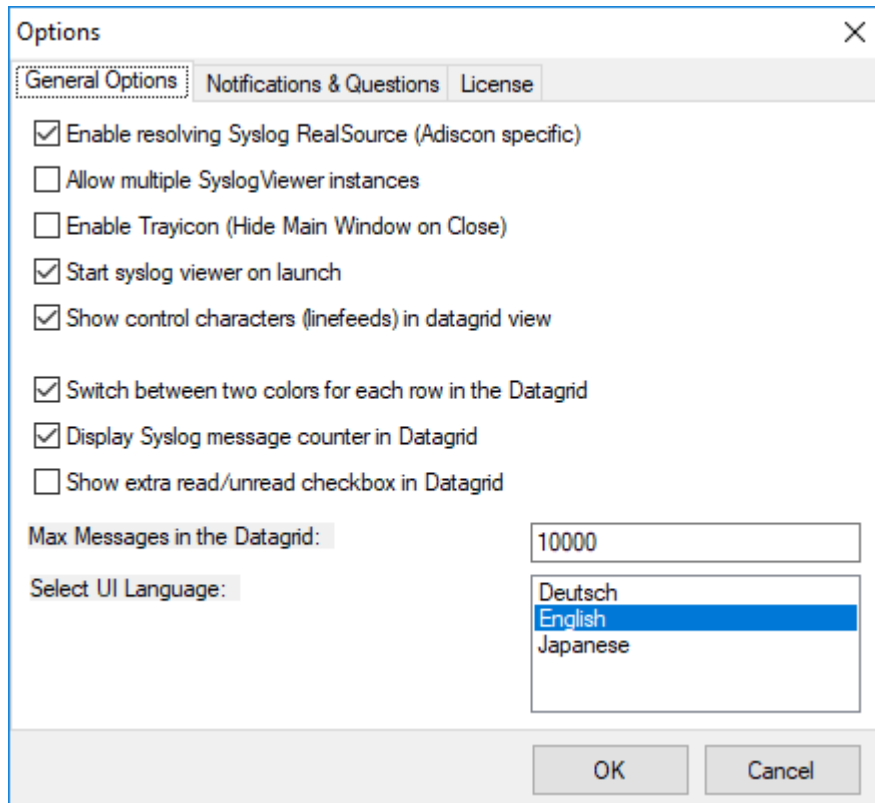
This will minimize the InterActive SyslogViewer window and remove it from the taskbar. You can open it again by double-clicking on the icon in the system tray.

## Quit

By clicking here, InterActive SyslogViewer stops receiving data and it will close the application.

### 5.2.3.1.1 Options

#### 5.2.3.1.1.1 General Options



*General Options Tab*

### Enable Resolving Syslog RealSource (Adiscon specific)

With this option enabled, you can see the real source in multiply forwarded messages. That means, you can see the system that forwarded the message and the system where the message originates from.

### Allow multiple SyslogViewer instances

You can have multiple instances of the InterActive SyslogViewer by activating this option. This allows you to have multiple forwarding servers sending on different ports and receive their messages separately.

### Enable Trayicon (Hide Main Windows on Close)

Enable this to have a tray icon. This enables a soft-close. InterActive SyslogViewer will stay active, but the window will be completely hidden except the tray icon. By double-clicking on the icon, the window will show again.

#### **Start syslog viewer on launch**

Enable this to start the syslog server directly when starting InterActive SyslogViewer.

#### **Show control characters (linefeeds) in datagrid view**

When enabled, you will see control characters like linefeeds in the datagrid as well.

---

#### **Switch between two colors for each row in the Datagrid**

To have a better overview over the syslog data, activate this option.

#### **Display Syslog message counter in the Datagrid**

You can enable a counter by checking the box here. It will count further, even if the maximum of messages is already exceeded.

#### **Show extra read/unread checkbox in Datagrid**

If enabled, an additional checkbox is added for each record in the datagrid that can be marked as checked.

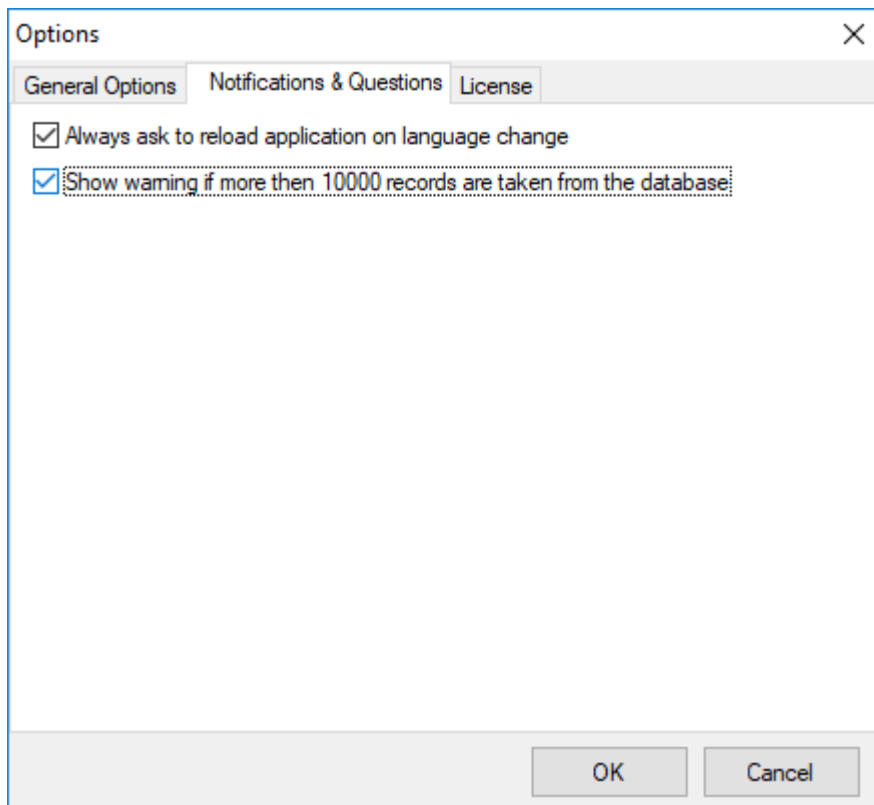
#### **Max Messages in the Datagrid**

Here you can adjust the maximum messages that will be available in the datagrid. By increasing this value, you can store more messages for direct review. **Please note, that increasing the maximum number of messages will have a severe impact on your memory.**

#### **Select UI Language**

Here you can choose your favorite language for the InterActive SyslogViewer. By default it is english. You can choose german or japanese as well.

## 5.2.3.1.1.2 Notifications &amp; Questions

*Notifications & Questions Tab***Always ask to reload application on language change**

While the box is checked, InterActive SyslogViewer will ask to reload the application on a language change. This is, because the language file can only be loaded while starting the application and not while it is running.

**Show warning if more than 10000 records are taken from the database**

By activating this option, you will be warned, if the records in the database are just too much. This is to prevent the machine from receiving too much load. Polling lots of messages from a database can have a severe impact on the performance of the machine.

## 5.2.3.1.1.3 License

The screenshot shows the 'Options' dialog box with the 'License' tab selected. The dialog has three tabs: 'General Options', 'Notifications & Questions', and 'License'. Below the tabs are four buttons: 'Add from Clipboard', 'Add', 'Edit', and 'Delete'. A table with six columns is visible: 'Licensee Name', 'Key 1', 'Key 2', 'Key 3', 'Key 4', and 'Key 5'. Below the table, there is a message: 'Trial expired - click here enter your licensee' with a link. Below that, there is a button: 'Click the link below to purchase the Interactive SyslogViewer' with a link: 'www.monitorware.com'. At the bottom right are 'OK' and 'Cancel' buttons.

Licensee Name	Key 1	Key 2	Key 3	Key 4	Key 5

*Trial expired - click here enter your licensee*

Click the link below to purchase the Interactive SyslogViewer

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

OK Cancel

License Tab

Here you can insert the license. You have several options:

**Add from Clipboard**

This will insert the license you have currently on your clipboard.

**Add**

This button is to manually add a license manually. A new window will open, which shows you the form for entering the license information. This consists of a license name and five blocks of numbers.

**Edit**

Once a license is entered, it can be changed afterwards. This is done with this button. Mark the license you want to edit and click the button. A window will open which looks just like when adding a license, but the marked license details are inserted already. You can edit every field separately.

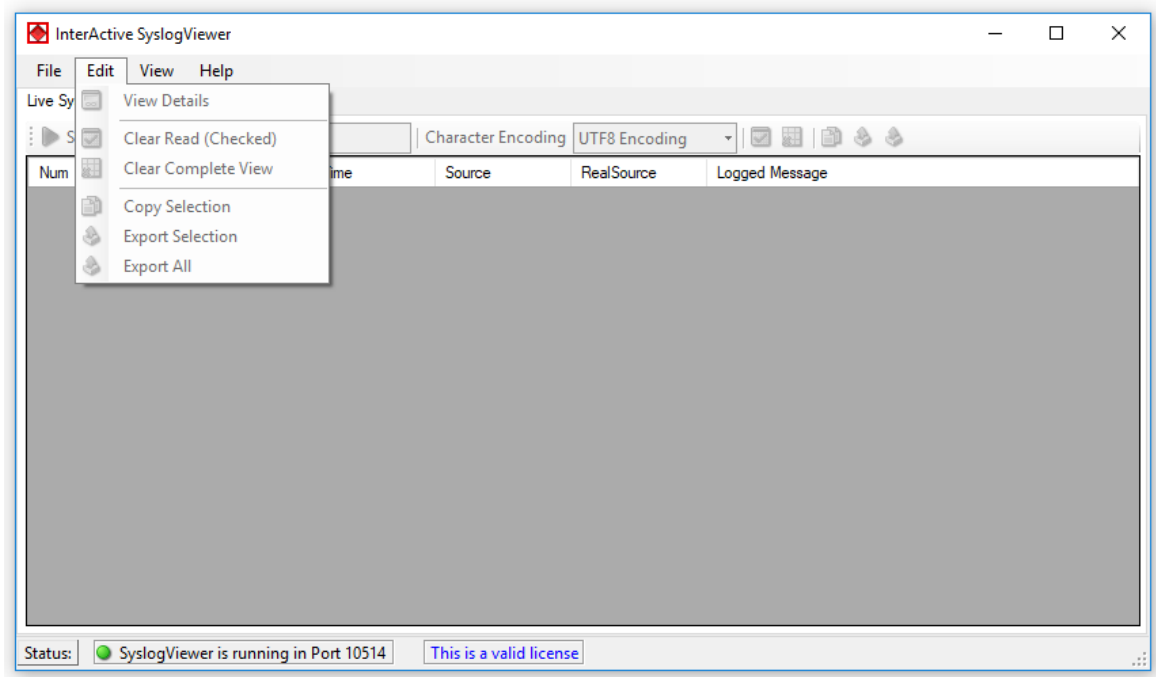
**Delete**



If a license is not needed anymore, you can delete it from the license screen. Mark the license and hit the button. The license will be deleted directly.

**Please note**, that the screen will give you additional information. You have an overview of the licenses used and if not entered correctly it will show how long your trial period still is.

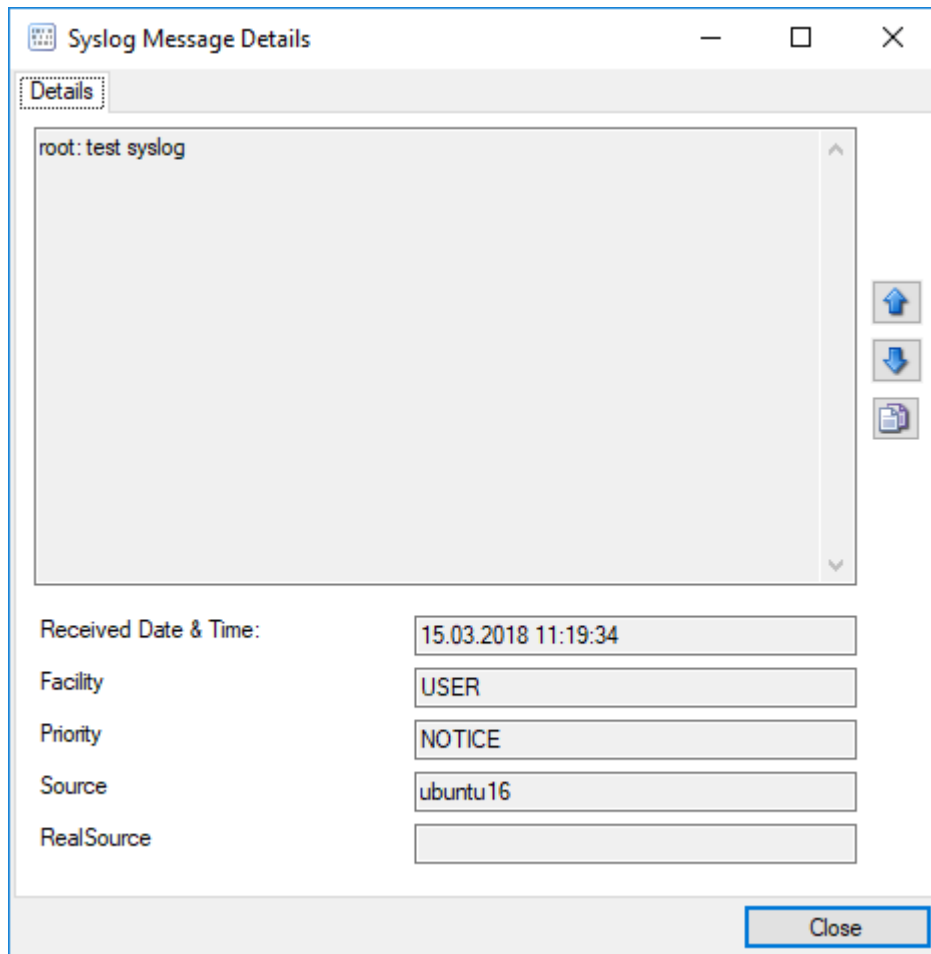
### 5.2.3.2 Edit Menu



*Edit Menu*

### View Details

When using this option, another window will open up, which shows the details of this event in a more readable view. This could look like this:



*Syslog Message Details*

### **Clear Read (Checked)**

By activating this, you can clear the checkboxes of the items your marked as read.

### **Clear Complete View**

This option will clear the screen and remove all received data from the view.

### **Copy Selection**

Having selected one or multiple entries, you can copy them using this function.

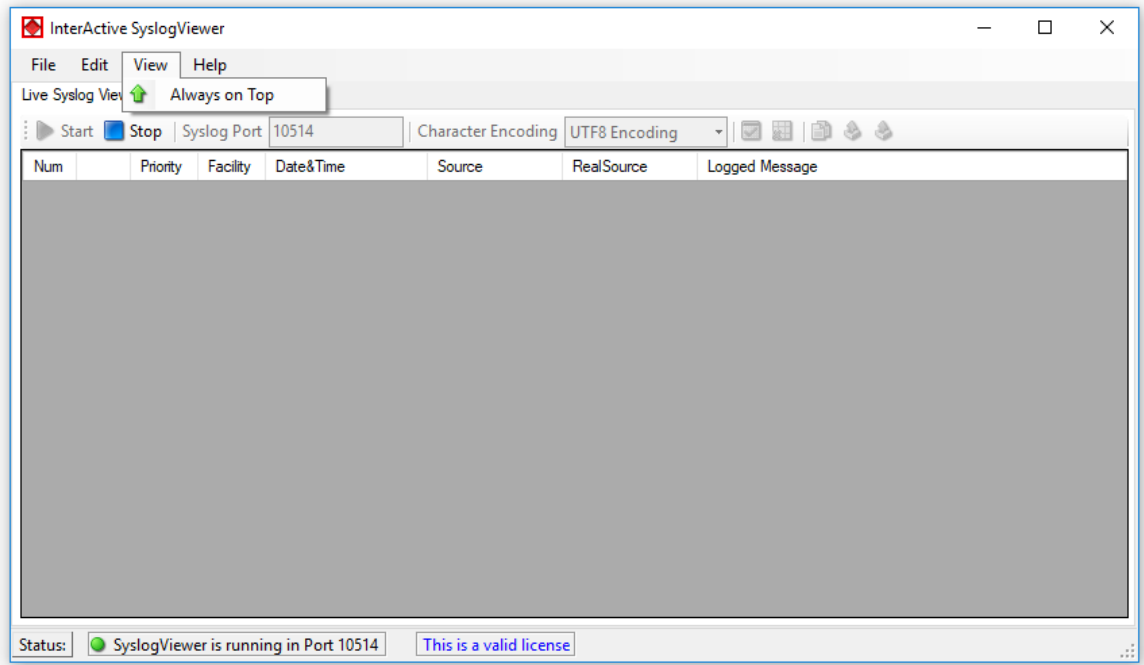
### **Export Selection**

Instead of copying you can extract the selected data into a text file.

## Export All

Or you directly export all the data that is currently in the list.

### 5.2.3.3 View Menu

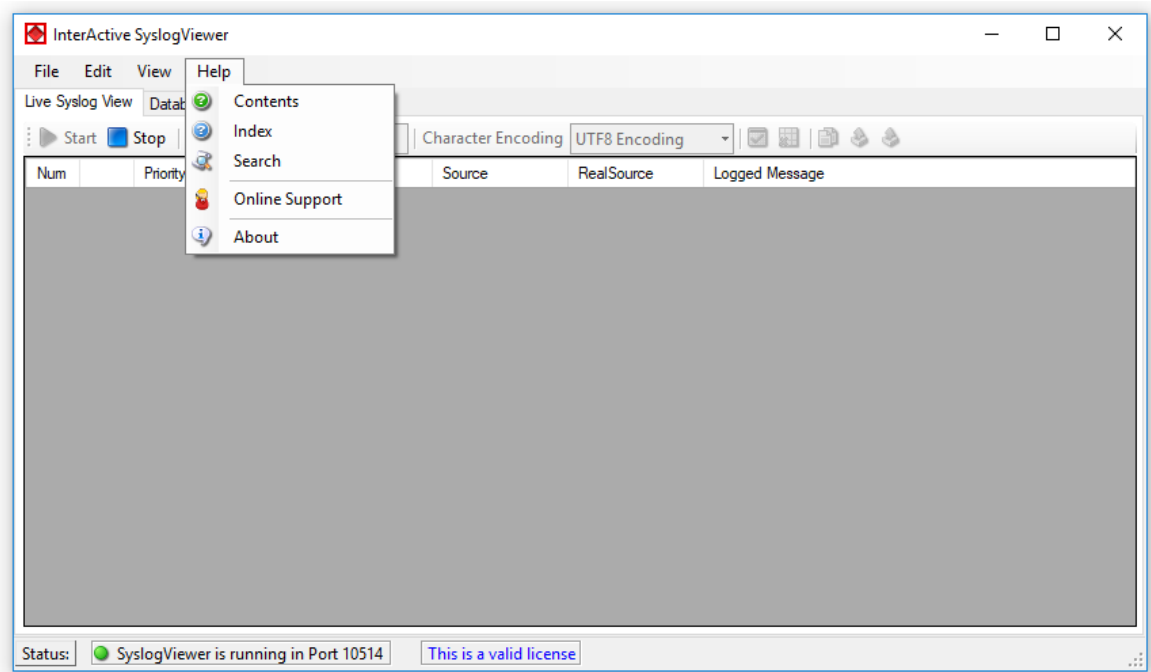


*View Menu*

## Always on Top

This option is very self-explanatory. While activated, the InterActive SyslogViewer window will stay on top of all other applications, so you will have all incoming log data directly in your point of view.

#### 5.2.3.4 Help Menu



##### *Help Menu*

##### **Contents**

Show the manual.

##### **Index**

Show the manual index.

##### **Search**

Search the manual.

##### **Online Support**

By clicking here, a browser window will open and you will be directed to our support website.

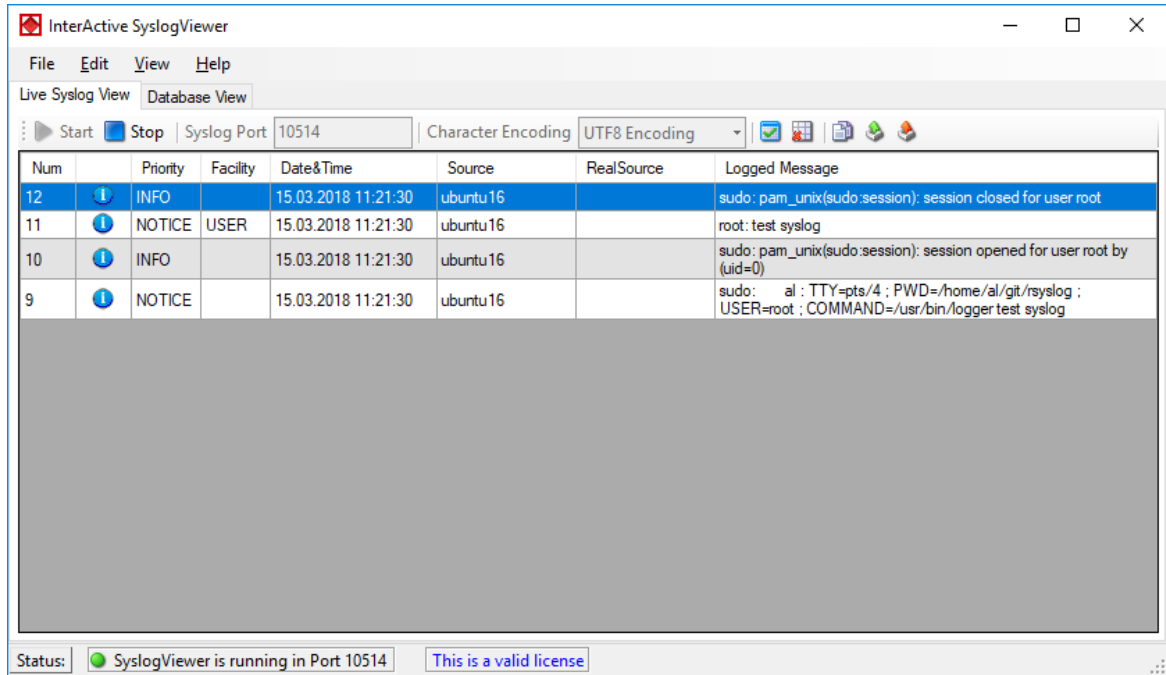
##### **About**

The About-window will give you additional information to the tool, like the program version.

### 5.2.4 Live Syslog View

Primarily, the InterActive SyslogViewer is used for viewing current syslog traffic. All messages are shown in a list with the most important information. These are the Priority, Facility, Date&Time, Source, RealSource and the Message. At the beginning of each line you can see the number of the logged event and a checkbox, for you to track if a message has been read.

The status bar at the bottom of the screen shows you, if the SyslogViewer is running or stopped and how much time you have left for the trial or your licensing status.



#### Live Syslog View

The toolbar provides you with direct access to the most important functions. These are described here:

#### Start

With the start button, you start the receiving service. Now the InterActive SyslogViewer will receive and display all incoming messages. If messages were sent before starting the service, they will be dropped.

#### Stop

Here you can stop the receiving server.

#### Syslog Port

Here you can define the syslog port where the Viewer should be receiving the syskigness

**Character Encoding**

Here you can define how characters will be decoded. You can choose from Default Encoding (depending on OS), Ascii, Unicode, UTF8 or UTF32.

**Clear checked**

With this button, you can clear all the checkboxes in front of the messages.

**Clear View**

By clicking on this button, all data will be deleted from you datagrid.

**Copy Selection**

This helps you copying the selected messages.

**Export Selection**

You can export the selected data directly by using this button.

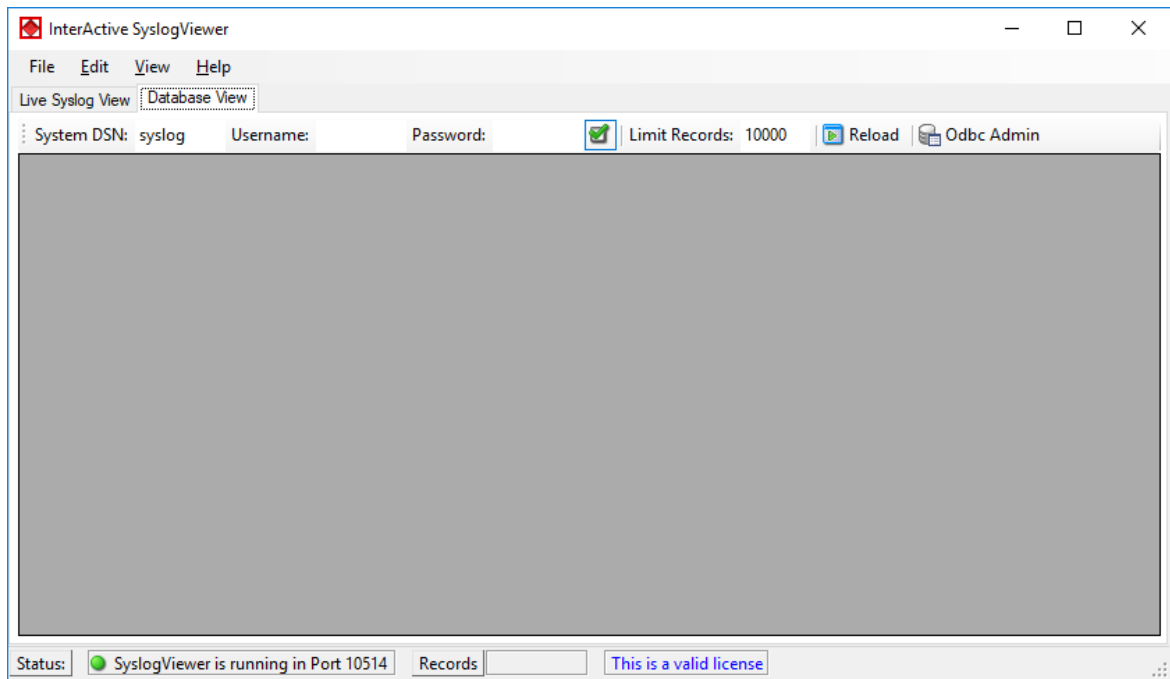
**Export All**

Export the complete data that is in the data grid.

## 5.2.5 Database View

Another feature is the possibility to review log messages which are stored in a database.

The status bar at the bottom of the screen shows you, if the SyslogViewer is running or stopped, how many records are currently shown and how much time you have left for the trial or your licensing status.



*Database View*

The toolbar in this case is for entering the login information for the database.

### **System DSN**

Specify the System DSN of your database here.

### **Username**

The username for the database.

### **Password**

The appropriate password for the database.

### **Store Username and Password**

With the checkbox you can tell the InterActive SyslogViewer to keep the username and password or not. This is to make usage easier for you.

### **Limit Records**

This limits the maximum of the shown records. The default value is 10000. If changed, this can have a enormous impact on your machine.

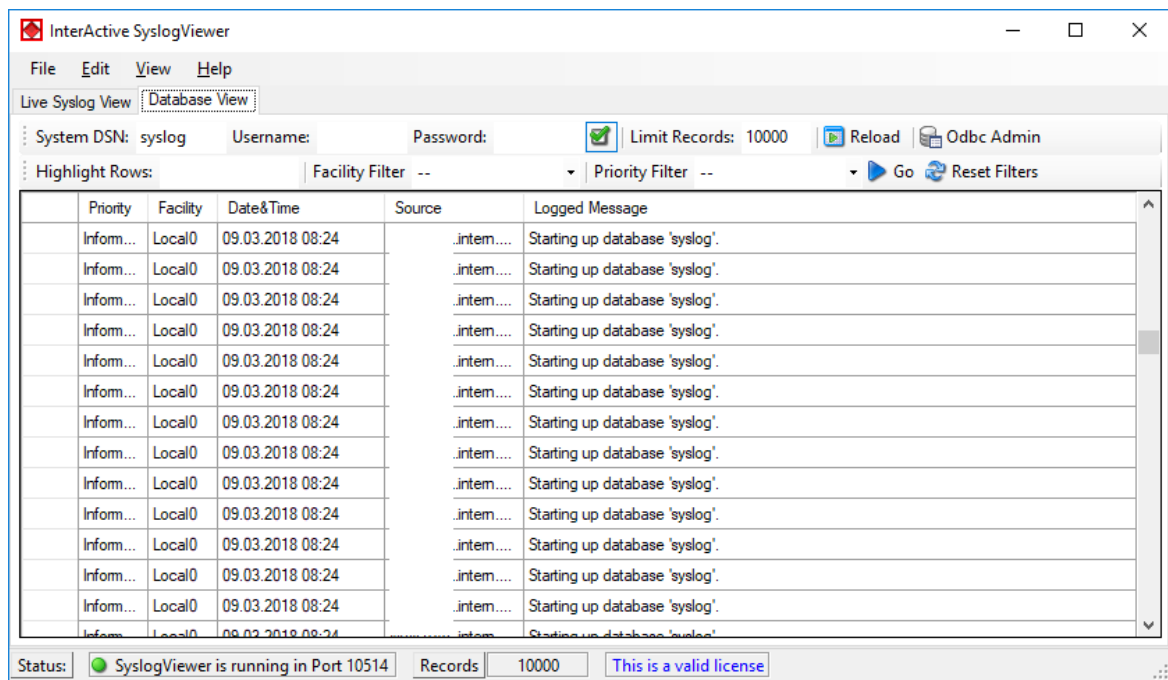
## Reload

This button is to reload the database. This is needed to view if there are new log messages in the database.

## Odbc Admin

This button opens the Administration Panel for ODBC Data Source connections

Once a database connection is successfully established, you can see another toolbar with the filter options:



*Active Database View*

## Highlight Rows

You can enter a keyword into the field, the rows containing this keyword will be highlighted. You can then find the messages much easier,

## Facility Filter

Allows you to only show messages with a certain facility. You can use the dropdown menu to specify the facility.

## Priority Filter



Allows you to only show messages with a certain priority. You can use the dropdown menu to specify the priority.

### Go

With this button, you apply the filter settings to the current view. Depending on the filter settings you chose you will see either colored lines and/or only the lines from the category you wish to see.

### Reset Filters

Resets the filter settings and returns you to the default view of your database.

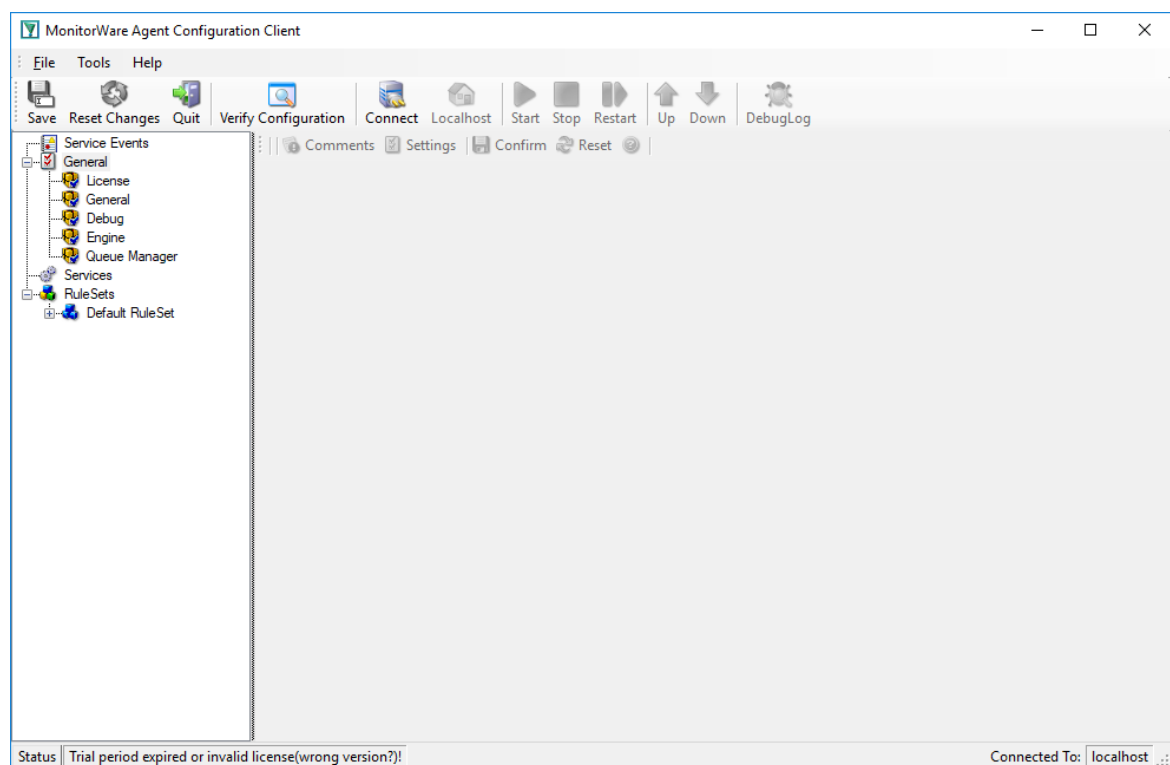
## 6 Configuring MonitorWare Agent

*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 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).

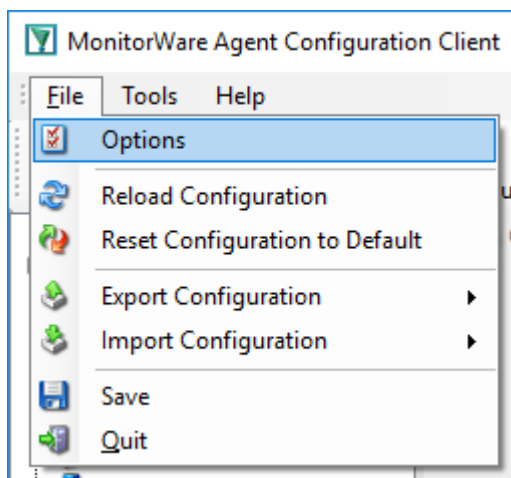
Beneath each rule set are the individual rules. As described in [Rules](#), a rule's position in the list is vitally important. Rules at the top of the rule set are executed before those further down. To move a rule up or down, simply right click it and select "move up" or "move down" from the pop up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

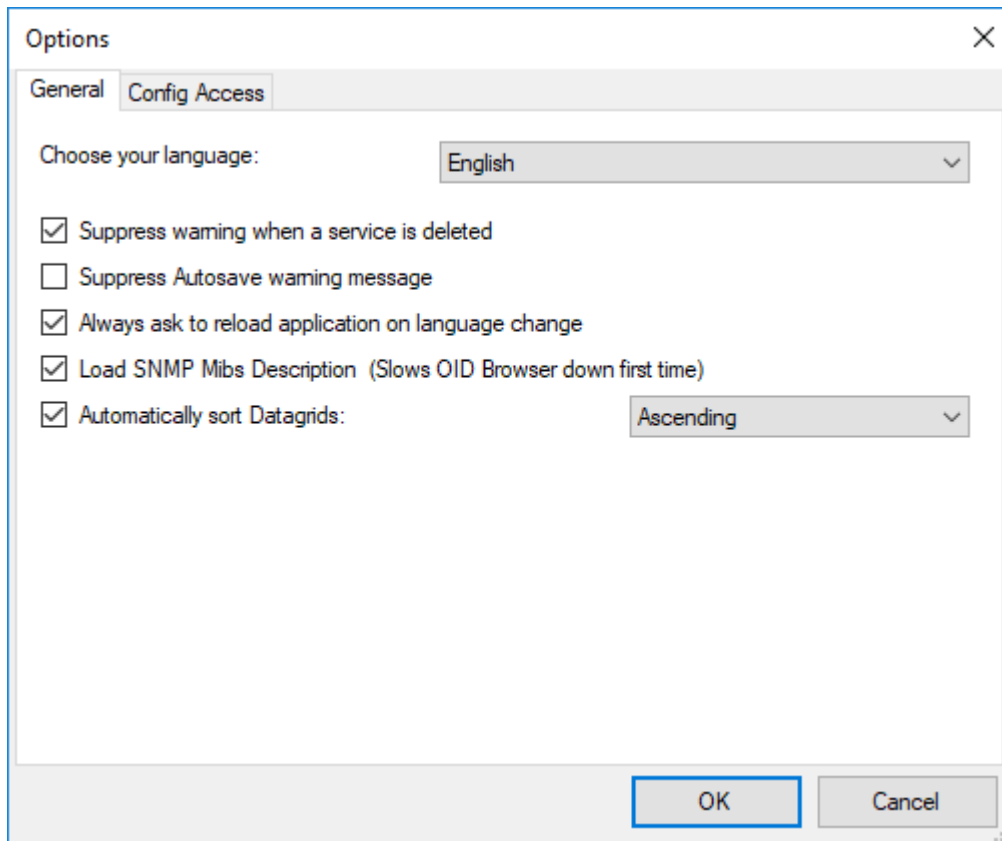
The following sections describe each element's properties.

## 6.1 Client Options

There are several options, that refer to the configuration client and not the service. These can be found under File -> Options



### General Options



### Choose your language

You can choose from various language packs, delivered with the client. Please note, that some languages are not fully supported and "English" is the default and suggested language.

### Suppress warning when a service is deleted

If this option is checked, warnings when deleting a service will be suppressed. Such a warning can occur when you try deleting a service and there is no other service using the connected ruleset.

### Show autosave warning message

If you make changes in the configuration and switch to another component, a warning will occur if you haven't saved the changes. This warning will also allow you to directly enable auto-saving the configuration.

### Always ask to reload application after language change

When you change the language, a popup will ask you to reload the configuration client to properly apply the changes and load with the set language.

### Automatically sort Datagrids

Datagrids are used in certain areas within the configuration objects. You can change the default sorting behavior from ascending to descending here.

## Config Access

The screenshot shows the 'Options' dialog box with the 'Config Access' tab selected. The 'Load Configuration from Registry' option is selected with a radio button. Below it, three text boxes are filled with registry paths: 'Root Registry Key' is 'SOFTWARE\Adiscon\MonitorWare', 'Base Registry Key' is 'SOFTWARE\Adiscon\MonitorWare\Agent', and 'Data Registry Key' is 'SOFTWARE\Adiscon\MonitorWare\AgentData'. The 'Load Configuration from File' option is unselected. Below it, there are two text boxes for 'Configuration Filename' and 'Data Directory', each with a 'Browse' button to its right. At the bottom, there are two checked checkboxes: 'Create individual configuration files for Services' and 'Create individual configuration files for RuleSets'. At the very bottom of the dialog are 'OK' and 'Cancel' buttons.

### Load Configuration Registry Path

The Configuration Client can be switched to a different registry path for configuration. The registry path change can be made permanent here. The changed registry path is saved within the Parameters key of the Service.

### Load Configuration from File

Alternatively, you can configure the service to load the configuration from a file. You can set the paths with the two fields below.

When enabled, the configuration will always be backed up before applying the new configuration. The backup consists of the last iteration and will be placed in the same directory.

### Create individual configuration files for Services

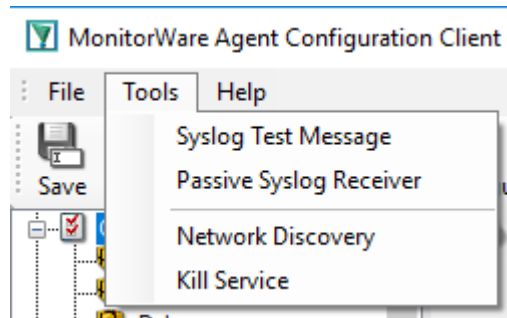
Can only be enabled when "Load Configuration from File" is enabled. When enabled, the Services section of the configuration will be put into a separate file.

### Create individual configuration files for RuleSets

Can only be enabled when "Load Configuration from File" is enabled. When enabled, the RuleSet section of the configuration will be put into a separate file.

## 6.2 Client Tools

There are several tools within the configuration client that you can use to test certain services or debug the application in general. Some can be found under in the Tools menu in the.



### Syslog Test Message

Opens a new windows which can send syslog test messages to Syslog Servers. This can also be opened within the configuration window of a Syslog service.

**Send Syslog Test Message**

Connection properties | Message properties

Syslog Server: 172.21.0.198

Syslog Port: 514

Network Protocol: UDP

TCP related Options

Message Delimiter: \n

Repeat Message: 1 times

Sleeptime between sending: 5 milliseconds

☐ Append Number to Syslog Message

Send Cancel Close

Debug Output

### Syslog Server

The hostname or ip address of the target syslog server.

### Syslog Port

The port that should be used to connect to the target syslog server.

### Network Protocol

Which network protocol should be used, either UDP or TCP can be selected.

### Message Delimiter

When using TCP protocol, a message delimiter (separator) can be configured which is a simple linefeed by default.

### Repeat Message

How often you want to repeat the test message. Can be configured from 1 to 1000.

### Append Number to Syslog Message

If sending multiple messages, enable this option in order to add a syslog number at the end of the message.

### Sleeptime between sending

When using TCP, you can use 0ms. For UDP we recommend 1-5ms as sleeptime between sending syslog messages. Otherwise package loss can happen.

### Load RAW Syslogdata from File

You can choose to load raw syslogdata from file using this option. When loading UTF8 data make sure to set the Output encoding format from ASCII to **UTF8**. And if your file contains multiple syslog messages make sure that **Send One Message per LineFeed** is checked.

### Configure Syslog message with these properties

Choose this if you want to configure all properties of the syslog message manually.

### Send one Message per LineFeed

Check if your syslogdata contains multiple syslog messages divided by linefeeds

### Output encoding

Select the Output encoding you wish to use. When using UTF8, the UTF8 BOM is automatically prepended.

## Passive Syslog Receiver

Opens a new windows to test Passive Syslog Servers. This can also be opened within the configuration window of a Passive Syslog service.



**Passive Syslog Receiver**

**Test PassiveSyslog Service**

Syslog Server: 172.21.0.198 Message Delimiter: \n

Syslog Port: 514

☐ Send this Message after Connect

☐ Expect this Message after Connect

Retrieve Messages Cancel Close

Priority	Facility	Date&Time	Source	Logged Message
----------	----------	-----------	--------	----------------

### Syslog Server

The hostname or ip address of the target passive syslog server.

### Syslog Port

The port that should be used to connect to the target passive syslog server.

### Message Delimiter

The message delimiter (separator) used to split syslog messages which is a simple linefeed by default.

### Send this Message after Connect

If required, configure a custom message that is send to the server after connect.

### Expect this Message after Connect

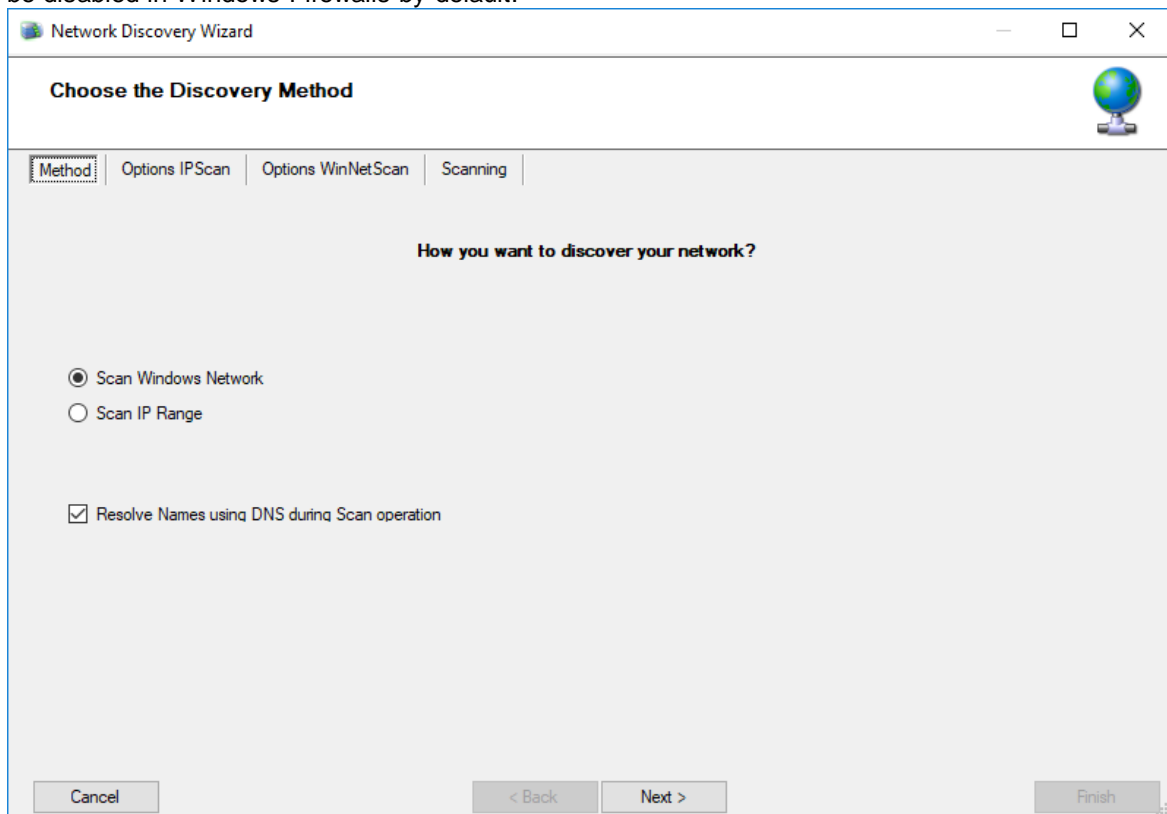
If required, configure a custom message that is expected by the sender when the server response to our custom message.

---

## Network Discovery

Opens up a Wizard that will help you discover devices in your local network. Once the wizard has scanned your network, it will show Windows compatible devices it has found. Please note that this

will require Windows Management Instrumentation (WMI) access to the remote machines which may be disabled in Windows Firewalls by default.

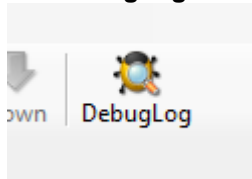


## Kill Service

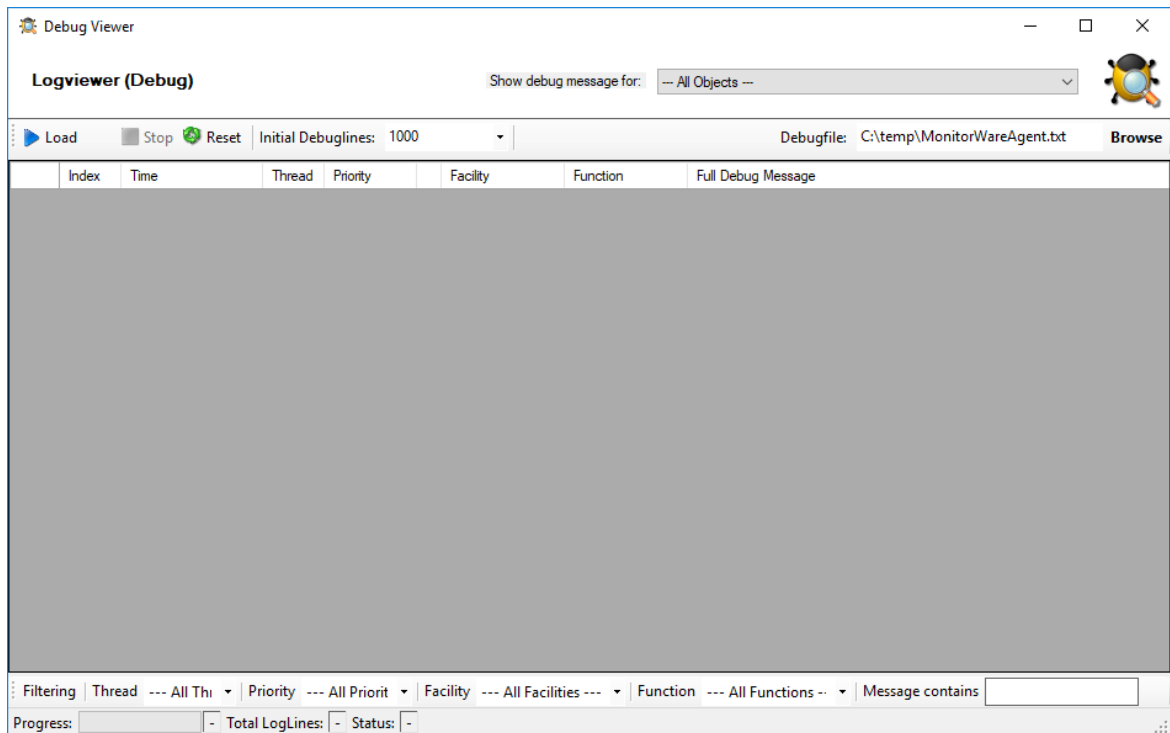
When stopping a service, and it doesn't shutdown in the time period, you can use this function to forcefully stop the service. The service process will be killed if possible.

## DebugLog

The **DebugLog** Button will be available if Debug Logging is enabled in your Debug Options



When clicked, a new Logviewer window will be opened. The Debug Logviewer can load, parse and analyze debug log-files from the service.



## Debugfile

Will automatically be set to your configured debug file. You can also choose other saved debug-files for analysis.

## Load

When Load is clicked, the Logviewer will load lines as configured in the initial debug-lines field. When loading all log-lines on a large debug log-file, this may take a while. While the Load button is grayed out, the Logviewer will continue to read data from the debug log as it is being written.

## Stop

Stop continuous loading of the debug log.

## Reset

Will reset all loaded log-lines from memory and clear the debug data-grid.

## Init Debuglines

The amount of log-lines you want to read the first time.

## Show debug messages for

Once the debug-log is processed, the Logviewer will automatically add filters for objects like services, rulesets, rules and actions. You can use this select box to filter by them.

## Filtering (bottom bar)

At the bottom of the Logviewer window, you can filter the debug-log for Thread (ID), Priority, internal Facility and Functions. You can also filter for words or word sequences. The view will automatically be refreshed once you changed a filter.

## 6.3 Using File based configuration

### Working with File based Configurations

Support for running the Service from file based configuration may be interesting for environments where you want to minimize registry access to a minimum or you want to manually edit the configuration without using the configuration client every time.

The Adiscon Configuration format is quite simple. In the following description, all the configuration options will be explained in detail.

### Adiscon Configuration format explained

Our configuration format is something between JSON and XML but holds at a very simple level.

#### Variables

All variables start with a dollar (\$). Name and Value of a variable are separated by the FIRST space character. Everything else behind the first space will be considered as the Value. A linefeed terminates the value. If your configuration value contains linefeeds, you have to replace them with "\\n" or "\\r\\n". A single backslash can be used to escape a brackets ( { and } ).

#### Comments

All lines starting with a sharp (#) at the beginning will be ignored.

#### File Includes

Sample

```
includeconfig my-subconfigfiles-*.cfg
```

The includeconfig statement will include either a single file or many files based on a filename pattern. In this sample all Files starting with "my-subconfigfiles-" and ending with ".cfg" will be included into the configuration. It is possible to create your own custom file structure with includes. The configuration client will be able to load and show your custom file structure, however it will not be able to maintain (save) it. We support a maximum include depth of up to 10 levels when using the includeconfig statement.

#### General Options

Sample

```
general(name="[name]") {  
    $nOption 1
```

```
    ...
}
```

All options between the brackets will be loaded as variables into the general configuration object. The name attribute field specifies the general configuration block name. The brackets start and end an object block.

## Services

All possible configuration parameters are named within the detailed services documentation.

Sample Service configuration:

```
input(type="[ID]" name="[name]") {
    $var1 Value1
    $var2 Value2
    ...
}
```

The brackets start and end a service block. All variables between the brackets will be loaded into the service configuration. The name attribute specifies the service display name. The type attribute contains the service type ID. It can be one of the following types:

- 1 = Syslog
- 2 = Heartbeat
- 3 = EventLog Monitor V1 (Win 2000 / XP / 2003 )
- 4 = SNMP Trap Listener
- 5 = File Monitor
- 8 = Ping Probe
- 9 = Port Probe
- 10 = NTService Monitor
- 11 = Diskspace Monitor
- 12 = Database Monitor
- 13 = Serialport Monitor
- 14 = CPU Monitor
- 16 = MonitorWare Echo Request
- 17 = SMTP Probe
- 18 = FTP Probe
- 19 = POP3 Probe
- 20 = IMAP Probe
- 21 = IMAP Probe
- 22 = NNTP Probe
- 23 = EventLog Monitor V2 (Win VISTA/7/2008 or higher)
- 24 = SMTP Listener
- 25 = SNMP Monitor
- 26 = RELP Listener
- 27 = Passive Syslog Listener

1999998= MonitorWare Echo Reply  
 1999999= SETP Listener

## RuleSets

All possible configuration parameters are named within the detailed actions documentation.

Sample

```
ruleset(name="[name]" expanded="[on/off]") {
    rule(name="[name]" expanded="[on/off]" actionexpanded="[on/off]"
    ThreatNotFoundFilters="[on/off]" GlobalCondProperty="[on/off]" GlobalCondPropertyString=""
    ProcessRuleMode="[0/1/2]" ProcessRuleDate="[uxtimestamp]") {

        action(type="[ID]" name="[name]") {
            $var1 Value1
            $var2 Value2
            ...
        }
        filter(nTabSelection="0") {
            $nOperationType AND
            $PropertyType NOTNEEDED
            $PropertyValue NOTNEEDED
            $CompareOperation EQUAL
            $nOptionalValue 0
            $nSaveIntoProperty 0
            $szSaveIntoPropertyName FilterMatch
        }
    }
}
```

The brackets start and end a ruleset block. The attributes of a Ruleset are self-explainable. Within a RuleSet, you can have Rules. The attributes of Rules are also self-explainable and partially Global Conditions that are equal to the options found in the Filter dialog. Within a Rule you can one Basefilter. This Basefilter again can have child filters it it, and these child filters can have child filters again. All "expanded" settings are optional and only important for the client treeview.

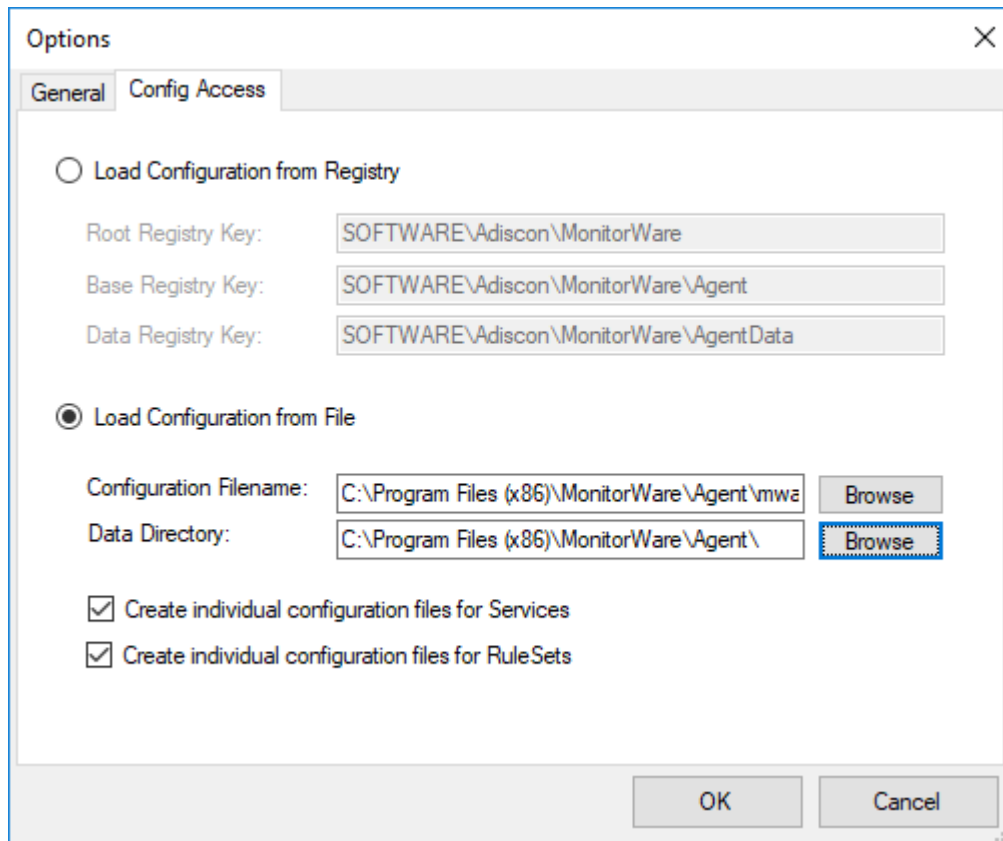
Within a Rule you can have Actions. The brackets start and end an action block. All variables in an action block between the brackets will be loaded into the action configuration. The name attribute specifies the service display name. The type attribute contains the action type ID. It can be one of the following types:

1000 = ODBC Database  
 1001 = Send Syslog  
 1008 = Net Send  
 1009 = Start Program  
 1011 = Send SETP  
 1012 = Set Property

1013 = Set Status  
1014 = Call RuleSet  
1015 = Post Process  
1016 = Play Sound  
1017 = Send to Communication Port  
1021 = Send SNMP  
1022 = Control NT Service  
1023 = Compute Status Variable  
1024 = HTTP Request  
1025 = OleDb Database  
1026 = Resolve Hostname  
1027 = Send RELP  
1028 = Send MS Queue  
1029 = Normalize Event  
1030 = Syslog Queue

### How to enable file based configuration?

To switch from registry to file configuration mode, all you need to do is go the "Config Access" tab in the Configuration "Client Options" and switch from "Load Configuration from Registry" to "Load Configuration from File" mode. Once you accept the change, the Client will ask you if you want to export the current loaded configuration into the file. Hit **YES** if you want to do so, and **NO** if already have an existing configuration file. The configuration client will reload itself automatically after this.



*Screenshot from Client Options to configure file based configuration.*

### Create individual configuration files for Services

When enabled, the configuration client will create separated configuration files for each configured service. The main configuration file will then use the `includeconfig` statement to include all these configuration files by using a pattern. When deleting a service, its configuration file will be deleted as well.

### Create individual configuration files for RuleSets

When enabled, the configuration client will create separated configuration files for each configured ruleset. The main configuration file will then use the `includeconfig` statement to include all these configuration files by using a pattern. When deleting a ruleset, its configuration file will be deleted as well.



## 6.4 General Options

### 6.4.1 License Options

#### License Options Tab

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

License Option Parameters

#### Registration Name

File Configuration fields:	szLicense
Description:	<p>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.".</p> <p>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.</p>

#### Registration Number

File Configuration fields:	nLicenseKey1, nLicenseKey2, nLicenseKey3, nLicenseKey4, nLicenseKey5
Description:	<p>Adiscon provides this number. It is valid for a specific registration name. Be sure to enter the correct registration number. Each block of the license key must be filled into one of the key fields. Alternatively, you can use the "Import from Clipboard" button. The client detects invalid registration numbers and report the corresponding error.</p>

## 6.4.2 General

### General Options Tab

The General Options available on this form are explained below:

General Options

#### Process Priority

File Configuration fields:	nProcessPriority
Description:	Configurable Process Priority to fine-tune application behavior.

#### Queue Limit

File Configuration fields:	nQueueLimit
Description:	The applications keeps an in-memory buffer where events received but not yet processed are stored. This allows the product to handle large message bursts. During such burst, the event is received and placed in the in-memory queue. The processing of the queue (via rule sets) itself is de-coupled from the process of receiving. During traffic bursts, the queue size increases, causing additional memory to be allocated. At the end of the burst, the queue size decreases and the memory is freed again.

Using the queue limit, you can limit that maximum number of events that can be in the queue at any given time. Once the limit is reached, no further enqueueing is possible. In this case, an old event must first be processed. In such situations, incoming events might be lost (depending on the rate they come in at). A high value for the queue size limit (e.g. 200,000) is recommended, because of the risk of message loss. It is also possible to place no limit on the queue. Use the value zero (0) for this case. In this case, the queue size is only limited by virtual memory available. However, we do not recommend this configuration as it might cause the product to use up all available system memory, which in turn could lead to a system failure.

### SystemID

File Configuration fields:	nSystemID
Description:	SystemID is of type integer to be used by our customer. In addition, it is user configurable.

### CustomerID

File Configuration fields:	nCustomerID
Description:	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.

### Location of your MIBS

File Configuration fields:	szMIBSPath
Description:	Click the Browse button to search for your MIBS location or enter the path manually. The Client and Service will read all files from this directory automatically on startup.

### Automatically reload service on configuration changes

File Configuration fields:	nEnableAutoConfigReload
Description:	When enabled (default), the service will detect configuration changes and reload it's core automatically. This feature only works if the latest Client Application is used for configuration. It will also work if you are using the file based configuration method and update the configuration file. It will not work if you are using the service in console mode unless you send any input to the console.

### Enable random wait time delay when checking for new configurations / Maximum random delay time

File Configuration fields:	bAutoReloadRandomDelay, nAutoReloadDelayTime
Description:	When enabled, a random delay (with the configured maximum) will be added between new configuration checks. The maximum for this random delay is 24 hours. The random delay has no affect on the service control anymore.

### 6.4.3 Debug

## Debug Options Tab

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.**

### Debug Options

**Enable Debug output into file**

File Configuration fields:	nEnableDebugOutput
Description:	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**

File Configuration fields:	szDebugFileName
Description:	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 Levels**

File Configuration fields:	nDebugErrors, nDebugInternal, nDebugMini, nDebugRuleEngine, nDebugUltra
Description:	These checkboxes control the amount of debug information being written. We highly recommend only selecting "Errors & Warnings" as well as "Minimum Debug Output" unless otherwise instructed by Adiscon support.

**Circular Debug Logging**

File Configuration fields:	nCircularLogging
Description:	Support for circular Debuglogging has been added as the debuglog can increase and increase over time. This will avoid an accidental overload of the harddisk. Of course you can also customize the amount of files used and their size or disable this feature.

**Automatically send problem reports to Adiscon Support**

File Configuration fields:	nReportCrash
Description:	If enabled, problem reports will automatically be uploaded to <a href="http://crashdump.adiscon.com">http://crashdump.adiscon.com</a> . A problem report is generated if the service internally stops working for some unknown reason. The reports are small dumpfiles which do not contain any personal data and will help us find and fix the problem. Also the

dumpfiles are very small and do not exceed 256 Kbyte. In most cases only 32Kbyte data is send.

## 6.4.4 Engine

### Engine specific Options Tab

The Engine specific Options are explained below:

Name: Engine | Comments | Settings | Confirm | Reset

**Action specific**

☐ Enable retry of Actions on failure

Retry Count: 1

Retry period (ms): 100 Milliseconds

**Rule Engine specific**

☐ Abort Rule Execution when one Rule fails?

☒ Enable internal DNS Cache

How long should dns names be cached?: 2 hours

How many DNS records can be cached?: 1024

Internet Protocoltype: IPv4

**Ressource Library Cache Options**

How long should libraries be cached?: 30 minutes

*Engine specific Options*

### Action specific

#### Enable retry of Actions on failure

File Configuration fields:	nEnableRetry
Description:	If enabled, the Agent retries Actions on failure (until the retry counter is reached). Note that the Event error 114 will only be written if the last retry failed, previous error's will only be logged in the debug log (With the error facility). Note that you can customize the Retry Count and the Retry Period in ms as well.

### Rule Engine specific

#### Abort Rule Execution when one Rule fails?

File Configuration	bAbortRuleOnFailure
--------------------	---------------------

fields:	
Description:	If checked, and an action fails, the execution will be aborted. If unchecked, and an action fails, simply the next action in this rule will be executed.

## DNS Cache Options

### Enable internal DNS Cache

File Configuration fields:	nEnableDNSCache
Description:	<p>The DNS cache is used for reverse DNS lookups. A reverse lookup is used to translate an IP address into a computer name. This can be done via the <a href="#">resolve hostname action</a>. For each lookup, DNS needs to be queried. This operation is somewhat costly (in terms of performance). Thus, lookup results are cached. Whenever a lookup needs to be performed, the system first checks if the result is already in the local cache. Only if not, the actual DNS query is performed and the result then stored to the cache. This greatly speeds up reverse host name lookups.</p> <p>However, computer names and IP addresses can change. If they do, the owner updates DNS to reflect the change. If we would cache entries forever, the new name would never be known (because the entry would be in the cache and thus no DNS lookup would be done). To reduce this problem, cache records expire. Once expired, the record is considered to be non-existing in the cache and thus a new lookup is done.</p> <p>Also, cache records take up system memory. If you have a very large number of senders who you need to resolve, more memory than you would like could be allocated to the cache. To solve this issue, a limit on the maximum number of cache records can be set. If that limit is hit, no new cache record is allocated. Instead, the least recently used record is overwritten with the newly requested one.</p>

### How long should DNS names be cached?

File Configuration fields:	nDNSCacheTime
Description:	This specifies the expiration time for cache records. Do not set it too high, as that could cause problems with changing names. A too low-limit results in more frequent DNS lookups. As a rule of thumb, the more static your IP-to-hostname configuration is, the higher the expiration timeout can be. We suggest, though, not to use a timeout of more than 24 to 48 hours.

### How many DNS records can be cached?

File Configuration fields:	nDNSCacheLimit
Description:	This is the maximum number of DNS records that can be cached. The system allocates only as many memory, as there are records required. So if you have a high limit but only few sending host names to resolve, the cache will remain small.

However, if you have a very large number of host names to resolve, it might be useful to place an upper limit on the cache size. But this comes at the cost of more frequent DNS queries. You can calculate about 1 to 2 KBytes per cache record.

### Preferred protocol for name resolution

File Configuration fields:	nDNSInetProtocol
Description:	Select if you wish to prefer IPv4 or IPv6 addresses for name resolution. Note that this only has an effect on names which return both, IPv4 and IPv6 addresses.

## Ressource Library Cache Options

### How long should libraries be cached?

File Configuration fields:	nLibCacheTimeOut
Description:	This feature will be mainly useful for EventLog Monitor. For events with the same reoccurring event sources, this will be a great performance enhancement. The cache will also work for remote system libraries (requires administrative default shares). All libraries will be cached for 30 minutes by default.


## 6.4.5 QueueManager

### Queue Manager Tab

Name: Queue Manager | Comments | Settings | Confirm | Reset | ?

☐ Enable Queue Manager Diskcache

File and path name: C:\Program Files (x86)\MonitorWare\Agent\MWQueueBuffer.dat Browse

 Warning! If you enable diskcaching, it will slow down processing of the actions. This depends on the speed of your harddisk. Do only enable this feature if you really want cache the queue on disk for failover reasons. If the processing is interrupted for some reason, the Service will load the queue on startup and process what was in the queue before.

Queue File Size (static) 0

Processing pointer 0

Saving pointer 0

Number of worker threads 2

#### Queue Manager Options

### Queue Manager DiskCache

This feature enables the Agent to cache items in its internal queue on disk using a fixed data file.



## First of all a Warning. Only use this feature if you really need to!

Depending on the speed of your hard disks, it will slow down processing of the actions, in worst case if the machine can't handle the IO load, the Queue will become full sooner or later. The DiskCache is an additional feature for customers, who for example want to secure received Syslog messages which have not been processed yet.

The diskcache will not cache infounits from services like EventLog Monitor, as this kind of Service only continues if the actions were successfully. All other information sources like the Syslog Server will cache it's messages in this file. If the Service or Server crashes for some reason, the queue will be loaded automatically during next startup of the Agent. So messages which were in the queue will not be lost. Only the messages which was currently processed during the crash will be lost.

### Enable Queue Manager Diskcache

File Configuration fields:	nEnableRingBuffer
Description:	Enable the disk based queue manager. Please read the description about the <a href="#">Queue Manager DiskCache</a> first!

### File and Pathname

File Configuration fields:	szRingBufferFile
Description:	As everywhere else, you can define here, where the queue file should be stored.

### Queue File Size

File Configuration fields:	nRingBufferSize
Description:	With this slider, the queue size can be set from 1 MB to 2048 MB.

### Processing pointer

File Configuration fields:	nProcessingLow
Description:	Points to the current processing position within the queue file.

### Saving Pointer

File Configuration fields:	nSavingLow
Description:	Points to the last processed position within the queue file.

## Queue Manager specific

**Number of worker threads**

File Configuration fields:	nWorkerThreads
Description:	Defines the number of worker background threads that the core engine uses to process it's queue.

## 6.5 Services

### 6.5.1 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.

### 6.5.2 Syslog Server

Configures a Syslog Server service. Multiple protocols (IPv4/IPv6 and UDP/TCP) can be configured and are supported.

When configuring Syslog Services, the functionality can be checked using the Test Syslog Server button. It will open the Syslog Test Message function from the configuration client.

## Global Properties

Test Syslog Server

Internet Protocoltype: IPv4

Protocol Type: UDP

IP Address: 0.0.0.0

Listener Port: 514

RuleSet to use: Default RuleSet Refresh

### Internet Protocol Type

File Configuration fields:	nInetType
----------------------------	-----------

Description:	Select the desired protocol type. IPv4 and IPv6 are available. The IPv6 protocol needs to be properly installed in order to be used. Note that one Service can only handle IPv4 or IPv6, so if you want to use both protocols, you will need to create two separate services.
--------------	---

### Protocol Type

File Configuration fields:	nProtocolType
Description:	Syslog messages can be received via <a href="#">UDP</a> , <a href="#">TCP</a> or <a href="#">RFC 3195</a> 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 <a href="#">RFC 3195</a> RAW standard.

### IP Address

File Configuration fields:	szMyIPAddress
Description:	The Syslog Server can now be bound to a specific IP Address. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. This feature is useful for multihome environments where you want to run different Syslog Servers on different IP Addresses. Please note that the default IP Address 0.0.0.0 means ANY IP Address.

### Listener Port

File Configuration fields:	nListenPort
Description:	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.

### RuleSet to use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## General Options

General	Encoding	UDP Options	TCPOptions	Syslog TLS
<input type="checkbox"/> Resolve Hostnames <input type="checkbox"/> Take source system from Syslog message <input type="checkbox"/> Save original source into property				
Propertyname:		sourceorig		Insert
<input type="checkbox"/> Escape control characters  <input checked="" type="checkbox"/> Enable RFC3164 Parsing				
<input type="checkbox"/> Use original message timestamp (RFC 3164)				
<input checked="" type="checkbox"/> Enable RFC5424 Parsing				
<input type="checkbox"/> Append ProcessID to Syslogtag if available				

### Use Original Message Timestamp

File Configuration fields:	nParseSyslogDate
Description:	<p>If this box is checked, the timestamp is retrieved from the Syslog message itself (according to <a href="#">RFC 3164</a>). 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.</p>

### Take source system from Syslog message

File Configuration fields:	nTakeSourceSysFromSyslogMsg
Description:	<p>If this box is checked, the name or IP address of the source system is retrieved from the Syslog message itself (according to <a href="#">RFC 3164</a>). If left unchecked, it is generated based on the address, the message was received from.</p> <p><b>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!</b></p>

### Save original source into property

File Configuration fields:	nSaveSourceIntoProperty
----------------------------	-------------------------

Description:	When this options is enabled, the original network source will be stored into the custom defined property (%sourceorig% by default). In case the original network source is needed for filtering for example.
--------------	---

### Resolve Hostnames

File Configuration fields:	nResolveNames
Description:	<p>If this box is checked, the name of the source system is retrieved via DNS reserve name resolution. If unchecked, the IP address itself is used as the name.</p> <p><b>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.</b></p>

### Escape Control Characters

File Configuration fields:	nEscapeControlCharacters
Description:	<p>Control characters are special characters. They are used e.g. for tabulation, generating beeps and other non-printable uses. Typically, syslog messages should not contain control characters. If they do, control characters could eventually affect your logging. However, it might also be that control characters are needed.</p> <p>With this setting, you can specify how control characters received should be handled. When checked, control characters are replaced by a 5-byte sequence with the ASCII character ID. For example, a beep is the ASCII BEL character. BEL is assigned the numerical code 7. So if a BEL is received, it would be converted to "&lt;007&gt;" inside your syslog message. When the box is left unchecked, no conversion takes place.</p> <p>In any case, ASCII NULs are converted to "&lt;000&gt;" to prevent security issues in the log files.</p> <p>Please note: if you used double-byte character sets, control character escaping can cause your message to become clobbered. So be sure to leave it unchecked in that case.</p>

### Enable RFC 3164 Parsing

File Configuration fields:	nRFC3164Parsing
Description:	<p>If this box is checked, <a href="#">RFC 3164</a> 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.</p>

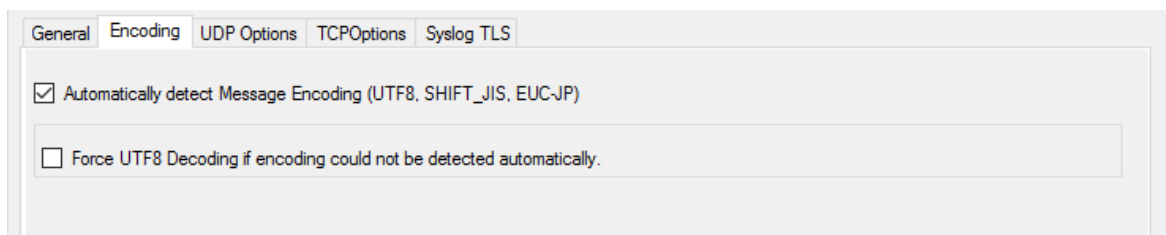
### Enable RFC 5424 Parsing

File Configuration fields:	nRFC5424Parsing
Description:	If this box is checked, RFC 5424 compliant message parsing is enabled for Syslog RFC5424 Header detection and decoding. This also involves new useable Syslog properties. 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 5424 compliant message parsing. Many existing devices do not fully comply with RFC 5424 and this can cause those issues.

### Append ProcessID to SyslogTag if available

File Configuration fields:	nRFC5424AddProcID2SyslogTag
Description:	This option is related to RFC5424 header parsing and was default in previous versions. However the default now is off in order to separate the Syslogtag from the ProcessID.

## Encoding options



General Encoding UDP Options TCPOptions Syslog TLS

☒ Automatically detect Message Encoding (UTF8, SHIFT\_JIS, EUC-JP)

☐ Force UTF8 Decoding if encoding could not be detected automatically.

### Automatically detect Message Encoding (UTF8, SHIFT\_JIS, EUCJP)

File Configuration fields:	nTryDetectMessageEncoding
Description:	If enabled, the message will be checked for different encodings. This is important if you have syslog messages with multibyte characters. Once an encoding is detected, it will automatically be converted into UTF16 internally.

### Force UTF8 Decoding

File Configuration fields:	nForceUTF8Decoding
Description:	This option forces UTF8 Decoding of all incoming messages. This is also useful for syslog messages encoded in UTF8 but missing the BOM withing the Syslog message.

## UDP Options

The screenshot shows the 'UDP Options' tab selected. It contains a checkbox labeled 'Enable receiving from a UDP Multicast Group' which is currently unchecked. Below this checkbox is a text field labeled 'Multicast Address' with the value '224.0.0.1' and a dropdown arrow on the right.

### Enable receiving from a UDP Multicast Group

File Configuration fields:	nEnableMultiCastGroup
Description:	This option supports receiving Syslog messages via multicast IP Addresses like 224.0.0.1 for example.

## TCP specific options

The screenshot shows the 'TCP Options' tab selected. It contains several configuration options:
 

- 'Session Timeout' is set to '15 Minutes' via a dropdown menu.
- A checked checkbox 'Messages are separated by the following sequence' is followed by a text field containing '\n'.
- An unchecked checkbox 'Enable multiple message separators' is located below the previous text field.
- A section titled 'List of additional separators' contains a table with two columns: an icon column and a 'Message separation sequence' column. The first row has a right-pointing triangle icon and the value '\n\n', which is highlighted in blue. The second row has an asterisk icon and is empty.
- 'Message Completion Timeout' is set to '15 seconds' via a dropdown menu at the bottom.

### Session Timeout

File Configuration fields:	nTimeOutSession
----------------------------	-----------------

Description:	One of the TCP-specific options is the session timeout. This value declares, how long a TCP session may be kept open, after the last package of data has been sent. You can by default set values between 1 second and 1 day. Or you can use a custom value with a maximum of 2147483646 milliseconds. If you wish to disable the session timeout, you can use a custom value of 0 milliseconds to disable it.
--------------	--

### Messages are separated by the following sequence

File Configuration fields:	szMsgSep_[n]
Description:	If this option is checked, you can use multiple messages in the same transmission and the following options are enabled:

### Message separation sequence

File Configuration fields:	nEnableTCPMsgSep
Description:	Determines, how you want to separate the messages. By default "\r\n" is the value for this, as most times a message ends with a carriage return and/or a line feed. But, you can choose your own separation sequence here as well.

### Message Completion Timeout

File Configuration fields:	nTimeOutMsg
Description:	Here you can set the time that is allowed to complete a message. If the time exceeded, but the message not yet completed, the rest will be treated as a new message. The counter is resetted each time, a new message begins. You can choose from multiple values between 1 second and 1 day, or choose a custom value in milliseconds (0 = disable, maximum = 2147483646)

---

## Syslog TLS

### SSL/TLS Options



General Encoding UDP Options TCPOptions Syslog TLS

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

TLS Mode: Anonymous authentication

Select common CA PEM:  Browse

Select Certificate PEM:  Browse

Select Key PEM:  Browse

Permitted Peers

	Permitted Peename / SHA1 / etc
*	

RuleSet to use: Default RuleSet Refresh

## Enable SSL / TLS Encryption

File Configuration fields:	nUseSSL
Description:	This option enables SSL / TLS encryption for your syslog server. Please note, that with this option enabled, the server only accepts SSL / TLS enabled senders.

## TLS Mode

File Configuration fields:	nTLSMode
Description:	<p>The TLS mode can be set to the following:</p> <p><b>Anonymous authentication</b> Default option, which means any client certificate will be accepted, or even none.</p> <p><b>x509/name (certificate validation and name authentication)</b> When this mode is selected, the subject within the client certificate will be checked against der permitted peers list. This means the Syslog Server will only accept the secured connection if it finds the permitted peer in the subject.</p> <p><b>509/fingerprint (certificate fingerprint authentication)</b> This mode creates a SHA1 Fingerprint from the client certificate it receives, and compares it to fingerprints from the permitted peers list. You can use the debuglog to see fingerprints of client certificates which were not permitted.</p>

**x509/certvalid (certificate validation only)**

A Syslog Sender is accepted when the client certificate is valid. No further checks are done.

**Select common CA PEM**

File Configuration fields:	szTLSCAFile
Description:	Select the certificate from the common Certificate Authority (CA), the syslog receiver should use the same CA.

**Select Certificate PEM**

File Configuration fields:	szTLSCertFile
Description:	Select the client certificate (PEM Format).

**Select Key PEM**

File Configuration fields:	szTLSKeyFile
Description:	Select the keyfile for the client certificate (PEM Format).

**Permitted Peers****Permitted Peername / SHA1 / etc**


File Configuration fields:	szIP_[n]
Description:	This list contains all permitted peers. If x509/name is used, this can contain parts of the client certificate subject. For example if you have CN = secure.syslog.msg in the certificate subject, you can add "secure.syslog.msg" as permitted peer. When using x509/fingerprint, this list holds a list of permitted SHA1 fingerprints. The fingerprints can either be generated with OpenSSL Tools, or grabbed from the debug logfile. The format is like described in RFC 5425, for example: "SHA1:2C:CA:F9:19:B8:F5:6C:37:BF:30:59:64:D5:9A:8A:B2:79:9D:77:A0".

**Advanced TLS**

Advanced SSL/TLS Options

General Encoding TCPOptions Syslog TLS **Advanced TLS Options**

☐ Allow SSL v3 (insecure)  
☒ Allow TLS v1.0 (insecure)  
☒ Allow TLS v1.1  
☒ Allow TLS v1.2  
☐ Use OpenSSL configuration commands

 By enabling this option, you can set OpenSSL configuration commands directly. For more informations on available configuration parameters for each command type, visit this page:  
[https://www.openssl.org/docs/man1.0.2/ssl/SSL\\_CONF\\_cmd.html](https://www.openssl.org/docs/man1.0.2/ssl/SSL_CONF_cmd.html)

Configuration commands list

	Command Type	Command Value
*	Protocol	ALL, no_ssl2, no_ssl3

### Allow SSL v3

File Configuration fields:	nTLSSAllowSSLv3
Description:	This option enables insecure protocol method SSLv3. We recommend NOT enabling this option as SSLv3 is considered broken.

### Allow SSL v1.0

File Configuration fields:	nTLSSAllowTLS10
Description:	This option enables insecure protocol method TLSv1. We recommend NOT enabling this option as TLSv1 is considered broken.

### Allow SSL v1.1

File Configuration fields:	nTLSSAllowTLS11
Description:	This option enables protocol method TLS1.1 which is enabled by default.

### Allow SSL v1.2

File Configuration fields:	nTLSSAllowTLS12
Description:	This option enables protocol method TLS1.2 which is enabled by default.

## Use OpenSSL configuration commands

File Configuration fields:	nTLSUseConfigurationCommands
Description:	<p>By enabling this option, you can set OpenSSL configuration commands directly. For more information's on available configuration parameters for each command type, visit this page:  <a href="https://www.openssl.org/docs/man1.0.2/ssl/SSL_CONF_cmd.html">https://www.openssl.org/docs/man1.0.2/ssl/SSL_CONF_cmd.html</a></p> <p>We allow to the set the following OpenSSL configuration commands in the configuration commands list:</p> <ul style="list-style-type: none"> <li>• CipherString: Sets the allowed/dissallowed used Ciphers. Setting this value will <b>OVERWRITE</b> the internal default ciphers.</li> <li>• SignatureAlgorithms: This sets the supported signature algorithms for TLS v1.2.</li> <li>• Curves: This sets the supported elliptic curves.</li> <li>• Protocol: Sets the supported versions of the SSL or TLS protocol. This will <b>OVERWRITE</b> the Allow SSL options from above!</li> <li>• Options: The value argument is a comma separated list of various flags to set.</li> </ul> <p>When setting advanced configuration commands, we highly recommend to enable debug logging and review it after changes have been made. An error will be logged in the debug logfile if a configuration command cannot be processed successfully.</p>

### 6.5.3 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.

## SETP Server Properties

Name: SETP Server Enabled Disabled (1) Comments Settings Confirm Reset ?

Internet Protocoltype: IPv4

Listener Port: 5432

Listener IPAddress: 0.0.0.0

Session Timeout: 30 seconds

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.

☐ Notify Sender about Rule Action Errors?

RuleSet to use: Default RuleSet Refresh

### Internet Protocoltype

File Configuration fields:	nlnetType
Description:	Select the desired protocol type. IPv4 and IPv6 are available. The IPv6 protocol needs to be properly installed in order to be used. Note that one Service can only handle IPv4 or IPv6, so if you want to use both protocols, you will need to create two separate services.

### Listener Port

File Configuration fields:	nListenPort
Description:	The port the <a href="#">SETP</a> 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 <a href="#">TCP</a> .

### Listener IP Address

File Configuration fields:	szMyIPAddress
Description:	The SETP server service can be bound to a specific IP Address. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. This feature is useful for multihome environments where you want to run different Syslog Servers on different IP Addresses. Please note that the default IP Address 0.0.0.0 means ANY IP Address.

### Session Timeout

File Configuration fields:	nTimeOutSession
Description:	This controls how long a session is to be opened from the server side.

### Enable SSL/TLS

File Configuration fields:	nUseSSL
Description:	<p>If this option is enabled then this action connects to SSL / TLS <a href="#">SETP</a> servers. Please make sure that you want this option to be enabled.</p> <p>Please note: If this option is enabled, this action will not be able to connect to NON-SSL SETP Servers.</p>

## Options

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

### Use zLib Compression to compress the data

File Configuration fields:	nZlibComp
Description:	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

File Configuration fields:	nInetType
Description:	It controls how long a session is to be opened from the server side.

### Notify Sender about Rule Action Errors?

File Configuration fields:	bIndicateErrorToOrigin
Description:	Enable this option to communicate the outcome of an action back to the the sender of the SETP message.

	<p>This communicates back the status of actions carried out on the receiver to the sender of the event. In essence, the sender system will know if the action failed or succeeded on the remote machine. It can then act exactly like the action was carried out on the local machine. The exact handling of failure states is depending on the event source.</p> <p>An example: you have a machine running an EventLog Monitor and sending these events via SETP, and on the other side have all incoming events written into a database. If the database would be offline and the events not being written into it, the SETP server would return as the last message that the action failed (as long as this option is enabled) and generate a error event with ID 1005 (and generate a Success Event with ID 1012 if successful again). The sender would then halt and retry sending the event. This is because SETP is built somehow like TCP which ensures data transfer, but additionally can return a status to the sender if the following action was successful.</p> <p>This happens because the event log monitor (as well as the file monitor and others) is a restartable event source. It uses the outcome of actions to decide if the action is to be retried in another run of the same source. Other event sources have different behavior. The syslog server, for example, does not retry failed actions. This is due to the lossy nature of syslog, in which losing syslog messages is explicitly permitted (and favourable over taking up too many system resources by trying to buffer them).</p> <p>Please Note: If you enable this feature, older MonitorWare Agent Versions (4.2.x and below, as well as WinSyslog 7.2.x and EventReporter 8.2.x and below) may have trouble sending data over SETP once a Rule Exception occurs! If you intend to use this feature, make sure all MonitorWare Agent Installations are at least Version 4.3.x (This applies for WinSyslog 7.3.x and EventReporter 8.3.x as well).</p>
--	--

### Default Ruleset Name

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.4 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.

**Newer Windows versions come with a considerably changed event logging system.** In theory, the Event Log Monitor works with them, too. However, **we know of some incompatibilities.** For best results, we recommend using the [Event Log Monitor V2](#) service, which was specifically written for Windows Vista and newer. The Event Log Monitor described here is applicable for

Windows 2000, 2003 and XP (where the new event logging system is not available). The Client will automatically detect and load available EventLog types during the first startup of the Event Log Monitor.

Event Log Monitor	Event Log Monitor V2
Windows 2000	Windows Vista
Windows XP	Windows 2008
Windows 2003	Windows 7
	Windows 8
	Windows 2012
	Windows 10
	Windows 2016

Name: Eventlog Monitor V1 Enabled Disabled (1) Comments Settings Confirm Reset

General Options **Event Channels**

Sleep Time(ms) 1 Minute

Overrun Prevention Delay (ms) 500 Milliseconds milliseconds

Preferred language

☐ Enable remote EventLog monitoring

Monitor Eventlog from this host

Verify Connection

☐ Read EventLog Sources from local machine

☒ Compress Spaces and Remove Control Characters

☐ Do NOT process existing entries when Eventlog corruption occurs

☐ Do NOT process existing entries on Service Startup

☐ Remove Control Characters from String Parameters

Default Buffersize 10240

Syslog Tag Value EvtSLog

How to handle Eventlog corruption? Ignore corrupted Eventlog entry

☐ Use Legacy Format

☒ Add Facilitystring

☒ Add Username

☐ Add Logtype

☒ Syslog Message Numbers

☐ Delay writing LastRecord

Save after amount of entries 100

### 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

File Configuration fields:	nSleepTime
Description:	<p>The event log monitor periodically checks for new event log entries. The "Sleep Time" parameter specifies how often this happens. This value is in <a href="#">milliseconds</a>.</p> <p>We suggest 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.</p> <p>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.</p>

### Overrun Prevention Delay

File Configuration fields:	nPreventOverrunDelay
Description:	<p>This property allows configuring a delay after generating an event. The time is the delay in <a href="#">milliseconds</a>.</p> <p>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.</p> <p>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.</p>

### Preferred Language

File Configuration fields:	nLanguageLCID
Description:	You can select a preferred language, and the Eventlog Monitor will send the message in this language. It will only work if these languages are installed and message libs are available with the preferred language. If this fails, it will automatically fall back to the system default language.

### Enable Remote EventLog Monitoring

File Configuration fields:	nEnabledRemote
Description:	<p>If enabled, the EventLog Monitor will read and process the EventLog from a remote machine. Use the verify button to make sure that the network connection is working correctly</p> <p>Please make sure that the machine, which you are going to monitor, does have File and Print Services enabled and is accessible by this machine. This is important as the EventLog Service will read the message libraries on the remote machine by using the default administrative shares. For this reason, the Service must be configured to run with a user who has administrative privileges/permissions on the local and remote machine. If File and Print services remain disabled, the local message libraries will be used automatically instead. Note that you may experience a lot of missing message libraries in this case.</p> <p>Additionally you have an option to <b>read the EventLog Sources</b> from the local machine. If enabled, the local message libraries will be used instead of the remote machine's ones. Sometimes local Event Sources are more reliable or are required for thirdparty EventLog implementations.</p>

### Compress Control Characters

File Configuration fields:	nCompressControlChars
Description:	<p>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.</p> <p><b>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).</b></p>

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

File Configuration fields:	nDoNotProcessLastRecord
Description:	When this option is checked, it prevents from reprocessing of the whole Windows event log when it is <a href="#">corrupted or truncated</a> . So EventReporter / MonitorWare Agent

	do not processes all entries again.
--	-------------------------------------

### Do NOT process existing entries on Service Startup

File Configuration fields:	szSyslogTagValue
Description:	

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

### Remove Control Characters from String Parameters

File Configuration fields:	nRemoveControlCharsFromParams
Description:	Enable this option to remove control characters like carriage return or line feeds from parameter strings and category names in Winows Events.

### Default BufferSize

File Configuration fields:	nDefaultBuffer
Description:	The default BufferSize is 10k. This value will be increased or decreased dynamically if necessary. If you want to use thirdparty applications like Netapp you must increase the BufferSize manually (minimum 65k), because dynamic adjusting is not possible with them.

### SyslogTag Value

File Configuration fields:	szSyslogTagValue
Description:	The SyslogTag Value determines the SyslogTag that is used when forwarding Events via syslog. This is useful, if you want to determine later, what kind of syslog message this is, perhaps because you log EventLogs and syslog into the same database.

### How to handle Eventlog Corruption

File Configuration fields:	nEventLogCor 0 = Retry processing from beginning 1 = Ignore corrupted Eventlog entry 2 = Clear all events from Eventlog
Description:	Sometimes it can occur that Eventlog messages are corrupted and cannot be read correctly. This usually happens if someone tampered with the Eventlog or if you are processing the Eventlog for the first time. In cases like this, you can automatically handle the situation with this option. You have the following options: - <b>Retry processing Eventlog from the beginning:</b> in this case the complete Eventlog will be processed again.

- **Ignore corrupted Eventlog entry (default):** the affected Eventlog entry will be ignored and processing will continue.
- **Clear all Events from the Eventlog:** the Eventlog will be cleared completely and new Events hopefully don't get corrupted before they are processed.

### Use Legacy Format

File Configuration fields:	bUseLegacyFormat
Description:	<p>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.</p> <p>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).</p> <p><b>Legacy format is meant to support existing parser scripts. We encourage you to use the new, XML-bound format for new implementations.</b> 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.</p>

### Add Facility String

File Configuration fields:	bAddFacilityString
Description:	<p>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.</p> <p><b>This setting only applies if the "Use Legacy Format " option is checked.</b> Otherwise, it does not have any meaning and consequently cannot be configured in that case.</p>

### Add Username

File Configuration fields:	nAddUserName
Description:	<p>If checked, the Windows 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.</p>

**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

File Configuration fields:	nAddLogType
Description:	<p>If checked, then log types e.g. system, security etc. etc. is appended to the generated message.</p> <p><b>This setting only applies if the "Use Legacy Format " option is checked.</b> Otherwise, it does not have any meaning and consequently cannot be configured in that case.</p>

### Syslog Message Numbers

File Configuration fields:	bShowSyslogMsgNbr
Description:	<p>If checked, a continuously advancing message number is appended to the generated message. This is useful for Syslog delivery to make sure that all messages have been received at the remote server.</p> <p><b>This setting only applies if the "Use Legacy Format " option is checked.</b> Otherwise, it does not have any meaning and consequently cannot be configured in that case.</p>

### Delay writing LastRecord

File Configuration fields:	nEnableLastRecordDelay
Description:	Enables the LastRecord writeback delay to the configured properties below.

### Save after amount of entries

File Configuration fields:	nLastRecordDelayCount
Description:	The LastRecord will be written after the amount of processed eventlog entries that are specified here.

## Event Log Channels Tab

**The "Event Log Channels"** are basically a list of the different log types. 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.

Name: Eventlog Monitor V1 Enabled Disabled (1) Comments Settings Confirm Reset

General Options **Event Channels**

Select All Deeselect All Reload All LastRecords Reset All LastRecords

Enable	Eventlog Channel
<input checked="" type="checkbox"/>	Application
<input checked="" type="checkbox"/>	HardwareEvents
<input checked="" type="checkbox"/>	Internet Explorer
<input checked="" type="checkbox"/>	Key Management Service
<input checked="" type="checkbox"/>	Security
<input checked="" type="checkbox"/>	System
<input checked="" type="checkbox"/>	ThinPrint Diagnostics
<input checked="" type="checkbox"/>	Windows PowerShell
<input type="checkbox"/>	*

Eventlog Channels

☐ Report Truncated Log

☐ Do NOT process existing entries

☐ Try to convert Security IDs (SID) to Object Names

☐ Try to convert Active Directory Object Classes

☐ Use Checksum to verify the last processed event

☐ Always search for the last processed Event using the Checksum

Syslog Facility: Local 0

Last Record: 0 Reset

☐ Read Eventlog from File

File Path Name:  Browse

Type of Eventlog: Application

☐ Enable date replacement characters (See manual for more)

Offset in seconds: 0

	Processed Filename
*	

Processed file properties

Last Record:  Reset

Eventlogtypes to Log

☒ Success Notice

☒ Information Information

☒ Warning Warning

☒ Error Error

Event Log Monitor - EventLog Types General Options

## Report Truncated Log

File Configuration fields:	bReportTruncatedLog
Description:	<p>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.</p> <p>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.</p> <p>If you regularly truncate the Windows 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.</p>

### Do not Process Existing Entries

File Configuration fields:	nNoExistingEntries
Description:	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

File Configuration fields:	nTryConvSIDtoObj
Description:	<p>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.</p> <p><b>Note that only the Security event log has this feature enabled by default. For all other event log types this feature is disabled by default.</b></p>

### Try to convert Active Directory Object Classes

File Configuration fields:	nTryConvertDsClasses
Description:	<p>With this option you can convert ActiveDirectory Schema GUID's from Security Events on Domain Controllers to object names. For Example Event 565, which usually has a lot of these Schema GUID's! The GUID's are internally cached to speed up EventLog processing operations.</p> <p><b>Note that only the Security event log has this feature enabled by default. For all other event log types this feature is disabled by default.</b></p>

### Use Checksum to verify the last processed Event

File Configuration fields:	nEventUseChecksum
Description:	<p>A checksum of the last processed Event will be stored along with the LastRecord of an eventlog. This checksum is checked during each iteration. If the checksum does not match, we consider the EventLog has been altered, cleared or something else happened. In this case the EventLog is being reprocessed from the beginning.</p> <p>Please note: This option will prevent you from modifying the LastRecord value. If you do, the whole EventLog will be reprocessed! Please note that this behavior is by design and cannot be avoided. So we recommend to use this feature only if you intend to double check if the LastRecord value is valid.</p>

### Always search for the last processed Event using this Checksum

File Configuration fields:	nEventScanLastEventByChecksum
Description:	Usually, the last processed Event is determined by the LastRecord value. If the Checksum to verify the last processed Event is activated, then this option to always search for the last processed Event using the Checksum is available. When activated, the last processed Event will also be always determined by the Checksum, not the LastRecord value.

### Syslog Facility

File Configuration fields:	nFacility
Description:	The <a href="#">Syslog facility</a> to map information units stemming from this log to. Most useful if the message is to forward to a Syslog daemon.

### Last Record

File Configuration fields:	nLastRecord
Description:	<p>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.</p> <p><b>Use it with caution!</b></p> <p>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.</p>

### Read Eventlog From File

File Configuration fields:	nReadFromFile
Description:	When enabled, the Eventlog is read from a file instead from the system.

### File&Path Name

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

### Type of Event Log

File Configuration fields:	szLogType
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Description:	It defines as which type of Event log from file is handled. This is important to read the correct message libs from the system.
--------------	---

### Enable date replacement characters

File Configuration fields:	nEnableDateReplacements																										
Description:	<p>Allow the use of dynamic files/paths when using evt files. The same replacement characters as in the FileMonitor apply to this feature. A configured filename may look like this: C:\temp\evt_%Y%m%d.evt and would be replaced with C:\temp\evt_20130101.evt.</p> <p>To support changing log file names, there are replacement characters available within the file name. These are:</p> <table border="1"> <thead> <tr> <th>Character</th><th>Meaning</th></tr> </thead> <tbody> <tr> <td>%y</td><td>Year with two digits (e.g. 2002 becomes "02")</td></tr> <tr> <td>%Y</td><td>Year with 4 digits</td></tr> <tr> <td>%m</td><td>Month with two digits (e.g. March becomes "03")</td></tr> <tr> <td>%M</td><td>Minute with two digits</td></tr> <tr> <td>%d</td><td>Day of month with two digits (e.g. March, 1st becomes "01")</td></tr> <tr> <td>%h</td><td>Hour as two digits</td></tr> <tr> <td>%S</td><td>Seconds as two digits. It is hardly believed that this ever be used in reality.</td></tr> <tr> <td>%w</td><td>Weekday as one digit. 0 means Sunday, 1 Monday and so on.</td></tr> <tr> <td>%W</td><td>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.</td></tr> <tr> <td>%generatedfilename%</td><td>It contains the fully generated filename (Can be useful for filtering).</td></tr> <tr> <td>%msgsep%</td><td>Only available if enable in the advanced option of the File Monitor. This value contains the current used messageseparator. This is usefull if you want to reconstruct messages where the seperator is part of the message.</td></tr> <tr> <td>%msgseplast%</td><td>Only available if enable in the advanced option of the File Monitor. This value contains the last used messageseparator. This is usefull if you want to reconstruct messages where the seperator is part of the message.</td></tr> </tbody> </table> <p>Character Replacement Table</p>	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, 1st 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.	%generatedfilename%	It contains the fully generated filename (Can be useful for filtering).	%msgsep%	Only available if enable in the advanced option of the File Monitor. This value contains the current used messageseparator. This is usefull if you want to reconstruct messages where the seperator is part of the message.	%msgseplast%	Only available if enable in the advanced option of the File Monitor. This value contains the last used messageseparator. This is usefull if you want to reconstruct messages where the seperator is part of the message.
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%d	Day of month with two digits (e.g. March, 1st becomes "01")																										
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%S	Seconds as two digits. It is hardly believed that this ever be used in reality.																										
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### Offset in Seconds

File Configuration fields:	nEnableDateReplacementsOffset
Description:	When "Enable date replacement characters" is enabled, the current date will be used to generate the filenames. However in certain cases, there is a need to generate filenames with past or future dates. Negative values will generate past filenames, while positive values will generate filenames in the future. For example if

you want to generate filenames from yesterday (24 hours back), use -84600 as offset.

## 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.

## General Values (Common settings for most services)

### Default Ruleset Name

File Configuration fields:	szRuleSetName
Description:	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 the 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.

The event log monitor caches messages libraries. This greatly speeds up processing, but causes memory consumption for the cached libraries. By default, libraries are cached for 30 minutes. If memory consumption is too high, you may consider to lower the cache period. The cache is global to all event log monitors. As such, its size must be changed in the general settings.

### 6.5.5 Event Log Monitor V2

This dialog configures the Windows Event Log Monitor V2 service for Windows Vista, Windows 2008, Windows 7, Windows 8, Windows 2012 and Windows 10. For Windows 2000, 2003 and XP use the [classical event log monitor](#).

Event Log Monitor	Event Log Monitor V2
Windows 2000	Windows Vista
Windows XP	Windows 2008
Windows 2003	Windows 7
	Windows 8
	Windows 2012
	Windows 10
	Windows 2016

The V2 event log monitor provides the ability to monitor so-called "log channels". Each channel can work either in polling or subscription mode. In subscription mode, we are automatically notified by the operating system whenever a new event is logged. In traditional polling mode, we periodically check the channel. In both cases, it is possible for a user to re-set the channel reporting to an older event (parameter "Last Record").

Both of these functionalities are implemented by periodically iterating over the configured channels. The frequency is controlled by the "Sleep Time" parameter.

*Event Log Monitor Properties*

## Overrun Prevention Delay

File Configuration fields:	nPreventOverrunDelay
Description:	<p>This property allows configuring a delay after generating an event. The time is the delay in <a href="#">milliseconds</a>.</p> <p>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</p>

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.

### Select Message Format

File Configuration fields:	nFormatType  0 = XML Format 1 = Predefined EventFormat
Description:	<p>With this option you can choose whether the Events will be extracted in "Raw XML Format" or in the "Predefined Event Format".</p> <p>The XML format is the exact representation of the XML Stream returned by the EventLog System.  <b>Please note that it only contains EventLog data and not a formatted message.</b></p> <p>The "Predefined Event Format" is what the Event in the event viewer looks like.</p>

### SyslogTag Value

File Configuration fields:	szSyslogTagValue
Description:	The SyslogTag Value determines the SyslogTag that is used when forwarding Events via syslog. This is useful, if you want to determine later, what kind of syslog message this is, perhaps because you log EventLogs and syslog into the same database.

### Sleep Time

File Configuration fields:	nSleepTime
Description:	<p>As said in the overview, this controls iteration over the configured channels. The value is specified in milliseconds.</p> <p>For channels configured to use Polling Mode, the "Sleep Time" parameter specifies how often they are processed. Note that when multiple channels are set to polling mode, they are processed one after another. So there is a somewhat larger delay in processing than given by the "Sleep Time" parameter. The total frequency depends on how busy all polling channels are.</p> <p>For channels configured to subscription mode, the "Sleep Time" interval will only influence how often a potential reset of "Last Record" is checked. Other than that, it has no effect on the event delivery rate.</p> <p>We suggest 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</p>

	<p>specified for occasionally connected systems or if email delivery with few emails per day is intended.</p> <p>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 do NOT recommend running the event log monitor more often than once a second.</p> <p>Note that it is almost always an error to use a "Sleep Time" value of 0. The main processing loop of the EventLog Monitor V2 would re-run without any delay and would cause a very high CPU usage, close to 100%. For these reasons, future versions of the product will no longer permit to use a "Sleep Time" of zero and automatically change it to one.</p>
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### Wait time after action failure

File Configuration fields:	nSubscriptionSleepTime
Description:	Adds some extra wait time (Delay) if an action failed to process. Without the delay, the subscription would immediately process the last event again. In some cases a reasonable delay before a retry is needed.

### Emulate %Param% properties from old EventLog Monitor

File Configuration fields:	nEmulateParameters
Description:	This option emulates the %Param% properties, which were often used in the old EventLog Monitor. The new EventLog implementation (e.g Windows 7, Windows Server 2008 Windows 8, Windows Server 2012) does not support them in the same way anymore. The Event Log Monitor V2 is still able to provide parameters in the "old style" format, what means that log analysis scripts can receive a consistent stream of data for both new style and old style Windows events.

### Include optional Event Parameters as properties

File Configuration fields:	nIncludeEventParameters
Description:	If enabled, the <EventData> node from the raw XML stream (Eventlog entry) will be searched for variables. If variables with names are found, they will be set as Properties with their variable name automatically. If the variable does not have a name, it will be set to a common name like "Param1, Param2 .... ParamX".

### Convert to EventLog Monitor V1

File Configuration fields:	nConvertToEventLogMonitorV1
Description:	This option maps the EventID's from the Security EventLog back to V1 (Windows 2000/2003). The internal InforUnitID is also changed to V1. This option helps

	postprocessing EventLog V1 and V2 events equally.
--	---

**Delay writing LastRecord**

File Configuration fields:	nEnableLastRecordDelay
Description:	Enables the LastRecord writeback delay to the configured properties below.

**Save after waittime**

File Configuration fields:	nLastRecordDelayTime
Description:	Regardless of the amount of processed eventlog entries, the lastrecord value will be delayed for this waittime period.

**Save after amount of entries**

File Configuration fields:	nLastRecordDelayCount
Description:	Regardless of the configured waittime period, the LastRecord will be written after the amount of processed eventlog entries that are specified here.

**Event Channels Tab**

Name: Eventlog Monitor V2 Enabled Disabled (1) Comments Settings Confirm Reset

General Options **Event Channels**

Select All Deselect All Reload All LastRecords Reset All LastRecords

Enable	Eventlog Channel
<input checked="" type="checkbox"/>	Application
<input checked="" type="checkbox"/>	ForwardedEvents
<input checked="" type="checkbox"/>	HardwareEvents
<input checked="" type="checkbox"/>	Internet Explorer
<input checked="" type="checkbox"/>	Key Management Service
<input checked="" type="checkbox"/>	Microsoft-AppV-Client/Admin
<input checked="" type="checkbox"/>	Microsoft-AppV-Client/Operational
<input checked="" type="checkbox"/>	Microsoft-AppV-Client/Virtual Applications
<input checked="" type="checkbox"/>	Microsoft-Client-Licensing-Platform/Admin
<input checked="" type="checkbox"/>	Microsoft-User Experience Virtualization-A...
<input checked="" type="checkbox"/>	Microsoft-User Experience Virtualization-A...
<input checked="" type="checkbox"/>	Microsoft-User Experience Virtualization-I...
<input checked="" type="checkbox"/>	Microsoft-User Experience Virtualization-S...
<input checked="" type="checkbox"/>	Microsoft-Windows-AAD/Operational
<input checked="" type="checkbox"/>	Microsoft-Windows-AllJoyn/Operational
<input checked="" type="checkbox"/>	Microsoft-Windows-All-User-Install-Agent/...

Eventlog Channels

☐ Do NOT process existing entries

☐ Try to convert Security IDs (SID) to Object Names

Facility: Local 0

Last Record: 0 Reset

Processing Mode: Eventlog Subscription (Realtime)

Eventpolling related Options

☐ Read Eventlog from File

File Path Name: Browse

Eventlog Types to Log

Verbose: Notice

Information: Information

Warning: Warning

Error: Error

Critical: Critical

RuleSet to use: Default RuleSet Refresh

**The most important part of this dialog is the treeview of available Channels.** It specifies which event logs are to be monitored. In the screenshot above, the monitor is set to all Channels that are currently available. There happen to be custom Channels, too, due to Applications creating them on their own. They will be added to the treeview automatically every time you re-open this configuration window.

Here you can adjust the syslog facility and the event log types. You are also able to overwrite all existing custom advanced channel configurations with your new ones.

## Channels

Channels which are checked in the table will be processed. Channels which are unchecked are kept in the configuration, but are not processed.

## Facility

File Configuration fields:	nFacility
Description:	The <a href="#">Syslog facility</a> to map information units stemming from this log to. Most useful if the message is to forward to a Syslog daemon.

## Last Record

File Configuration fields:	szXMLBookmark
Description:	<p>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. <b>Use it with caution!</b></p> <p>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.</p>

### Processing Mode

File Configuration fields:	nApiReadMode  0 = Subscription Readmode (Realtime) 1 = Polling Readmode (Sleeptime)
Description:	<p>There are two processing modes available, first the default processing mode is "EventLog Subscription" which processes Events in realtime. This means events are send to MonitorWare Agent by the OS as they happen, there is no delay at all. The other processing mode called "Eventlog Polling" and is similar to the method used in the old EventLog Monitor. The EventLog is checked and processed periodically controlled by the sleeptime. However using the polling method, you enable the "Read EventLog From File" option.</p>

## General Values (Common settings for most services)

### Default Ruleset Name

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

### 6.5.6 SMTP Listener

The SMTP Listener is a service, that allows you to receive emails and convert them into syslog messages for example. It acts as a real SMTP Server would like, just with a reduced command set that is necessary to receive Emails.



Name: SMTP Listener Enabled Disabled (1) Comments Settings Confirm Reset

Internet Protocoltype: IPv4

Listener Port: 25

Listener IPAddress: 0.0.0.0

Connection Timeout Limit: 15 seconds

General Values

Syslog Facility: Local 0

Syslog Priority: Notice

Syslog Tag Value: MWSMTPListener

Resource ID:

RuleSet to use: Default RuleSet Refresh

### Internet Protocoltype

File Configuration fields:	nInetType
Description:	Select the desired protocol type. IPv4 and IPv6 are available. The IPv6 protocol needs to be properly installed in order to be used. Note that one Service can only handle IPv4 or IPv6, so if you want to use both protocols, you will need to create two separate services.

### Listener Port

File Configuration fields:	nSMTPPort
Description:	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.

### Listener IP Address

File Configuration fields:	szMyIPAddress
Description:	Either the IP address or resolvable host name of the SMTP server, the SMTP probe is to be run against. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. 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.

### Connection Timeout limit

File Configuration fields:	nTimeOutLimit
Description:	The Timeout limit specifies the time the listener waits for the sender.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.7 SNMP Monitor

SNMP Monitor can be used to query and monitor SNMP enabled devices. There are many devices that support SNMP and which can be queried for information by SNMP GET. This can be printers, router, managed switches, linux / windows servers and so on.

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

Name: SNMP Monitor Enabled Disabled (1) Comments Settings Confirm Reset ?

Probe Interval: 1 Minute

Timeout limit: 5 seconds

Internet Protocoltype: IPv4

Protocol Type: UDP

Remote host:

SNMP Port: 161

SNMP Query related

Community: public

SNMP Version: All supported Versions

Query OID (Object ID): 1.3.6.1.2.1.1.5 Browse

Instance subidentifier: 0

RuleSet to use: Default RuleSet Refresh

### SNMP Trap Receiver Properties

#### Probe Interval

File Configuration fields:	nSleepTime
Description:	This is the interval of the queries. After each probe, the MonitorWare Agent SNMP Monitor process goes "to sleep". This period is specified in milliseconds.

#### Timeout limit

File Configuration fields:	nTimeOutLimit
Description:	The amount of time (in <a href="#">milliseconds</a> ) 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.

#### Internet Protocoltype

File Configuration fields:	nInetType
Description:	Select the desired protocol type. IPv4 and IPv6 are available. The IPv6 protocol needs to be properly installed in order to be used. Note that one Service can only handle IPv4 or IPv6, so if you want to use both protocols, you will need to create two separate services.

#### Protocol Type

File Configuration	nProtocolType
--------------------	---------------

fields:	
Description:	SNMP Monitor can be query other devices by UDP and TCP.

### Remote host

File Configuration fields:	szRemoteHost
Description:	Either the IP address or resolvable host name of the system you want to monitor. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. Please note that specifying a host name can cause the SNMP monitor to fail if DNS name resolution fails (for example due to a failing DNS server). To avoid this, specify an IP address.

### SNMP Port

File Configuration fields:	nCheckPort
Description:	The port the SNMP listener is listening to. If in doubt, leave it at the default of 161.

### Community

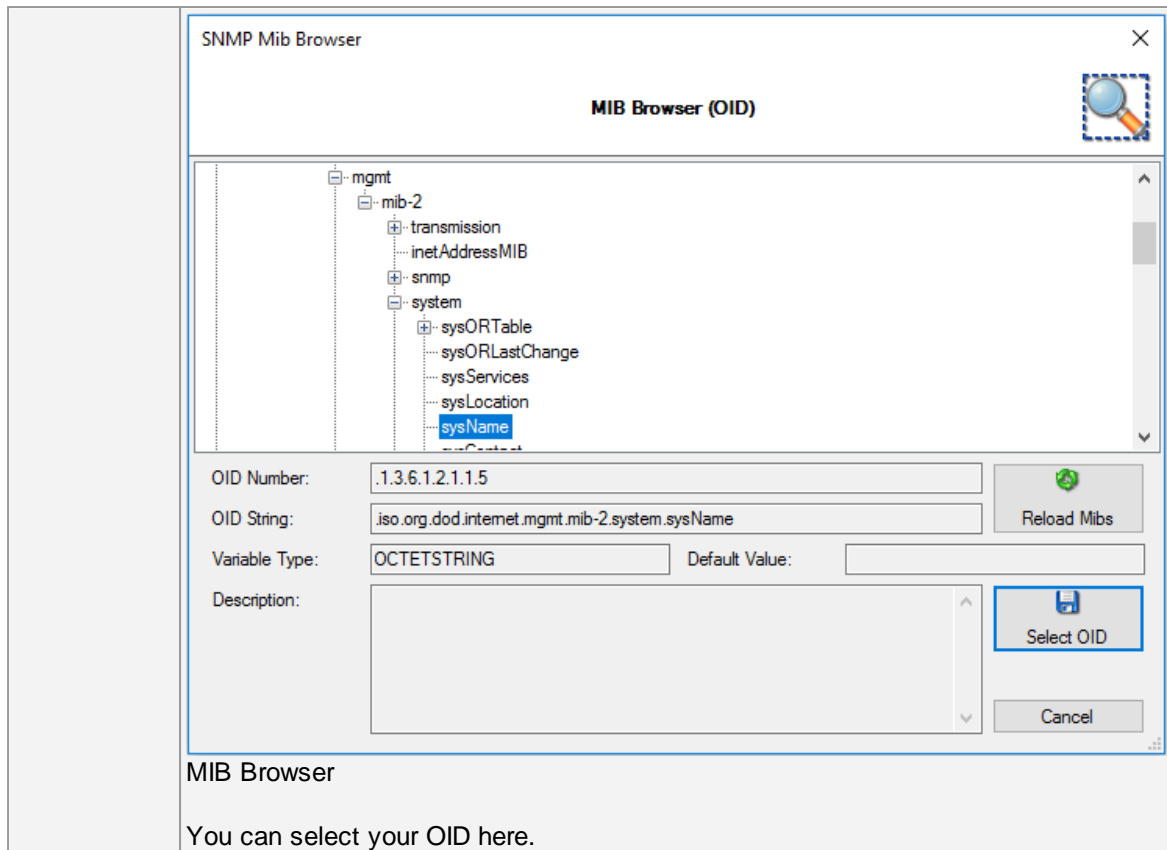
File Configuration fields:	szCommunity
Description:	Specify the SNMP community to which the messages belong too.

### SNMP Version

File Configuration fields:	nSnmVersion
Description:	Configures the SNMP protocol version, that should be used for communication: <ul style="list-style-type: none"> <li>1. SNMP Version 1 only</li> <li>2. SNMP Version 2c only</li> </ul>

### Query OID (Object ID)

File Configuration fields:	szSnmCheckOid
Description:	This is the Object ID you will query the device for. You can use Browse option to select your OID. If you click the Browse link, the screen similiar to shown below is appeared:



### Instance Subidentifier

File Configuration fields:	nInstanceID
Description:	Which Instance Subidentifier do you want to query, if the selected OID has multiple data entries.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.8 RELP Listener

The [RELP](#) listener support the new reliable event logging protocol (RELP), which enables a more reliable transmission of messages than plain tcp syslog protocol. The service permits to accept messages from senders who themselves support RELP.

Other than that it is using a different communications protocol, the RELP listener is functionally equivalent to the syslog listener. The RELP Listener will automatically listen on all available IP Addresses which includes IPv4 and IPv6. This is due the librelp implementation method.

Services > RELP Listener Disabled Comments Settings Confirm Reset Disabled (1)

Internet Protocoltype: IPv4

Listener Port: 20514

Session Timeout: 15 seconds

☒ Enable SSL / TLS Encryption.

TLS Mode: x509/name (certificate validation and name authentication)

Select common CA PEM:  Browse

Select Certificate PEM:  Browse

Select Key PEM:  Browse

Permitted Peers

	Permitted Peename / SHA1 / etc
▶	syslog
*	syslog

RuleSet to use: DebugTest Refresh

Figure 1: RELP Listener Properties

## Internet Protocol Type

File Configuration fields:	nlnetType
Description:	Select the desired protocol type. IPv4 and IPv6 are available. The IPv6 protocol needs to be properly installed in order to be used. Note that one Service can only handle IPv4 or IPv6, so if you want to use both protocols, you will need to create two separate services.

## Listener Port

File Configuration fields:	nListenPort
Description:	The port the RELP Listener listens on. The typical (standard) value is 20514. 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.

## Session Timeout

File Configuration fields:	nTimeOutSession
----------------------------	-----------------

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

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

### Enable SSL / TLS Encryption

File Configuration fields:	nUseSSL
Description:	This option enables SSL / TLS encryption for your RELP Server. Please note, that with this option enabled, the server only accepts SSL / TLS enabled senders.

### TLS Mode

File Configuration fields:	nTLSMode
Description:	<p>The TLS mode can be set to the following:</p> <p><b>Anonymous authentication</b> Default option, which means any client certificate will be accepted, or even none.</p> <p><b>x509/name (certificate validation and name authentication)</b> When this mode is selected, the subject within the client certificate will be checked against der permitted peers list. This means the RELP Server will only accept the secured connection if it finds the permitted peer in the subject.</p> <p><b>509/fingerprint (certificate fingerprint authentication)</b> This mode creates a SHA1 Fingerprint from the client certificate it receives, and compares it to fingerprints from the permitted peers list. You can use the debuglog to see fingerprints of client certificates which were not permitted.</p>

### Select common CA PEM

File Configuration fields:	szTLSCAFile
Description:	Select the certificate from the common Certificate Authority (CA), the RELP receiver should use the same CA.

### Select Certificate PEM

File Configuration fields:	szTLSCertFile
----------------------------	---------------

Description:	Select the client certificate (PEM Format).
--------------	---

### Select Key PEM

File Configuration fields:	szTLSKeyFile
Description:	Select the keyfile for the client certificate (PEM Format).

## Permitted Peers

### Permitted Peername / SHA1 / etc

File Configuration fields:	szIP_[n]
Description:	This list contains all permitted peers. If x509/name is used, this can contain parts of the client certificate subject. For example if you have CN = secure.syslog.msg in the certificate subject, you can add "secure.syslog.msg" as permitted peer. When using x509/fingerprint, this list holds a list of permitted SHA1 fingerprints. The fingerprints can either be generated with OpenSSL Tools, or grabbed from the debug logfile. The format is like described in RFC 5425, for example: "SHA1:2C:CA:F9:19:B8:F5:6C:37:BF:30:59:64:D5:9A:8A:B2:79:9D:77:A0".

## 6.5.9 Passive Syslog Listener

The Passive Syslog Listener Service is a TCP based Listener Service that sends messages from a Syslog Queue to any remote host, that connects to it. Connections can be secured with TLS including certificate based authentication. Additionally, a greeting and response message can be configured as well.

In order to use the Passive Syslog Listener, you have to configure at least one Syslog Queue Action within you configuration first!

When configured and running, you can click the **Test Passive Syslogserver** Button in order to open a new window that will help you testing the Passive Syslog Listener. Make sure the Service is started (Or restarted) after you finished configuration of the Passive Syslog Listener. The Testwindow will automatically be filled with correct properties and is ready to go. If the test succeeds, the datagrid should rapidly fill with queued syslog messages.



Name: Passive Syslog Listener Enabled Disabled (1) Comments Settings Confirm Reset

Test Passive Syslogserver

Internet Protocoltype: IPv4

Protocol Type: TCP

IP Address: 0.0.0.0

Listener Port: 514

General Syslog TLS

SyslogQueue Name:

Session Timeout: 15 seconds

Message separation sequence: \n

☐ Enable communication

Message to Send:  Insert

Expected Message:  Insert

*Syslog Server Properties***Internet Protocol Type**

File Configuration fields:	nInetType
Description:	Select the desired protocol type. IPv4 and IPv6 are available. The IPv6 protocol needs to be properly installed in order to be used. Note that one Service can only handle IPv4 or IPv6, so if you want to use both protocols, you will need to create two separate services.

**Protocol Type**

File Configuration fields:	nProtocolType
Description:	Currently only <a href="#">TCP</a> is supported for the Passive Syslog Listener.

**IP Address**

File Configuration fields:	nProtocolType
Description:	The Syslog Server can now be bound to a specific IP Address. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. This feature is useful for multihome environments where you want to run different Syslog Servers on different IP Addresses. Please note that the default IP Address 0.0.0.0 means ANY IPv4 Address and ":::" means all available IPV6 Addresses.

**Listener Port**

File Configuration fields:	nListenPort
Description:	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.

## General Options

### SyslogQueue Name

File Configuration fields:	szSyslogQueue
Description:	Selects the SyslogQueue to be used by this Service. Must be set to a valid SyslogQueue. See SyslogQueue Action for more about Syslog Queues.

### Session Timeout

File Configuration fields:	nTimeOutSession
Description:	One of the TCP-specific options is the session timeout. This value declares, how long a TCP session may be kept open, after the last package of data has been sent. You can by default set values between 1 second and 1 day. Or you can use a custom value with a maximum of 2147483646 milliseconds. If you wish to disable the session timeout, you can use a custom value of 0 milliseconds to disable it.

### Message separation sequence

File Configuration fields:	szTCPMsgSep
Description:	This determines, how you want to separate the messages. By default "\r\n" is the value for this, as most times a message ends with a carriage return and/or a line feed. But, you can choose your own separation sequence here as well.

### Enabled communication

File Configuration fields:	nEnableCommunicate
Description:	Activate this setting when you want to Send and Receive an expected message after the connection is established.

### Message to Send

File Configuration fields:	szMessageToSend
Description:	Defines the message send to the Client after the connection is

established. The Passive Syslog Listener will close the connection if the message does not match.

### Expected Message

File Configuration fields:	szMessageExpected
Description:	Defines the message to be expected from the Client after our message was send. The Passive Syslog Listener will close the connection if the message does not match.

## Syslog TLS

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

TLS Mode: Anonymous authentication

Select common CA PEM:  Browse

Select Certificate PEM:  Browse

Select Key PEM:  Browse

Permitted Peers

	Permitted Peename / SHA1 / etc
*	

### SSL/TLS Options

### Enable SSL / TLS Encryption

File Configuration fields:	nUseSSL
Description:	This option enables SSL / TLS encryption for your syslog server. Please note, that with this option enabled, the server only accepts SSL / TLS enabled senders.

### TLS Mode

File Configuration fields:	nTLSMode
Description:	The TLS mode can be set to the following:

	<p><b>Anonymous authentication</b> Default option, which means any client certificate will be accepted, or even none.</p> <p><b>x509/name (certificate validation and name authentication)</b> When this mode is selected, the subject within the client certificate will be checked against der permitted peers list. This means the Syslog Server will only accept the secured connection if it finds the permitted peer in the subject.</p> <p><b>509/fingerprint (certificate fingerprint authentication)</b> This mode creates a SHA1 Fingerprint from the client certificate it receives, and compares it to fingerprints from the permitted peers list. You can use the debuglog to see fingerprints of client certificates which were not permitted.</p> <p><b>x509/certvalid (certificate validation only)</b> A Syslog Sender is accepted when the client certificate is valid. No further checks are done.</p>
--	---

### Select common CA PEM

File Configuration fields:	szTLSCAFile
Description:	Select the certificate from the common Certificate Authority (CA), the syslog receiver should use the same CA.

### Select Certificate PEM

File Configuration fields:	szTLSCertFile
Description:	Select the client certificate (PEM Format).

### Select Key PEM

File Configuration fields:	szTLSKeyFile
Description:	Select the keyfile for the client certificate (PEM Format).

## Permitted Peers

### Permitted Peername / SHA1 / etc








File Configuration fields:	szIP_[n]
Description:	This list contains all permitted peers. If x509/name is used, this can contain parts of the client certificate subject. For example if you have CN = secure.syslog.msg in the

	certificate subject, you can add "secure.syslog.msg" as permitted peer. When using x509/fingerprint, this list holds a list of permitted SHA1 fingerprints. The fingerprints can either be generated with OpenSSL Tools, or grabbed from the debug logfile. The format is like described in RFC 5425, for example: "SHA1:2C:CA:F9:19:B8:F5:6C:37:BF:30:59:64:D5:9A:8A:B2:79:9D:77:A0".
--	---

### 6.5.10 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.

Name: Database Monitor  Enabled  Disabled (1)  Comments  Settings  Confirm  Reset 

Check Interval (ms)

Overrun Prevention Delay (ms)  milliseconds

☐ Close connection after each Check Interval

Write LastDBIndex at frequent intervals

Database Properties MessageField (%msg%)

DSN

User-ID

Password  ☐ Enable Encryption

ID Field name

szSelectStatement

SELECT

Select Statement



FROM

Database Table

Maximum char length (Bytes)

Maximum text length (Bytes)

Last processed DB Index number

 Reload DB Index number  Reset DB Index number

Last DB Index

General Values

Syslog Facility

Syslog Priority

Syslog Tag Value

Ressource ID

RuleSet to use

### Database Monitor Properties

### Check Interval

File Configuration fields:	nSleepTime
Description:	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 <a href="#">milliseconds</a> .

### Overrun Prevention Delay

File Configuration fields:	nPreventOverrunDelay
Description:	This property allows configuring a delay after generating an event. The time is the delay in <a href="#">milliseconds</a> .

	<p>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.</p> <p>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.</p>
--	---

### Close connection after each Check Interval

File Configuration fields:	nForceConnectionClose
Description:	If checked, the database connection will be closed after each checking interval. When using a low checking interval, this can have an impact on the database performance.

### Write LastDBIndex at frequent intervals

File Configuration fields:	nWriteLastDBIndex
Description:	By default, the Last processed DBIndex field will be written after each database record. On large database, this can cause additional overhead. In order to avoid this problem, you can write the Last DBIndex after 10, 100 or even 1000 data records only.

## Database Properties Tab

Here you can configure the access data for the database.

### DSN

File Configuration fields:	szDBDSN
Description:	The data source name of the database to access. All databases that support standard SQL syntax and have an ODBC driver support.

### User-ID

File Configuration fields:	szDBUser
Description:	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

File Configuration fields:	szDBPass
Description:	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

File Configuration fields:	szTableID
Description:	The name of the column in your database table, that will be used as ID field.

### Select Statement

File Configuration fields:	szDBSelect
Description:	<p>You can configure a Select Statement to be issued to the database. This way, you have full control over what is fetched from the database.</p> <p><b>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.</b></p>

### Database Table

File Configuration fields:	szDBTableName
Description:	Enter the name of the table from which the records should be monitored.

### Maximum char length (Bytes)

File Configuration fields:	nMAX_VCHAR_LEN
Description:	The maximum support length in bytes for vchar fields.

### Maximum text length (Bytes)

File Configuration fields:	nMAX_LONGVCHAR_LEN
Description:	The maximum support length in bytes for text fields.

### Last DB Index

File Configuration fields:	iLastDBID [Data Value]
----------------------------	------------------------



Description:	<p>The Database Monitor will store the last processed index of the configured <b>ID Field Name</b> into this data value.</p> <p>The data value can be controlled using the <b>Reload DB Index number</b> and <b>Reset DB Index number</b> buttons, or simply by editing the field.</p> <p>When saving changes to the Last DB Index, the service will reload the value during next check interval and process database records if necessary.</p>
--------------	---

## Message Field Tab

If you click on the "Message Field (%msg%)" tab, you can configure the following additional properties:

The screenshot shows the 'Database Properties' window with the 'MessageField (%msg%)' tab selected. It contains the following elements:

- Radio buttons for 'None' and 'CSV (Comma-separated values)'.
- A checkbox for 'Use custom separator'.
- A text field for 'Custom separator' containing '%\$TAB%'.
- A radio button for 'Custom' which is selected.
- A text area for 'Custom Message Content' containing the text: 'Actual values are in XML stream - see <http://www.monitorware.com/Common/en/FAQ/dbmon-values.php> for more information.'
- An 'Insert' button next to the text area.

*Database Monitor Message Field Tab*

## Message Field

File Configuration fields:	<p>nMessageMode</p> <p>0 = None</p> <p>1 = CSV</p> <p>2 = Custom</p>
Description:	<p>This field specifies the content of the "<a href="#">msg</a>" 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.</p> <p>If CSV is selected, msg contains all field values (not names) in comma-separated format. Instead of a comma you can also use any other custom separator. 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).</p>

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.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.11 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.

The screenshot shows the 'Serialport Monitor' configuration window. At the top, there's a status bar with 'Name: Serialport Monitor', a green 'Enabled' status, and buttons for 'Disabled', 'Comments', 'Settings', 'Confirm', 'Reset', and a help icon. The main configuration area is divided into several sections:

- Timeout Limit:** A dropdown menu set to '1 Minute'.
- How the message is ended:** A text input field containing '\r\n'.
- Send this on startup:** An empty text input field.
- Which Port do you want to monitor:** A dropdown menu set to 'COM1:'.
- Port Settings:** A group box containing several dropdown menus:
  - 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:** A group box containing several dropdown menus and text input fields:
  - Syslog Facility: Local 0
  - Syslog Priority: Notice
  - Syslog Tag Value: MWSerialPortMonitor
  - Resource ID: (empty text input field)
- RuleSet to use:** A dropdown menu set to 'Default RuleSet' and a 'Refresh' button.

*Filter Conditions - Serial Port Monitor*

### Timeout Limit

File Configuration fields:	nTimeOutLimit
Description:	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

File Configuration fields:	szMessageEnd
Description:	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

File Configuration fields:	szPortName
Description:	<p>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:</p> <ol style="list-style-type: none"> <li>1. MSFAX</li> <li>2. COM1</li> <li>3. COM2</li> <li>4. COM3</li> <li>5. COM4</li> <li>6. FILE</li> <li>7. LPT1</li> <li>8. LPT2</li> <li>9. LPT3</li> <li>10. AVMISDN1</li> <li>11. AVMISDN2</li> <li>12. AVMISDN3</li> <li>13. AVMISDN4</li> <li>14. AVMISDN5</li> <li>15. AVMISDN6</li> <li>16. AVMISDN7</li> <li>17. AVMISDN8</li> <li>18. AVMISDN9</li> </ol>

### Port Settings

File Configuration fields:	szPortSettings
Description:	These settings must be set as expected by your device. If in doubt, consult your device manual.

### Bits per Seconds

File Configuration fields:	nBps
Description:	Bits per second can be 110 and go up to 256000, by default 57600 is selected.

### Databits

File Configuration fields:	nDatabits
Description:	Databits define the number of bits in the bytes transmitted and received.

**Parity**

File Configuration fields:	nParity
Description:	<p>With Parity you can configure the Parity scheme to be used. This can be one of the following values:</p> <ol style="list-style-type: none"> <li>1. Even</li> <li>2. Mark</li> <li>3. No parity</li> <li>4. Odd</li> <li>5. Space</li> </ol>

**Stop bits**

File Configuration fields:	nStopbits
Description:	<p>You can configure the Number of stop bits to be used. This member can be one of the following values:</p> <ol style="list-style-type: none"> <li>1. 1 stop bit</li> <li>2. 1.5 stop bits</li> <li>3. 2 stop bits</li> </ol>

**DTR Control Flow**

File Configuration fields:	nDtsControl
Description:	<p>DTR (data-terminal-ready) flow control. This member can be one of the following values:</p> <ol style="list-style-type: none"> <li>1. DTR_CONTROL_DISABLE - Disables the DTR line when the device is opened and leaves it disabled.</li> <li>2. DTR_CONTROL_ENABLE - Enables the DTR line when the device is opened and leaves it on.</li> <li>3. DTR_CONTROL_HANDSHAKE - Enables DTR handshaking.</li> </ol>

**RTS Control Flow**

File Configuration fields:	nRtsControl
Description:	<p>RTS (request-to-send) flow control. This member can be one of the following values:</p> <ol style="list-style-type: none"> <li>1. RTS_CONTROL_DISABLE - Disables the RTS line when the device is opened and leaves it disabled.</li> <li>2. RTS_CONTROL_ENABLE - Enables the RTS line when the device is opened and leaves it on.</li> <li>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.</li> </ol>

- |    |   |
|----|---|
| 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. |
|----|---|

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.12 File Monitor

The file monitor monitors the content of a text file just as the event monitor monitors the Windows 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.

### General Tab

The screenshot shows the 'General' tab of the File Monitor configuration window. At the top, there is a status bar with 'Name: File Monitor', a green 'Enabled' status, a 'Disabled (1)' button, and icons for 'Comments', 'Settings', 'Confirm', 'Reset', and a help icon. Below this, the 'General' tab is selected, showing various configuration options:

- File and Path Name:** A text input field with a 'Browse' button next to it.
- Timemode used for Filename:** A dropdown menu set to 'Localtime'.
- Checkboxes:**
  - ☐ Allow Directories or read multiple files (Needs Wildcard in Filename)
  - ☐ Use wildcards in Filename
  - ☐ Keep reading the current opened file until a new is created
  - ☐ Report an error if the File was not found (Will be written into the Application Eventlog)
  - ☐ Skip all lines on Startup
- Probe Interval:** A dropdown menu set to '1 Minute'.
- Overrun Prevention Delay (ms):** A dropdown menu set to '5'.
- Logfile Type:** A dropdown menu set to 'Standard'.
- ☐ Delay writing Last File Position
- Save after amount of processed lines:** A text input field containing '100'.

Figure 1: General Options

### File and path name

File Configuration fields:	szPathAndFileName				
Description:	<p>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.</p> <p>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.</p> <p>To support changing log file names, there are replacement characters available within the file name. These are:</p> <table border="1"> <thead> <tr> <th>Character</th><th>Meaning</th></tr> </thead> <tbody> <tr> <td>%y</td><td>Year with two digits (e.g. 2002 becomes "02")</td></tr> </tbody> </table>	Character	Meaning	%y	Year with two digits (e.g. 2002 becomes "02")
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, 1st 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.
%generatedfilename%	It contains the fully generated filename (Can be useful for filtering).
%msgsep%	Only available if enable in the advanced option of the File Monitor. This value contains the current used messageseparator. This is usefull if you want to reconstruct messages where the seperator is part of the message.
%msgseplast%	Only available if enable in the advanced option of the File Monitor. This value contains the last used messageseparator. This is usefull if you want to reconstruct messages where the seperator is part of the message.

#### 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 (1st week, 2nd week). As such, the weekly log file setting of IIS is not supported.**

### TimeMode Used for Filename

File Configuration fields:	nTimeMode
Description:	<p>Select the time mode used for the log file to be monitored with this drop-down list. Available options are:</p> <ol style="list-style-type: none"> <li>1. Local Time: log file is monitored based on local time.</li> <li>2. <a href="#">UTC</a>: 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.</li> </ol>

### Allow Directories or read multiple files

File Configuration fields:	nMultipleFiles
----------------------------	----------------



Description:	This is the new Multiple Files feature which means you can now read an array of files. This will require a wildcard in the filename. If using directories, the amount of subdirectories is unlimited.
--------------	---

### Use Wildcard in Filename

File Configuration fields:	nUseWildcard
Description:	This option allows you use * as random character sequence in the filename. <b>Please note:</b> this character can only be used in Filename and not in the filepath.

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

File Configuration fields:	nKeepReadingUntilNew
Description:	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 the File was not found

File Configuration fields:	nReportErrorOnFNF
Description:	As the name says, if this setting is enabled, an error is reported in the Windows Eventlog if the file was not found.

### Skip all lines on Startup

File Configuration fields:	nSkipLinesEnabled
Description:	If this option is enabled, the File Monitor will skip all new lines of a logfile during startup. This will work in singlefile mode as well as multifile mode.

### Probe Interval

File Configuration fields:	nSleepTime
Description:	<p>This interval is in <a href="#">milliseconds</a>. After the specified interval the file monitor checks the file for new records.</p> <p>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.</p> <p>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</p>

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

File Configuration fields:	nPreventOverrunDelay
Description:	<p>This property allows configuring a delay after generating an event. The time for the delay is in <a href="#">milliseconds</a>.</p> <p>If run at a value of zero, the Service will process 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 may be higher which is not a problem for most common multicore machines in these days. 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 about 500-1000 events per second.</p> <p>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.</p> <p>If you need realtime event reporting, we recommend to set the value to 0.</p>

### Logfile Type

File Configuration fields:	nLogFileType  0 = Standard (Default) 1 = W3CLog
Description:	<p>Select the type of the log file to be monitored with this drop-down list. Available options are:</p> <ul style="list-style-type: none"> <li>- Standard - a standard text log file</li> <li>- W3C Web Server logfile - log files in the W3C web server compliant format.</li> </ul>

### Delay writing Last File Position

File Configuration fields:	nEnableLastRecordDelay
Description:	Enables a writeback delay for the Last File Position. When processing large logfiles, we would recommend to enable this feature.

### Save after amount of processed lines

File Configuration fields:	nLastRecordDelayCount
Description:	When <b>Delay writing Last File Position</b> is enabled, the Last File Position will be written after the amount of processed lines that are specified here.

## Advanced Options Tab

General Advanced Options Message Separators Processed Files

Message processing related options

Max Bytes per Message

☐ Ignore empty lines

☒ Process rest of file as one message (If no message separator matches anymore)

Read Filebuffer size

**i** The File Monitor reads files in chunks (blocks) with the read Filebuffer size. The default buffersize is 4096 bytes which is a good balance between performance and memory usage. You may want to increase the size when using regex message separators and your loglines increase the default filebuffer size. Other we recommend not to change this value!

Character processing related options

☒ Compress spaces

☒ Remove Control Characters

☐ Remove leading space

☐ Replace NULL Bytes with spaces

Figure 2: Advanced Options

## Message processing related options

### Max Bytes per Message

File Configuration fields:	nMaxBytesPerMessage
Description:	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.

### Ignore empty lines

File Configuration fields:	nIgnoreEmptyLines
Description:	As the name already says, this option discards empty lines within the logfile.

### Process rest of file as one message

File Configuration fields:	nProcessRestOfFile
Description:	When enabled, file monitor will consider the rest of a file as single message if no other message separator matches anymore.

### Read Filebuffer size

File Configuration fields:	nReadFileBuffer
----------------------------	-----------------

Description:	File Monitor reads files in chunks (blocks). You can define the size of these chunks here. Please note that when using regex message separators, you may need to increase the Filebuffer size to the maximum possible length of a single logline.
--------------	---

## Character processing related options

### Compress spaces

File Configuration fields:	nCompressSpaces
Description:	This option compresses sequences of spaces found inside the message to a single one.

### Remove Control Characters

File Configuration fields:	nRemoveControlChars
Description:	Removes control characters like CR and LF(carriage return and line feed).

### Remove leading space

File Configuration fields:	nRemoveLeadingSpaces
Description:	If there are any leading spaces in the file, this option removes them.

### Replace NULL Bytes with spaces

File Configuration fields:	nReplaceNullBytes
Description:	If this option is enabled, the FileMonitor will replace NULL Bytes within files with spaces. These spaces again can be compressed with the "Compress spaces" options.

## Message Separators Tab

Name: File Monitor Enabled Disabled (1) Comments Settings Confirm Reset

General Advanced Options **Message Separators** Processed Files

List of message separators

	Enable Regular Expression	Message separation sequence
▶	<input checked="" type="checkbox"/>	\r\n
*	<input type="checkbox"/>	

☐ Save Message Separator in Property (%msgsep%)

☒ Do not include message separator in message  
☐ Prepend found separator to message  
☐ Append found separator to message  
☐ Prepend previous found separator to message

☐ Reset Message Separator after each run

Figure 3: Message Separators

## Message separation sequence

File Configuration fields:	szMsgSep_[n]						
Description:	<p>Defines a customizable separation sequence by which the file monitor splits messages.</p> <p>If using multiple separation sequences, the comparison operation will be held as an OR operation. That means, that either this value or another value has to be true, so a message can be split. This is especially important for logfiles with different log formats.</p> <p>To date, the following control characters are available:</p> <table border="1"> <thead> <tr> <th>Character</th><th>Meaning</th></tr> </thead> <tbody> <tr> <td>\r</td><td>carriage return</td></tr> <tr> <td>\n</td><td>line feed</td></tr> </tbody> </table>	Character	Meaning	\r	carriage return	\n	line feed
Character	Meaning						
\r	carriage return						
\n	line feed						

## Enable Regular Expression

File Configuration fields:	blsRegex_[n]
Description:	When enabled, the Message separation sequence will be handled as regular expression. Everything known in the regular expression syntax can be used to

	<p>define a matching pattern.</p> <p>Here are some regular expressions samples:</p> <p>Regular Expression: [0-9]{4,4}-[0-9]{1,2}-[0-9]{1,2} [0-9]{1,2}:[0-9]{1,2}:[0-9]{1,2} Matches typical Date like 2015-11-20 12:11:01</p> <p>Regular Expression: \n[0-9]{4,4} Matches Linefeed and 4-digit number.</p> <p>Regular Expression: (; :) Matches semicolon or a colon.</p> <p>More samples and details about the Regular Expression Syntax can be found here: <a href="https://msdn.microsoft.com/en-us/library/bb982727(v=vs.90).aspx">https://msdn.microsoft.com/en-us/library/bb982727(v=vs.90).aspx</a></p>
--	---

### Save Message Separator in Property

If this option is enabled, the current and last used message separator will be saved into the properties %msgsep% and %msgseplast%.

When using regular expression as message separators, it might be needed to append or prepend the message separator to the message itself. For these cases, we have multiple way to do this:

### Do not include message separator in message

File Configuration fields:	nPropertyMsgSep = 0
Description:	Message Separator will not be included in the message

### Prepend found separator to message

File Configuration fields:	nPropertyMsgSep = 1
Description:	When enabled, the current found message separator will be prepended to the message.

### Append found separator to message

File Configuration fields:	nPropertyMsgSep = 2
Description:	When enabled, the current found message separator will be appended to the message.

### Prepend previous found separator to message

File Configuration fields:	nPropertyMsgSep = 3
Description:	When enabled, the previous found message separator will be prepended to the message.

## Reset Message Separator after each run

File Configuration fields:	nPropertyMsgSepReset
Description:	If enabled, the message separator values will be resetted after the File Monitor has finished a run (reached the end of a file).

## Processed Files Tab

On this tab you see all files in a datagrid that file monitor has yet processed. Select a file within this grid to see its data values like the last file position.

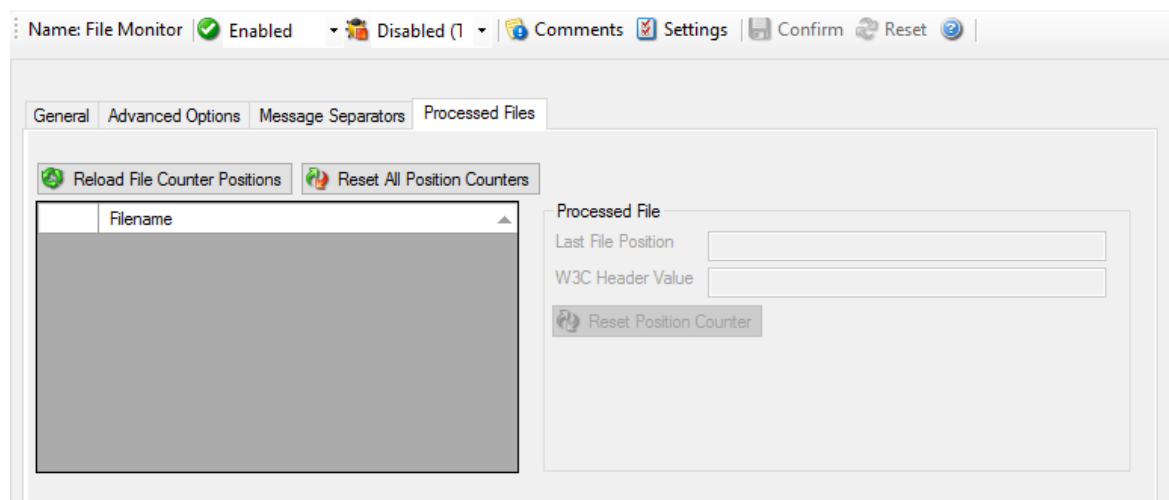


Figure 4: Processed Files

## Last File Position

File Configuration fields:	nLastPos [Data Value]
Description:	<p>This is the last file (Byte) position that the File Monitor processed. Lower or Reset the Position Counter if you want to reprocess the file partially or even fully.</p> <p>The data values can be controlled using the <b>Reload File Counter Positions</b> and <b>Reset All Position Counters</b> buttons, or simply by editing the <b>Last File Position</b> field. When saving applied changes to the data values, the service will reload them during next check interval and reprocess files if necessary.</p>

## W3C Header Value

File Configuration fields:	szW3CHeader [Data Value]
Description:	If logfile type is set to "W3C Webserver Logfile", this value will be filled with a list of field types taken from the W3C Field header.

## General Values (Common settings for most services)

General Values	
Syslog Facility	Local 0
Syslog Priority	Notice
Syslog Tag Value	FileMonitor
Resource ID	
RuleSet to use	
	Default RuleSet
	<input type="button" value="Refresh"/>

Figure 5: General Values

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.



**Additional articles**

- [monitoring IIS logs](#)

**6.5.13 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.

Name: Heartbeat Enabled Disabled (1) Comments Settings Confirm Reset

Message that is send during each: I am still running

Heartbeat clock (Sleeptime): 1 Minute

General Values

Syslog Facility: Local 0

Syslog Priority: Notice

Syslog Tag Value: MWHearbeat

Resource ID:

RuleSet to use: Default RuleSet Refresh

*Heartbeat Properties***Message to Send**

File Configuration fields:	szMessage
Description:	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**

File Configuration fields:	nSleepTime
Description:	This is the interval, in <a href="#">milliseconds</a> , that the heartbeat service generates information units in. <b>Please note that the receiving side should be tolerant.</b> 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.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.14 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.

*Ping Probe Properties*

### Probe Interval

File Configuration fields:	nSleepTime
Description:	This is the interval of the probe. After each probe, the Service will sleep for the configured probe interval. This period is specified in milliseconds.

### Timeout Limit

File Configuration fields:	nTimeOutLimit
Description:	The amount of time (in <a href="#">milliseconds</a> ) 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

File Configuration fields:	szIPAddress
Description:	<p>Either the IP address or resolvable host name of the system, the ping probe is to be run against. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. 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.</p> <p><b>Please provide the IP address or the hostname according to your environment. We have left it empty by intention.</b></p>

### Number of Retries

File Configuration fields:	nNbrOfRetries
Description:	<p>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.</p> <p>For typical systems, we recommend a setting of three retries. This is also the default value.</p>

### Retry Interval

File Configuration fields:	nRetryInterval
Description:	<p>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 <a href="#">milliseconds</a>. If a ping fails, the next retry is after a pause specified in this property.</p> <p>The default and recommended value is 5 seconds (5000 milliseconds).</p>

### Generate an event if Ping Probe was successful

File Configuration fields:	nGenerateOnSuccess
Description:	<p>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.</p>

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.15 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.

### Port Probe Properties

#### Probe Interval

File Configuration fields:	nSleepTime
Description:	This is the interval of the probe. After each probe, the Service will sleep for the configured probe interval. This period is specified in milliseconds.

### Timeout Limit

File Configuration fields:	nTimeOutLimit
Description:	The amount of time (in <a href="#">milliseconds</a> ) 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

File Configuration fields:	szIPAddress
Description:	<p>Either the IP address or resolvable host name of the system, the ping probe is to be run against. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. This system has been called "remote host" in the description above. Please note that specifying a host name can cause the port probe to fail if DNS name resolution fails (for example due to a failing DNS server). To avoid this, specify an IP address.</p> <p><b>Please provide the IP address or the hostname according to your environment. We have left it empty by intention.</b></p>

### Port

File Configuration fields:	nPortNumber
Description:	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

File Configuration fields:	nGenerateOnSuccess
Description:	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

File Configuration fields:	nSendExpect
Description:	If left unchecked, the port probe checks the <a href="#">TCP</a> 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

File Configuration fields:	szMessageToSend
Description:	This message text is sent to the service after the <a href="#">TCP</a> session has been established.

### Message Expected

File Configuration fields:	szMessageExpected
Description:	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 <b>first</b> message sent from the service on the <a href="#">TCP</a> session. With some protocols, this means the message compared is an initial greeting message and <b>not</b> a response to the "Message to Send".

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.



### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

### 6.5.16 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 **smtppstatus** and the response in the property **smtpprespmg**.

*SMTP Probe Services*

### Probe Interval

File Configuration fields:	nSleepTime
Description:	This is the interval of the probe. After each probe, the Service will sleep for the configured probe interval. This period is specified in milliseconds.

### Timeout Limit

File Configuration fields:	nTimeOutLimit
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Description:	The amount of time (in <a href="#">milliseconds</a> ) the remote system is expected to answer in. If no response is received within this period, the probe fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.
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### Also generate an event if SMTP Probe was successful

File Configuration fields:	nGenerateOnSuccess
Description:	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.

### SMTP Server

File Configuration fields:	szMailServer
Description:	Either the IP address or resolvable host name of the SMTP server, the SMTP probe is to be run against. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. 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.

### SMTP Port

File Configuration fields:	nSMTPPort
Description:	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.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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**

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Tag Value**

File Configuration fields:	szSyslogTagValue
Description:	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.

**Rule Set to Use**

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

**6.5.17 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**.

*POP3 Probe Properties*

**Probe Interval**

File Configuration fields:	nSleepTime
Description:	This is the interval of the probe. After each probe, the Service will sleep for the configured probe interval. This period is specified in milliseconds.

### Timeout Limit

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

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

File Configuration fields:	nGenerateOnSuccess
Description:	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.

### POP3 Server

File Configuration fields:	szPOP3Server
Description:	Either the IP address or resolvable host name of the POP3 server, the POP3 probe is to be run against. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. 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.

### POP3 Port

File Configuration fields:	nPOP3Port
Description:	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 110.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration	nSyslogFacility
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fields:	
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.18 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**.

Name: FTP Probe Enabled Disabled (1) Comments Settings Confirm Reset

Probe Interval: 1 Minute

Timeout Limit: 1 second

☐ Generate an event if FTP Probe was successful

FTP Server: 127.0.0.1

FTP Port: 21

General Values

Syslog Facility: Local 0

Syslog Priority: Notice

Syslog Tag Value: MWFTPProbe

Resource ID:

RuleSet to use: Default RuleSet Refresh

### FTP Probe Properties

#### Probe Interval

File Configuration fields:	nSleepTime
Description:	This is the interval of the probe. After each probe, the Service will sleep for the configured probe interval. This period is specified in milliseconds.

#### Timeout Limit

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

#### FTP server

File Configuration fields:	nGenerateOnSuccess
Description:	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. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address.

#### FTP Port

File Configuration fields:	szFTPServer
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Description:	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.
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**Also generate an event if FTP Probe was successful**

File Configuration fields:	nFTPPort
Description:	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.

**General Values (Common settings for most services)****Syslog Facility**

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Priority**

File Configuration fields:	nSyslogPriority
Description:	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**

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Tag Value**

File Configuration fields:	szSyslogTagValue
Description:	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.

**Rule Set to Use**

File Configuration fields:	szRuleSetName
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Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.
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### 6.5.19 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.

*NT Service Monitor Properties*

#### Probe Interval

File Configuration fields:	nSleepTime
Description:	<p>This is the interval in which the service status is checked. This period is specified in <a href="#">milliseconds</a>. 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.</p> <p>For performance reasons, we do not recommend using an interval of less than 2000 ms.</p>

#### Delay on Startup

File Configuration fields:	nDelayOnStartup
Description:	<p>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.</p> <p>To avoid this situation, use the startup delay setting. It specifies an amount of time (in <a href="#">milliseconds</a>) 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.</p>



	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.
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### Also generate an event if a Service is in the running state

File Configuration fields:	nGenerateOnSuccess
Description:	When checked, an event is generated every time. If unchecked, it is generated only when the Service probe fails. The most common option is to leave it unchecked to catch events upon a failed Service startup.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration	szRuleSetName
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fields:	
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

### 6.5.20 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).

The screenshot shows the 'HTTP Probe' configuration window. At the top, there's a status bar with 'Name: HTTP Probe', a green 'Enabled' status, and buttons for 'Disabled', 'Comments', 'Settings', 'Confirm', 'Reset', and a help icon. Below this, the 'Probe Interval' is set to '1 Minute' and 'Timeout Limit' is '5 seconds'. There's a checkbox 'Generate an event if HTTP Probe was successful' which is unchecked. The 'General Values' section includes 'HTTP Server' (127.0.0.1), 'URL Querystring' (/index.html), 'HTTP Port' (21), 'Request Type' (HEAD), 'Use secure https protocol' (unchecked), 'Referer' (empty), and 'UserAgent (Browser)' (Mozilla/4.0). Below this is a 'URL Preview' section showing 'http://127.0.0.1:21/index.html'. Another 'General Values' section includes 'Syslog Facility' (Local 0), 'Syslog Priority' (Notice), 'Syslog Tag Value' (MWHTTPProbe), and 'Resource ID' (empty). At the bottom, 'RuleSet to use' is set to 'Default RuleSet' with a 'Refresh' button.

*HTTP Probe Properties*

#### Probe Interval

File Configuration fields:	nSleepTime
Description:	This is the interval of the probe. After each probe, the Service will sleep for the configured probe interval. This period is specified in milliseconds.

#### Timeout Limit

File Configuration fields:	nTimeOutLimit
Description:	The amount of time (in <a href="#">milliseconds</a> ) the remote system is expected to answer in. If no response is received within this period, the probe fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected

	networks. If the probe runs against a heavily loaded system and/or slow network link, the amount must be adjusted accordingly.
--	--

### Generate an event if HTTP Probe was successful

File Configuration fields:	nGenerateOnSuccess
Description:	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.

### HTTP Server

File Configuration fields:	szHTTPServer
Description:	Either the IP address or resolvable host name of the HTTP server, the HTTP probe is to be run against. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. 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

File Configuration fields:	szUrl
Description:	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.

### HTTP Port

File Configuration fields:	nHTTPPort
Description:	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

File Configuration fields:	szRequestType
Description:	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

File Configuration fields:	nUseSSL
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Description:	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.
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### Referrer

File Configuration fields:	szReferer
Description:	An optional configuration option where you can specify a Referrer that is send in the HTTP header.

### UserAgent (Browser)

File Configuration fields:	szUserAgent
Description:	It is also an optional value which can be used to specify an UserAgent that is send in the HTTP header.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

## Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

### 6.5.21 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**.

#### IMAP Probe Properties

### Probe Interval

File Configuration fields:	nSleepTime
Description:	This is the interval of the probe. After each probe, the Service will sleep for the configured probe interval. This period is specified in milliseconds.

### Timeout Limit

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

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

File Configuration fields:	nGenerateOnSuccess
Description:	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.

**IMAP Server**

File Configuration fields:	szIMAPServer
Description:	Either the IP address or resolvable host name of the IMAP server, the IMAP probe is to be run against. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. 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.

**IMAP Port**

File Configuration fields:	nIMAPPort
Description:	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.

**General Values (Common settings for most services)****Syslog Facility**

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

**Syslog Priority**

File Configuration fields:	nSyslogPriority
Description:	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**

File Configuration fields:	szResource
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Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.
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### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.22 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**.

### NNTP Probe Properties

#### Probe Interval

File Configuration fields:	nSleepTime
Description:	This is the interval of the probe. After each probe, the Service will sleep for the configured probe interval. This period is specified in milliseconds.

### Timeout Limit

File Configuration fields:	nTimeOutLimit
Description:	The amount of time (in <a href="#">milliseconds</a> ) the remote system is expected to answer in. If no response is received within this period, the probe fails and an event is generated. The default value of 1000 milliseconds is a proper value for most well connected networks. If the 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

File Configuration fields:	nGenerateOnSuccess
Description:	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

File Configuration fields:	szNNTPServer
Description:	Either the IP address or resolvable host name of the NNTP server, the NNTP probe is to be run against. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. 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.

### NNTP Port

File Configuration fields:	nNNTPPort
Description:	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.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority



File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.23 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.

*DiskSpace Monitor Properties*

### Check Interval

File Configuration fields:	nSleepTime
Description:	This is the interval in which the service status is checked. This period is specified in <a href="#">milliseconds</a> . 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.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.24 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:

Services > SNMP Trap Receiver Enabled Comments Settings Confirm Reset Disabled (1)

Internet Protocoltype: IPv4

Protocol Type: UDP

Listener Port: 162

SNMP Version: All supported Versions

☐ Fully resolve Mibnames (Long Format)

☐ Use short Format (Last Portion only)

☐ Append MIB Description after Mibname (Attention, can be a lot of information!)

☐ Compress Outputformat (Remove spaces/quotations)

RuleSet to use: Default RuleSet Refresh

*SNMP Trap Receiver Properties*

### Internet Protocoltype

File Configuration fields:	nInetType
Description:	Select the desired protocol type. IPv4 and IPv6 are available. The IPv6 protocol needs to be properly installed in order to be used. Note that one Service can only handle IPv4 or IPv6, so if you want to use both protocols, you will need to create two separate services.

### Protocol Type

File Configuration fields:	nProtocolType
Description:	You can select to listen on UDP or TCP protocol for SNMP Traps.

### Listener Port

File Configuration fields:	nPort
Description:	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

File Configuration fields:	nSnmVersion -1 = All Supported Versions 0 = SNMP Version 1 only 1 = SNMP Version 2c only
Description:	Can be used to restrict the SNMP versions. The available values are: <ul style="list-style-type: none"> <li>• All Supported Versions (i.e. SNMP Version 1 and SNMP Version 2c only)</li> <li>• SNMP Version 1 only</li> <li>• SNMP Version 2c only</li> </ul>

## Fully Resolve Mibnames (Long Format)

File Configuration fields:	nResolveLongMibNames
Description:	This Option fully resolves the Mibnames like in the Client Mibbrowser Application.

## Use short Format (Last Portion only)

File Configuration fields:	nResolveMibNamesShort
Description:	Fully resolved mibnames including their tree can become very long and unreadable. Use this option to shorten them to the last portion of the full mibname.

## Compress Outputformat (Remove spaces/quotations)

File Configuration fields:	nCompressOutputFormat
Description:	When enabled the output format will be reduced to a minimum and comma separated. Here is a sample output: source=127.0.0.1, community=public, version=Ver2, iso.3.6.1.2.1.1.3.0=Timeticks: (3493305159) 404 days, 7:37:31.59, iso.3.6.1.6.3.1.1.4.1.0=OID: iso.3.6.1.4.1.19406.1.2.2, iso.3.6.1.4.1.19406.1.1.1.7=This is a SyslogTest

## General Values (Common settings for most services)

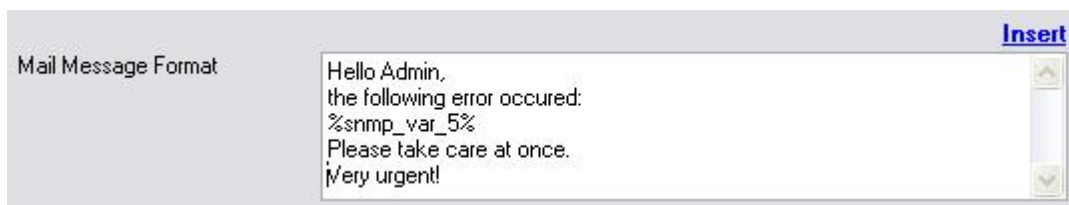
### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

**Please Note:**

Managing incoming Traps works the same way as with a Syslog server for example. Incoming Traps will be forwarded to the corresponding Ruleset and pass by rule after rule. There it can be filtered for general information like the "Community", the "Version" or "Value" for example. Finally it will be processed by an action, which you can select to your needs. The SNMP Agent service will co-exist peacefully next to the Windows SNMP Agent and will not hinder it in its functionality. The Windows SNMP Agent listens to port 161, while MonitorWare Agent and WinSyslog listen to port 162.

For internal processing, the variables of incoming SNMP messages will be added to a new property. Those properties will be named %snmp\_var\_x% with the x being a number starting with 1. You can use these custom properties for filtering and everywhere you can use or print properties. For example, you can create a "send mail"-action. Here you can specify complete freely how the message will look like. You can use a introductory text and then let it show the error message in some context. This could look like this:



The result will be, that the 5th property of the snmp trap will be inserted into the message text.

### 6.5.25 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.

### *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.

### Check Interval

File Configuration fields:	nSleepTime
Description:	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 <a href="#">milliseconds</a> .

### CPU

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

### Enable CPU Check

File Configuration fields:	nCPUEnable
Description:	If this option is checked then it allows you to monitor the CPU.

### CPU usage Alarm level

File Configuration fields:	nCPUUsageAlarmLevel
----------------------------	---------------------

Description:	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.  <b>Note: this value is in terms of percentage.</b>
--------------	--

### Occurrences until alarm is raised

File Configuration fields:	nCPUOccurrences
Description:	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

File Configuration fields:	nCPUReportIfBelowAlarm
Description:	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

File Configuration fields:	nCPUSingle
Description:	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:

*Total Memory Properties*

### Enable Memory Check

File Configuration fields:	nMEMEnable
----------------------------	------------

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

### Memory usage Alarm level

File Configuration fields:	nMEMUsageAlarmLevel
Description:	Defines the alarm level for the memory usage. Note that virtual and physical memory are calculated together.  <b>Note that this value is in terms of percentage.</b>

### Occurrences until alarm is raised

File Configuration fields:	nMEMOccurrences
Description:	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

File Configuration fields:	nMEMReportIfBelowAlarm
Description:	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

File Configuration fields:	nMEMPsyEnable
Description:	If this option is checked then it allows you to monitor the physical memory.

### Physical Memory usage Alarm level



File Configuration fields:	nMEMPsyUsageAlarmLevel
Description:	Defines the alarm level for the physical memory usage.  <b>Note that this value is in terms of percentage.</b>

### Occurrences until alarm is raised

File Configuration fields:	nMEMPsyOccurrences
Description:	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

File Configuration fields:	nMEMPsyReportIfBelowAlarm
Description:	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

File Configuration fields:	nMEMVirtEnable
Description:	If this option is checked then it allows you to monitor the virtual memory.

#### Virtual Memory usage Alarm level

File Configuration fields:	nMEMVirtUsageAlarmLevel
Description:	Defines the alarm level for the virtual memory usage.

Note that this value is in terms of percentage.

### Occurrences until alarm is raised

File Configuration fields:	nMEMVirtOccurrences
Description:	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

File Configuration fields:	nMEMVirtReportIfBelowAlarm
Description:	This also generates an event if the virtual memory usage is below the alarm level. A useful option for testing and debugging.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.5.26 MonitorWare Echo Reply

The Echo Reply service is used on each of the installed EventReporter/MonitorWare Agent. A central agent running the MonitorWare Agent is using the echo request and instructs to poll each of the other EventReporter/MonitorWare Agent services. When the request is not carried out successfully, an alert is generated. The MonitorWare echo protocol ensures that always a fresh probe of the remote EventReporter/MonitorWare Agent Service is done.

... Name: MonitorWare Echo Reply Enabled Disabled (1) Comments Settings Confirm Reset

Internet Protocoltype: IPv4

IP Listener Address: 127.0.0.1

Listener Port: 10001

RuleSet to use: Default RuleSet

*MonitorWare Echo Reply Properties*

### Internet Protocoltype

File Configuration fields:	nInetType
Description:	Select the desired protocol type. IPv4 and IPv6 are available. The IPv6 protocol needs to be properly installed in order to be used. Note that one Service can only handle IPv4 or IPv6, so if you want to use both protocols, you will need to create two separate services.

### Listener Port

File Configuration fields:	nListenPort
Description:	Specify the listener port here.

### IP Address

File Configuration fields:	szMyIPAddress
Description:	The MonitorWare Echo Reply service can be bound to a specific IP Address. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or

IPv6 Address. This feature is useful for multihome environments where you want to run different Syslog Servers on different IP Addresses. Please note that the default IP Address 0.0.0.0 means ANY IP Address.

### 6.5.27 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.

Name: MonitorWare Echo Request Enabled Disabled (1) Comments Settings Confirm Reset ?

Listener Port:

Check Interval(ms):

☐ Also generate an event if echo reply was successful

List of hosts

	IP Address	Port
*		

General Values

Syslog Facility:

Syslog Priority:

Syslog Tag Value:

Ressource ID:

RuleSet to use:  Refresh

### Check Interval

File Configuration fields:	nSleepTime
Description:	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 <a href="#">milliseconds</a> .

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

File Configuration fields:	nGenerateOnSuccess
Description:	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.

## List of hosts

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. Kindly insert new entries by editing the last entry (asterix at the beginning). To delete entries, kindly select a row and hit the delete key on your keyboard.

### IP Address

File Configuration fields:	szIP_[n]
Description:	Enter an Hostname or IP-Address if a remote MonitorWare Agent with a configured Echo Reply Service.

### Port

File Configuration fields:	nPort_[n]
Description:	Enter the configured Port you have configured in remote Echo Reply Service.

## General Values (Common settings for most services)

### Syslog Facility

File Configuration fields:	nSyslogFacility
Description:	The <a href="#">Syslog facility</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Priority

File Configuration	nSyslogPriority
--------------------	-----------------

fields:	
Description:	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

File Configuration fields:	szResource
Description:	The <a href="#">Resource ID</a> to be assigned to events created by this service. Most useful if the message is to forward to a Syslog server.

### Syslog Tag Value

File Configuration fields:	szSyslogTagValue
Description:	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.

### Rule Set to Use

File Configuration fields:	szRuleSetName
Description:	Name of the rule set to be used for this service. The Rule Set name must be a valid Rule Set.

## 6.6 Filter Conditions

### 6.6.1 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:

Name: | Comments | Settings | Confirm | Reset | ?

Global Conditions  
Date Conditions  
Filter Conditions  
AND

Tools

Add Filter >

Add Operations

AND OR

NOT XOR

Special Operations, useful for debugging

TRUE FALSE

Change Operator

Up Down Delete

Clone Filter

[Learn about Filters](#)

#### *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:

The screenshot displays the MonitorWare Agent configuration window. At the top, there are tabs for Name, Comments, Settings, Confirm, Reset, and a help icon. The main area is divided into two sections: 'Global Conditions' and 'Filter Conditions'. The 'Filter Conditions' section shows a tree structure with an 'AND' operator. It contains several 'EVAL' (Evaluate) nodes and one 'NOT' (Negate) node. The 'EVAL' nodes are:
 

- Property: %IsEventlogMonitor% = "1"
- Property: %id% = 560
- Property: %sourceproc% contains "Security"
- Property: %user% contains "P15111116\USR\_ROOTSERVER"
- Property: %msg% contains ".exe"

 The 'NOT' node contains an 'OR' operator, which in turn contains two 'EVAL' nodes:
 

- Property: %msg% contains "\usr\bin\perl.exe"
- Property: %msg% contains "\PHP\php.exe"

 To the right of the main configuration area is a 'Tools' panel with buttons for 'Add Filter >', 'Add Operations' (AND, OR, NOT, XOR), 'Special Operations, useful for debugging' (TRUE, FALSE), 'Change Operator', 'Delete', and 'Clone Filter'. At the bottom of the window, there is a 'Global Conditions' section with checkboxes for:
 

- ☒ Threat not found filters as TRUE
- ☐ Fire only if Event occurs (0 times within 0 seconds)
- ☐ Minimum Wait Time (0 seconds)
- ☐ Global Conditions relative to this property (Insert)

 A link 'Learn about Filters' is located at the bottom right of the window.

### 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.



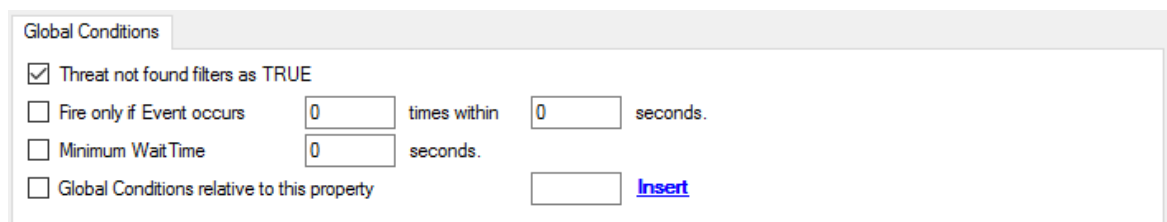
**Note:** If you want to know more about [complex filter conditions](#) you can click on the "Learn about Filters" link.

**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!

## 6.6.2 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.



Global Conditions

☒ Threat not found filters as TRUE

☐ Fire only if Event occurs  times within  seconds.

☐ Minimum WaitTime  seconds.

☐ Global Conditions relative to this property  [Insert](#)

*Filter Form - Global Conditions*

### 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".

### Fire only if Event occurs

This is kind of the opposite of the "Minimum WaitTime". 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.

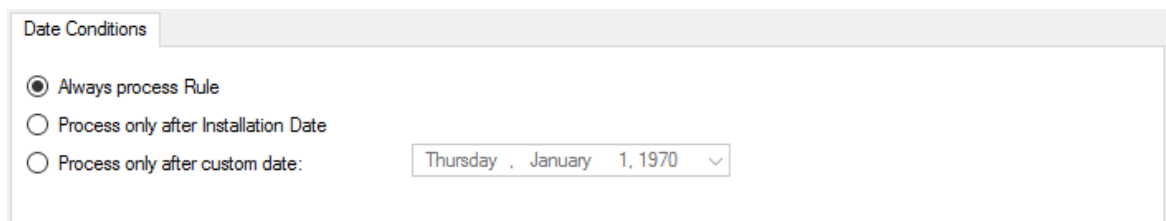
Setting a minimum wait time prevents this second port probe event to fire again if it is – let's say – within 5 minutes from the original one. In this case, the minimum wait time is not yet reached and as such, the rule is not match. If, however, the same event is generated 5 hours later (with the mail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

### Global Conditions relative to this property

This feature enables you to control the Global Conditions based on a property. For example take the source of a message as property. In this case, the Minimum WaitTime for example would be applied individual on each message source.

## 6.6.3 Date Conditions

Rule processing can be bound the a specific or installation date. By default a Rule will always be processed.



The screenshot shows a window titled "Date Conditions". Inside, there are three radio button options: "Always process Rule" (which is selected), "Process only after Installation Date", and "Process only after custom date:". To the right of the third option is a date selection dropdown menu showing "Thursday, January 1, 1970".

*Filter Form - Date Conditions*

### Always process Rule

No date filter will be applied

### Process only after Installation Date

Rule will only be processed if message was generated / received after the application installation date.

### Process only after custom date

Rule will only be processed if message was generated / received after the custom specified date.

#### 6.6.4 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.

#### 6.6.5 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 =", "Range Match" or through [REGEX](#).

### **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.

#### **6.6.5.1 REGEX Compare Operation**

##### **REGEX Compare Operation**

The property will be evaluated against a regular expression. Everything known in the regular expression syntax can be used to define a matching pattern.

Here are some regular expressions samples:

Regular Expression:

`[0-9]{4,4}-[0-9]{1,2}-[0-9]{1,2}[0-9]{1,2}:[0-9]{1,2}:[0-9]{1,2}`

Matches typical Date like 2015-11-20 12:11:01

Regular Expression: `\n[0-9]{4,4}`

Matches Linefeed and 4-digit number.

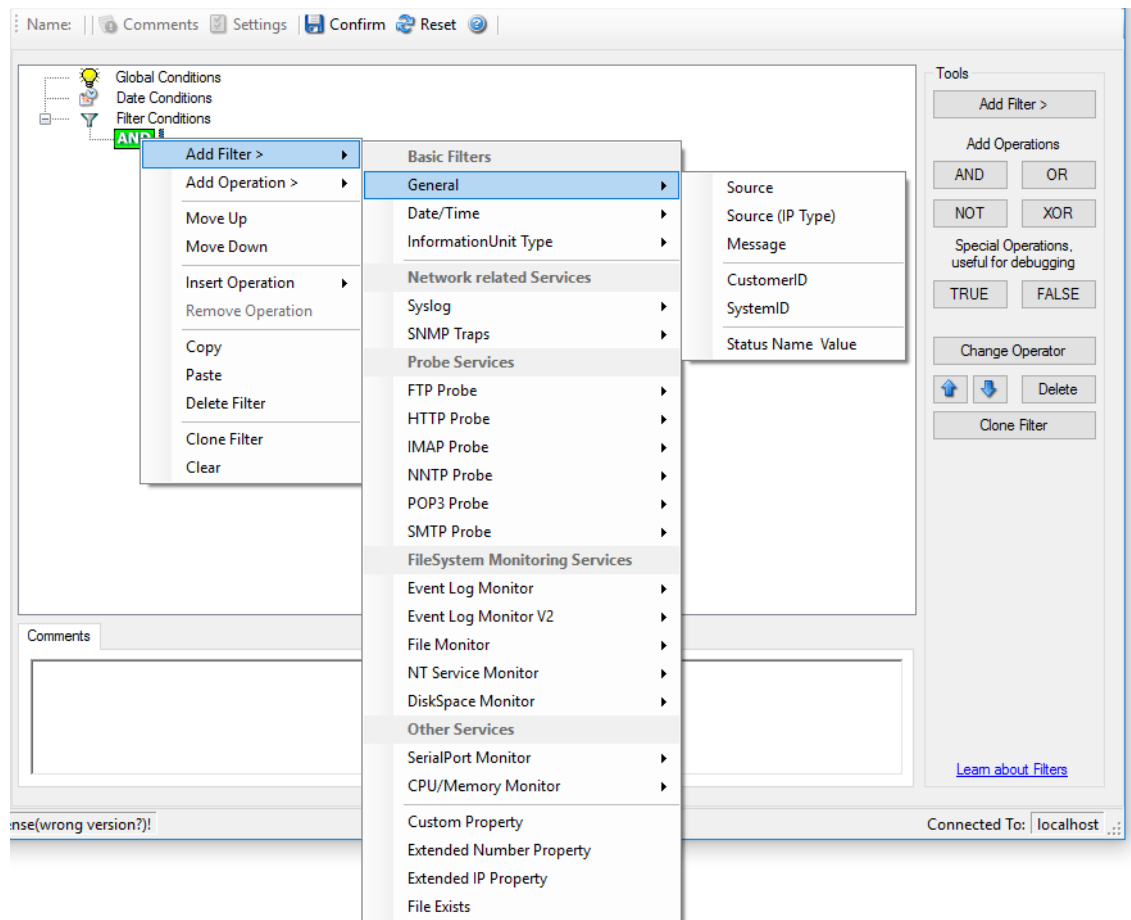
Regular Expression: `(;|:)` Matches semicolon or a colon.

More samples and details about the Regular Expression Syntax can be found here:

[https://msdn.microsoft.com/en-us/library/bb982727\(v=vs.90\).aspx](https://msdn.microsoft.com/en-us/library/bb982727(v=vs.90).aspx)

### 6.6.6 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.

#### Source System (IP)

The IP Filter can basically work on any property, but we recommend to only use it on the %source% property, as we usually can be sure that this contains a valid IP Address or hostname. The IP Filter can filter against hostnames and IP Addresses, hostnames are automatically resolved using the internal DNSCache (for obvious performance reasons).

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

Please see the description for "Extended IP Property" for more information on how to use this property.

### 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).



You can also set the timezone setting (DefaultTimemode, UTC or Localtime) for the TimeMode's (DeviceReportedTime/ReceivedTime).

### **Weekdays**

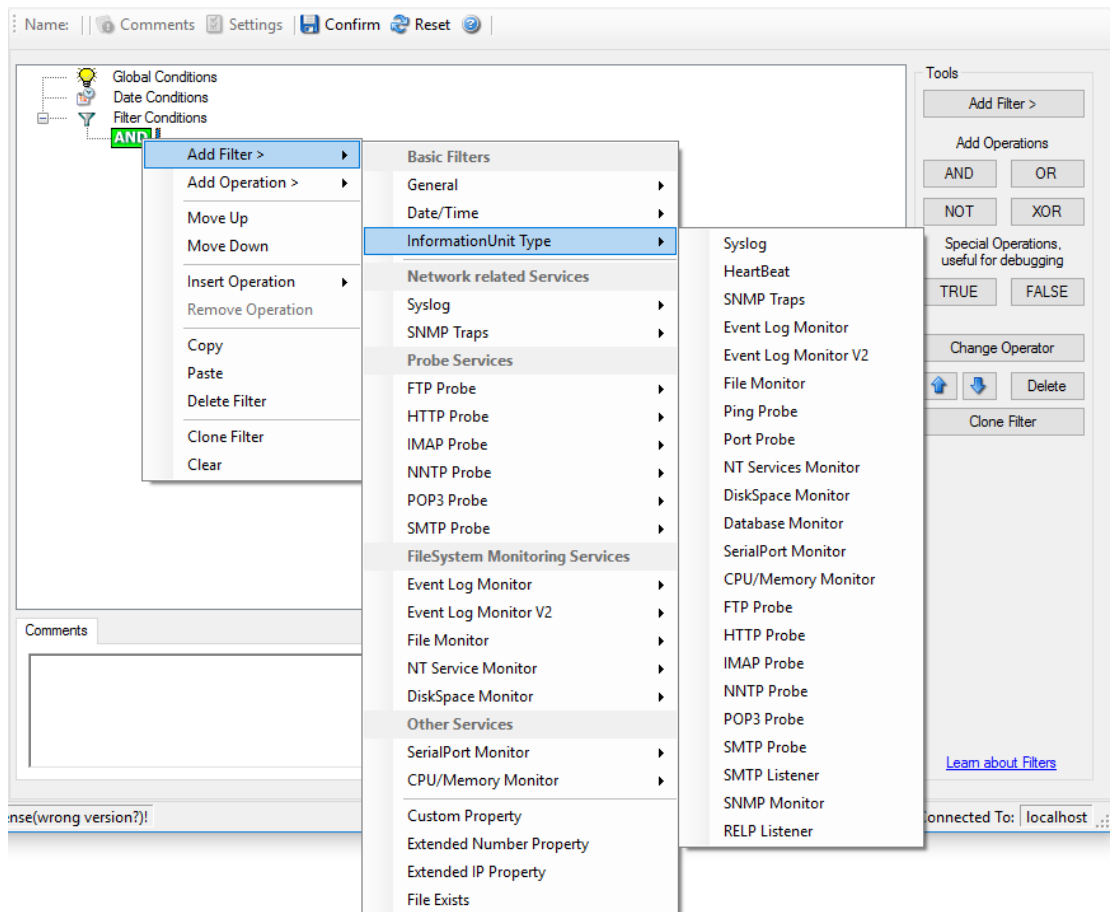
This is closely equivalent to the time filter condition, except that it is applied on a per-day basis. So it can be used to detect for example events occurring on weekends and act differently on them. The following filters are available:

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)

### **6.6.8 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).





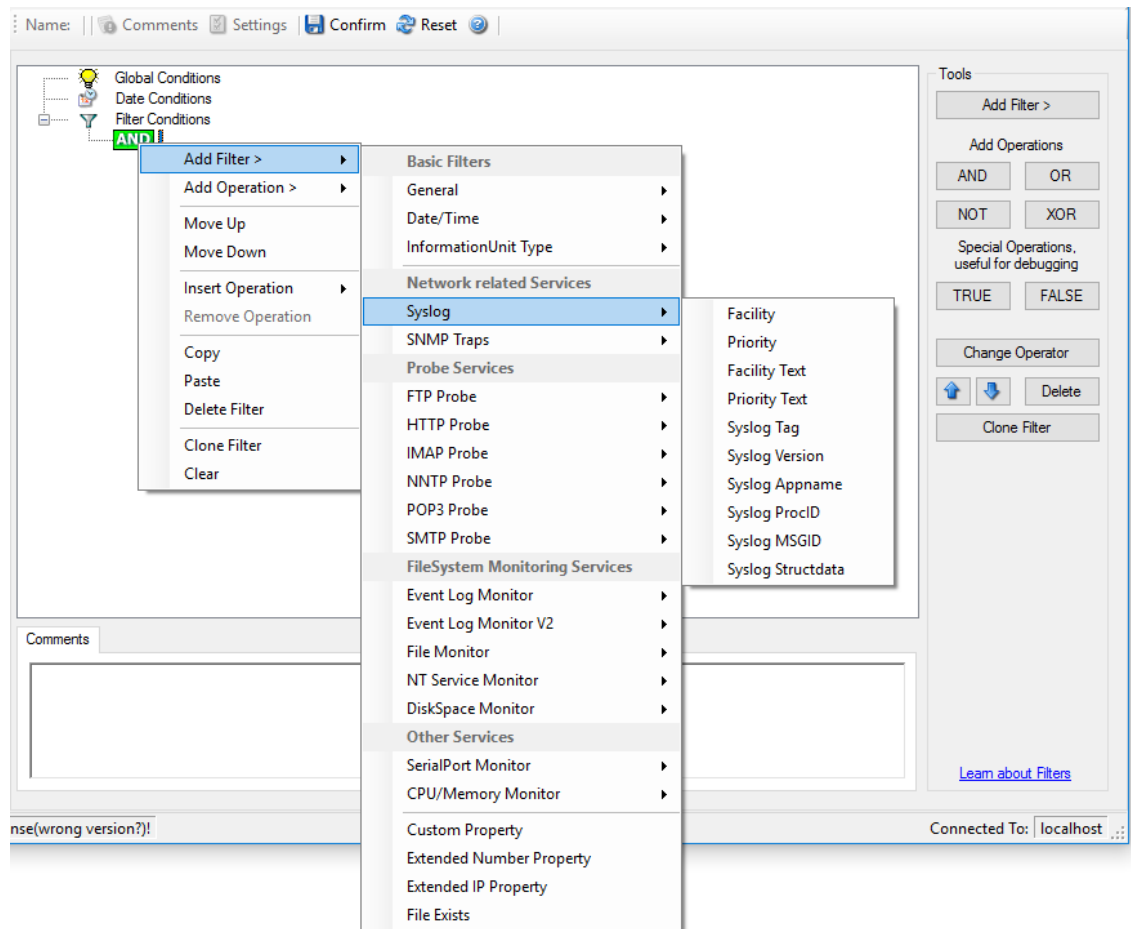
### Filter Conditions - InformationUnit Type

The following filters are available:

1. Syslog (Type=Boolean)
2. Heartbeat (Type=Boolean)
3. SNMP Traps (Type=Boolean)
4. Event Log Monitor (Type=Boolean)
5. File Monitor (Type=Boolean)
6. Ping Probe (Type=Boolean)
7. Port Probe (Type=Boolean)
8. NT Services Monitor (Type=Boolean)
9. Disk Space Monitor (Type=Boolean)
10. Database Monitor (Type=Boolean)
11. Serial Port Monitor (Type=Boolean)
12. CPU/Memory Monitor (Type=Boolean)
13. FTP Probe (Type=Boolean)
14. HTTP Probe (Type=Boolean)
15. IMAP Probe (Type=Boolean)
16. NNTP Probe (Type=Boolean)
17. POP3 Probe (Type=Boolean)
18. SMTP Probe (Type=Boolean)

### 6.6.9 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.

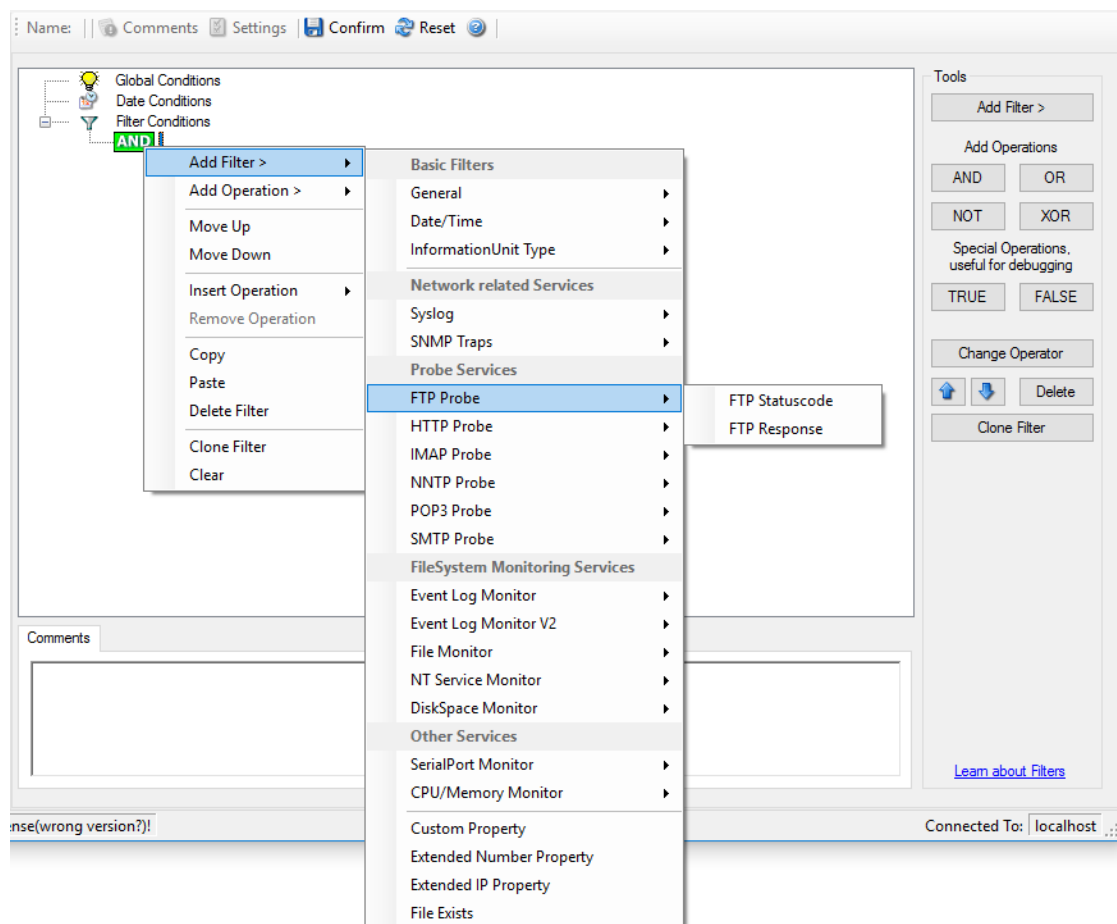
This filter is of type number.

### Syslog Tag

This filter is of type string.

## 6.6.10 FTP

FTP related filters are grouped here.



*Filter Conditions - FTP*

### FTP Statuscode

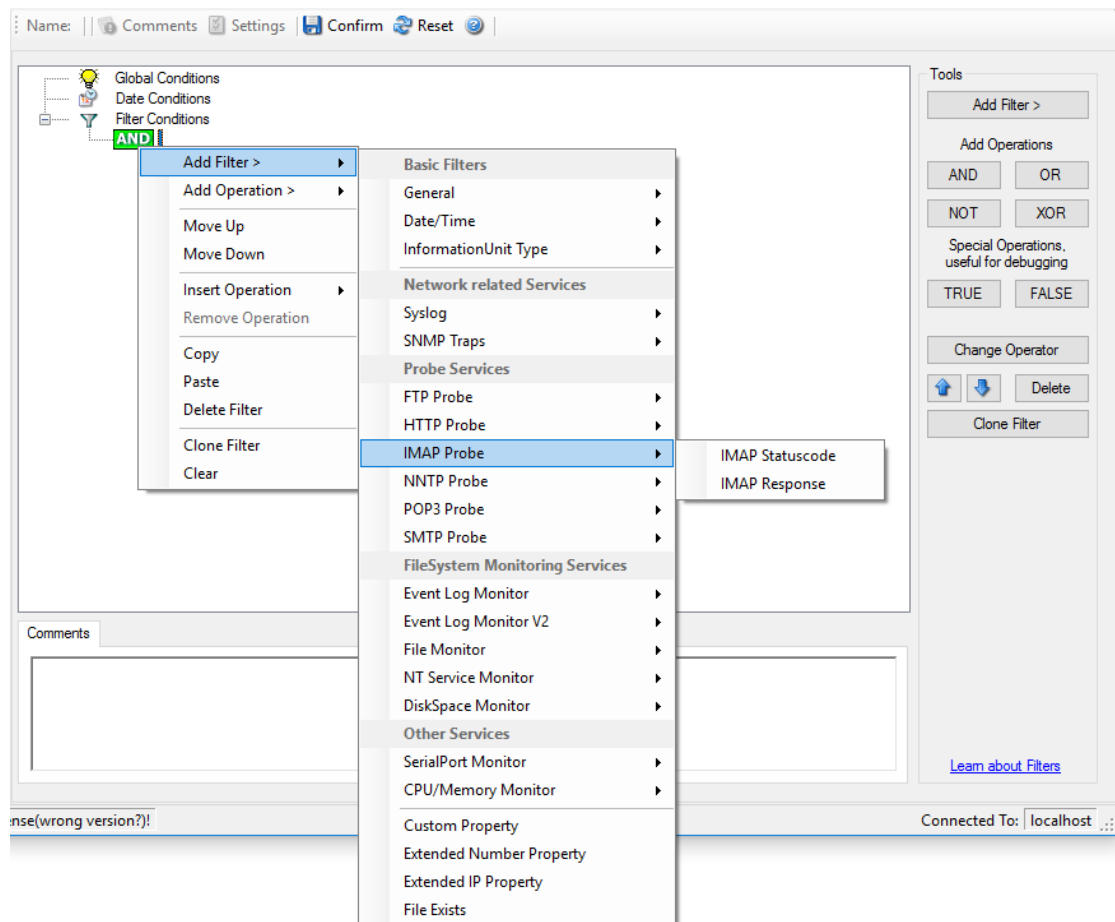
It contains the FTP success or error code. This filter is of type number.

### FTP Response

It contains the FTP response.

#### 6.6.11 IMAP

IMAP related filters are grouped here.



*Filter Conditions - IMAP*

### IMAP Statuscode

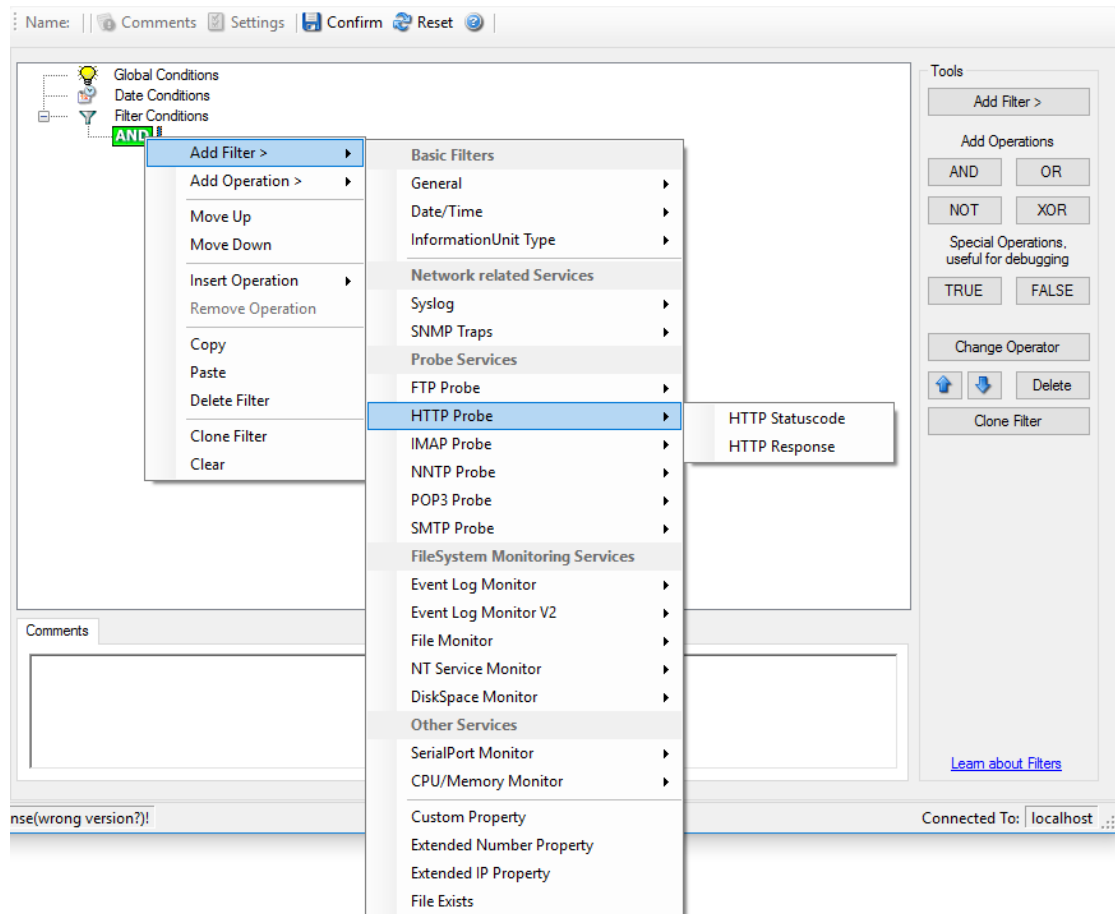
It contains the IMAP success or error code. This filter is of type number.

### IMAP Response

It contains the FTP response.

## 6.6.12 HTTP

HTTP related filters are grouped here.



*Filter Conditions - HTTP*

### **HTTP Statuscode**

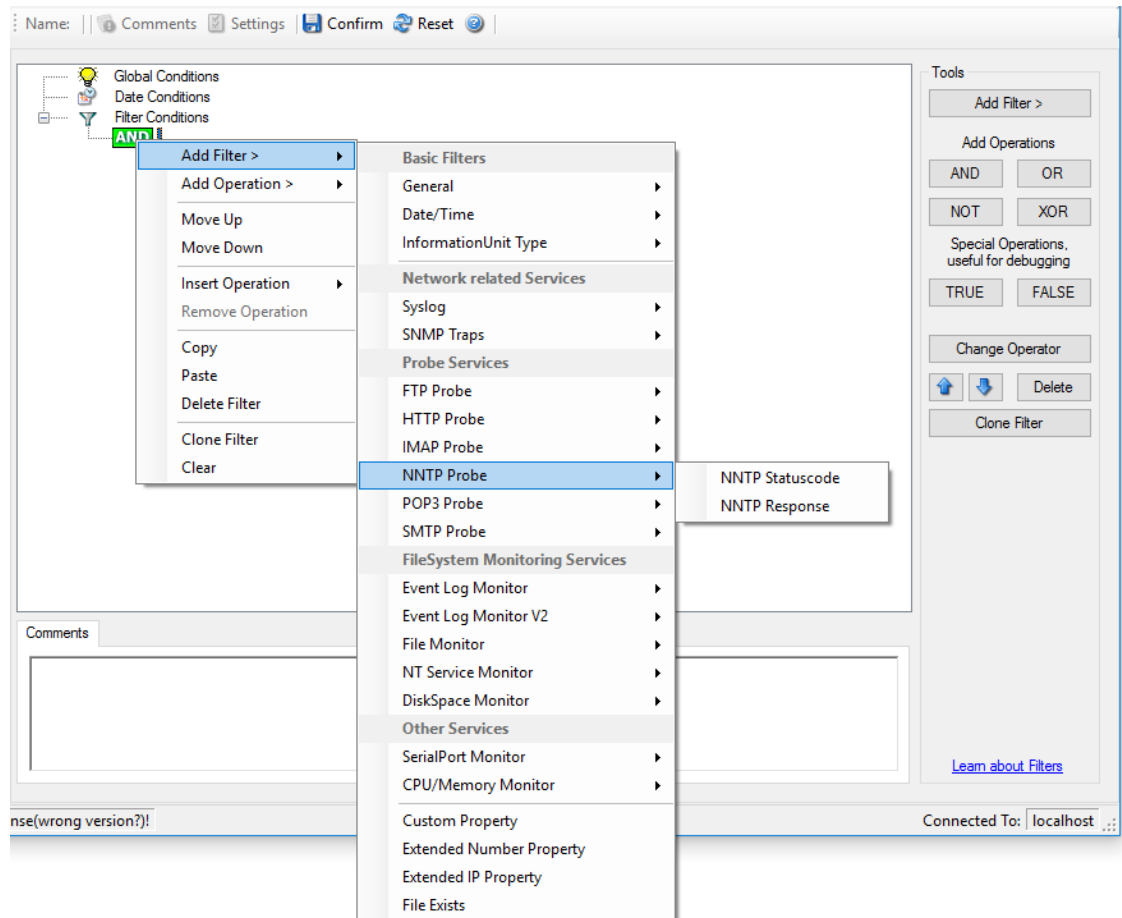
It contains the HTTP success or error code. This filter is of type number.

### **HTTP Response**

It contains the FTP response.

### 6.6.13 NNTP

NNTP related filters are grouped here.



*Filter Conditions - NNTP*

#### **NNTP Statuscode**

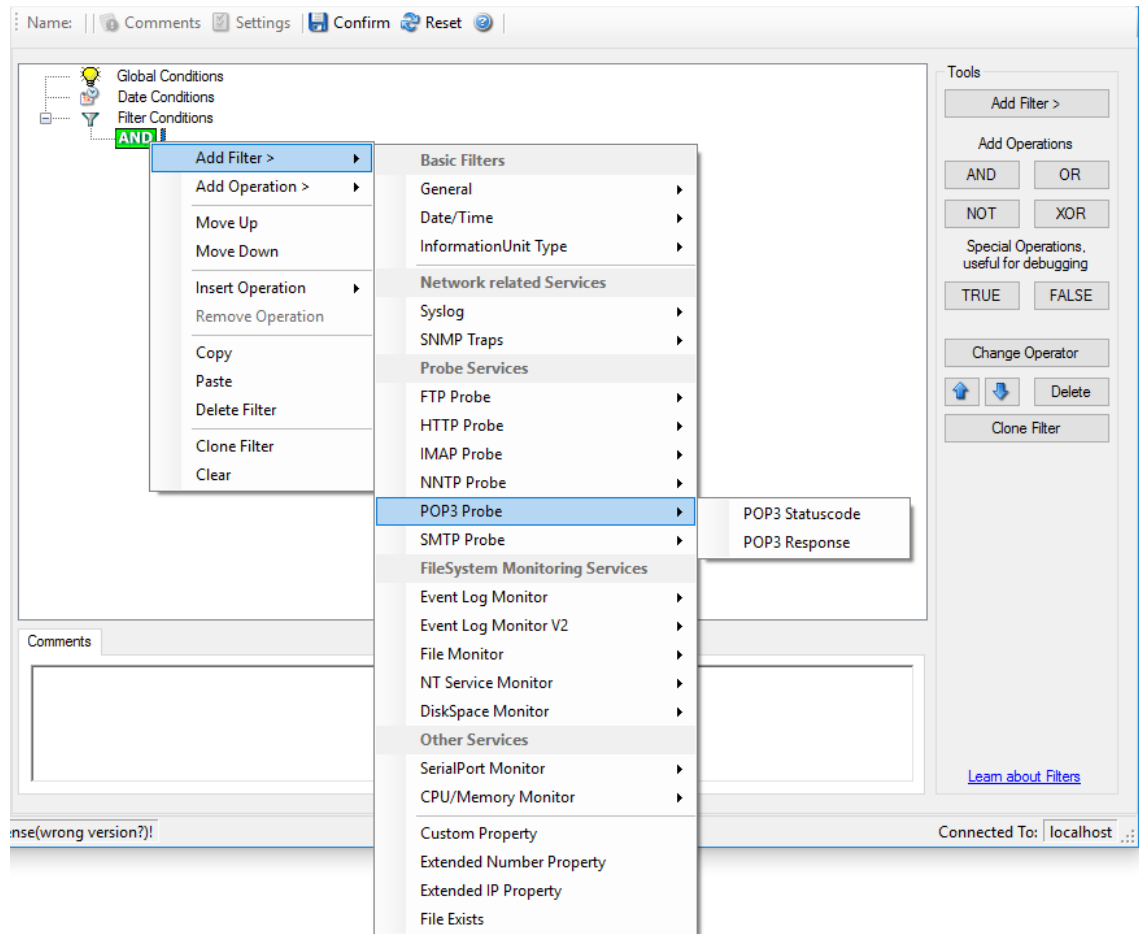
It contains the NNTP success or error code. This filter is of type integer.

#### **NNTP Response**

It contains the NNTP response.

### 6.6.14 POP3

POP3 related filters are grouped here.



*Filter Conditions - POP3*

#### **POP3 Statuscode**

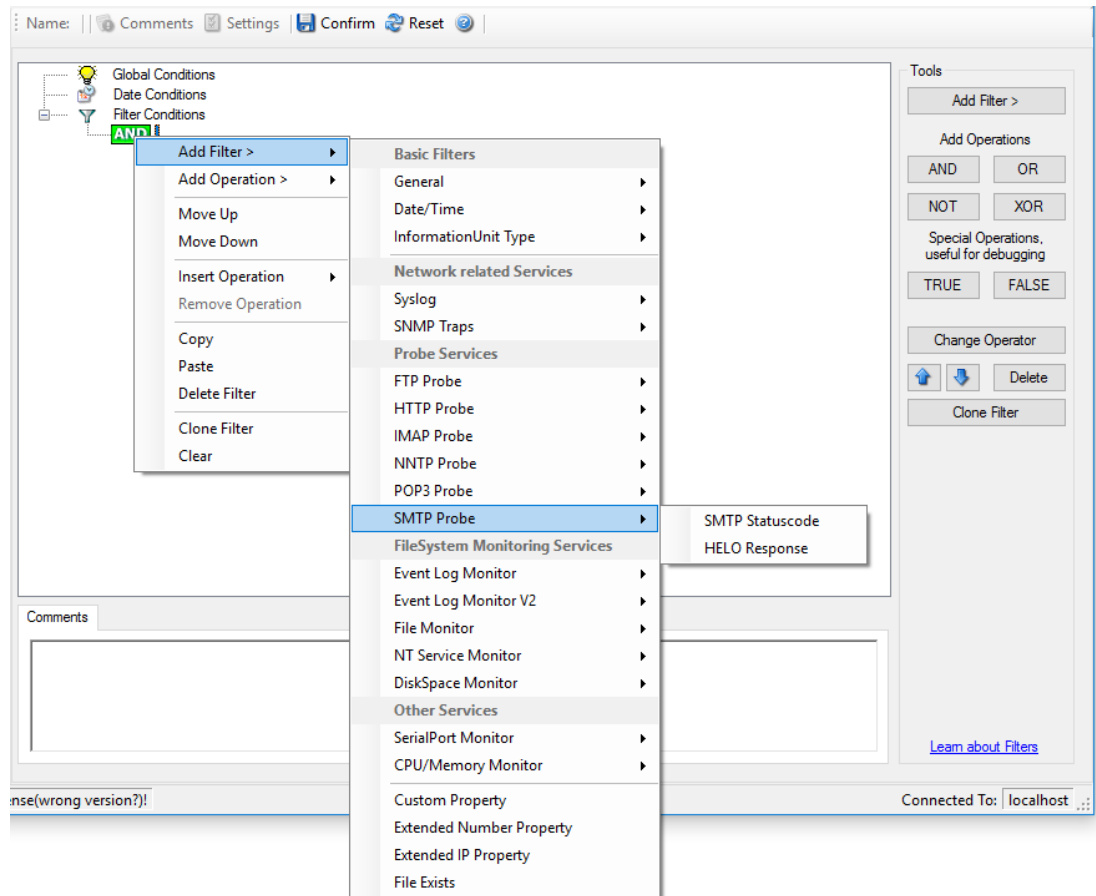
It contains the POP3 success or error code. This filter is of type number.

#### **POP3 Response**

It contains the POP3 response.

## 6.6.15 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.

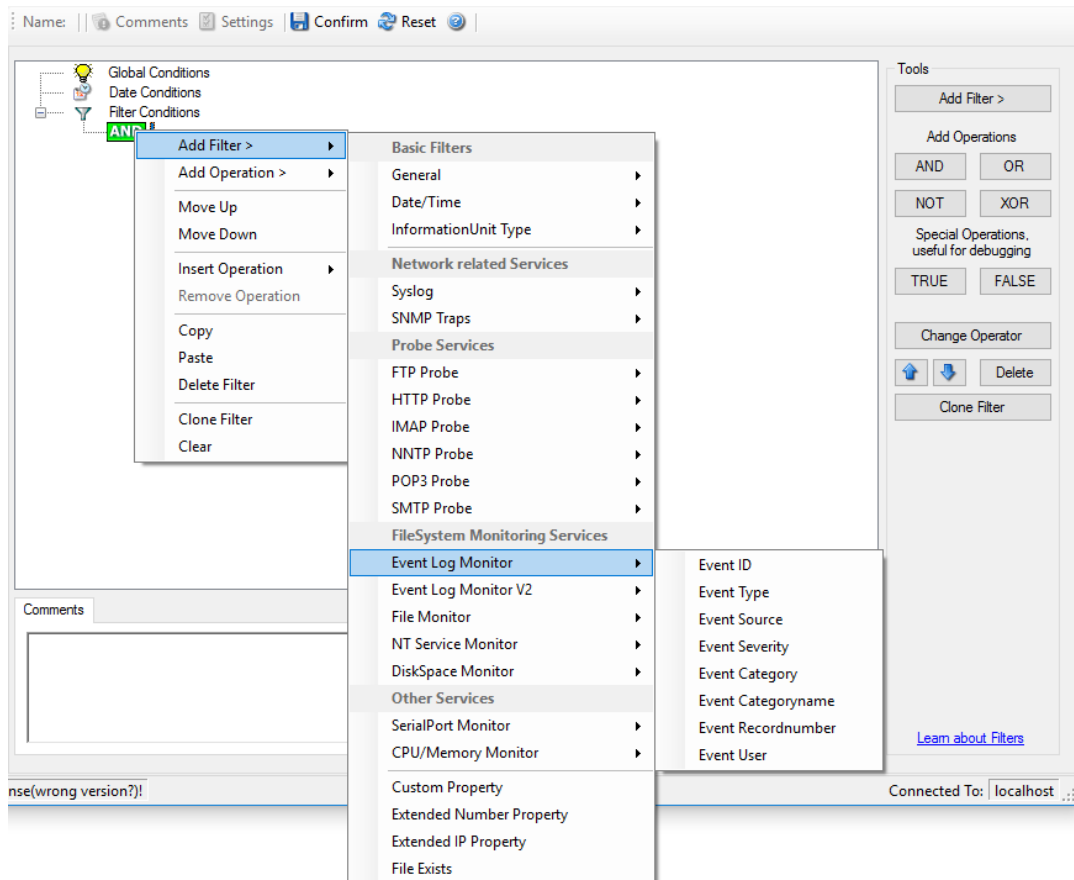
### HELO Response

It contains the SMTP response.



### 6.6.16 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 Windows 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 Windows 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 Windows 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 Windows 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 Windows 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 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 Recordnumber**

This value contains the internal event record number. Please note that if the event log has been truncated before, it may not start with 0 or 1 but a higher number.

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 User**

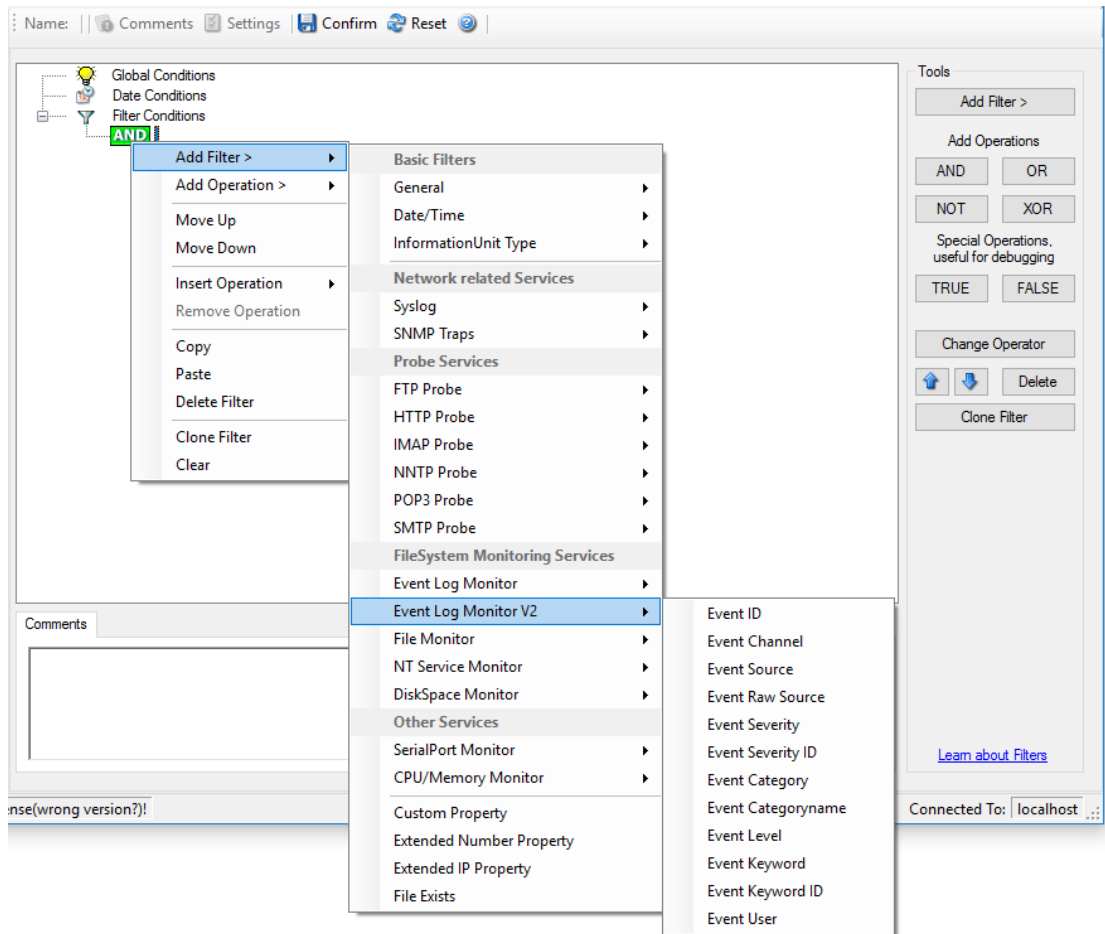
This is the event log user as specified in the Windows event log. If enabled, the event must have the configured event user or the rule will not match. Since it's a string value there must be an exact match. Please note that this value is case-sensitive.

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.

## 6.6.17 Event Log Monitor V2

Event log monitor V2 specific filters are grouped here.



*Filter Conditions - Event Log Monitor V2*

### Event Channel

The channel property for event log entries, for classic Event logs they match the % nteventlogtype% property, for new event logs, they match the "Event Channel". If enabled, the event must have the configured event type or the rule will not match. 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 Raw Source

This contains the full internal name of the event source for new event logs, for classic event logs it contains the same value as in %sourceproc%. 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 SeverityID**

This is the internal ID of the event log level as number. This is a integer 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 number.

### **Event Level**

This is a textual representation of the eventlog level (which is stored as number in % severityid%). This property is automatically localized by the system. If enabled, the event must have the configured level or the rule will not match. 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 Keyword**

This is a textual representation of the event keyword. This property is automatically localized by the system. If enabled, the event must have the configured event keyword or the rule will not match. 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 KeywordID**

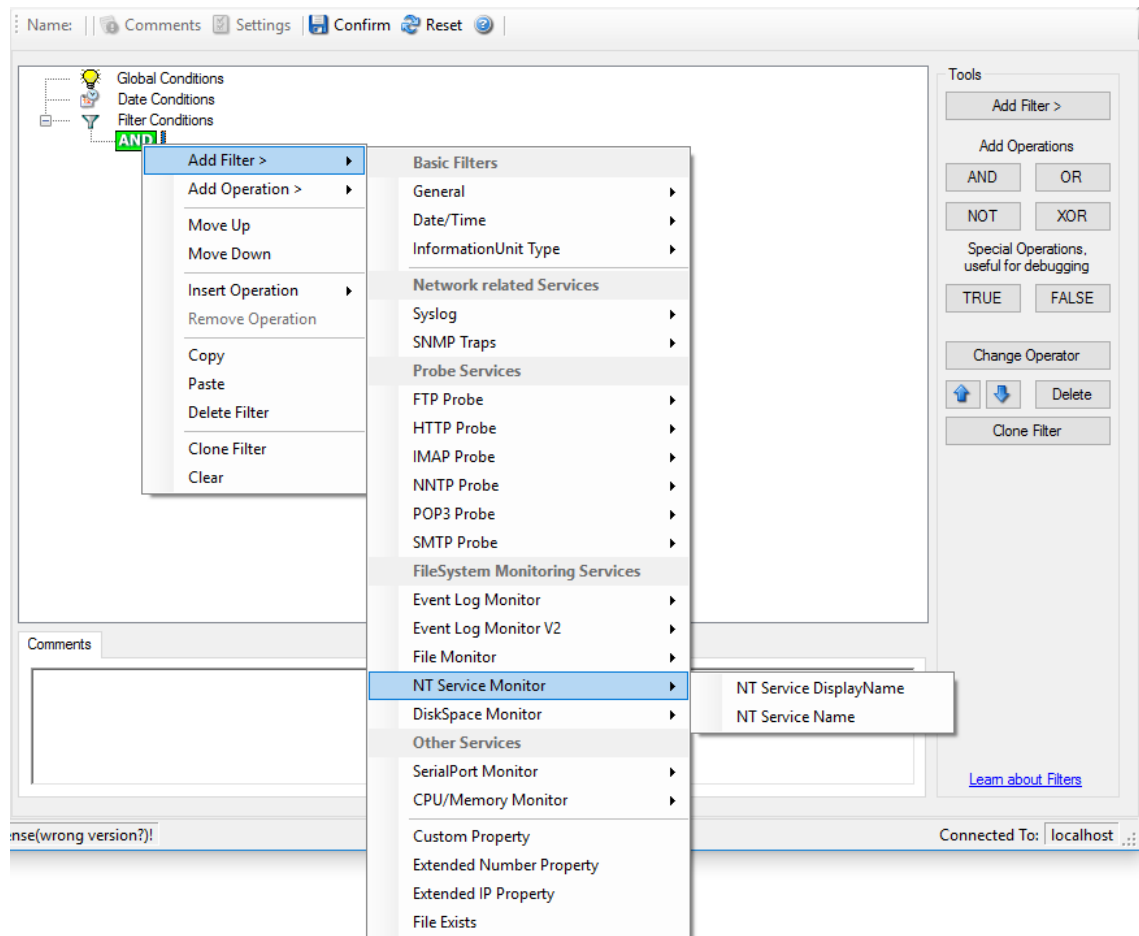
This is the internal keyword ID as string. If enabled, the event must have the configured event keyword ID or the rule will not match. There must be an exact match. Please note that this value is case-sensitive.

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.

### 6.6.18 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.

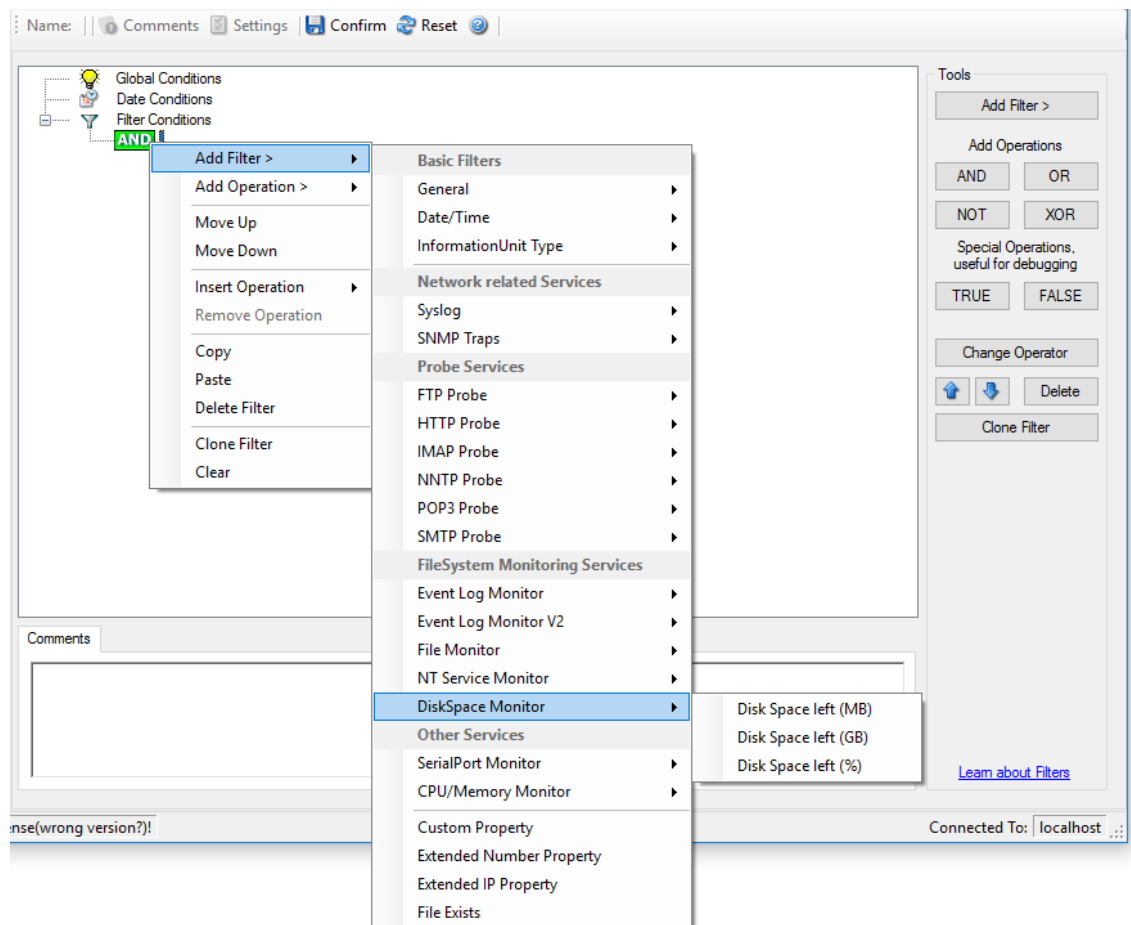


*Filter Conditions - NT Service Monitor*

NT Service DisplayName  
NT Service Name (Type=String).

### 6.6.19 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.



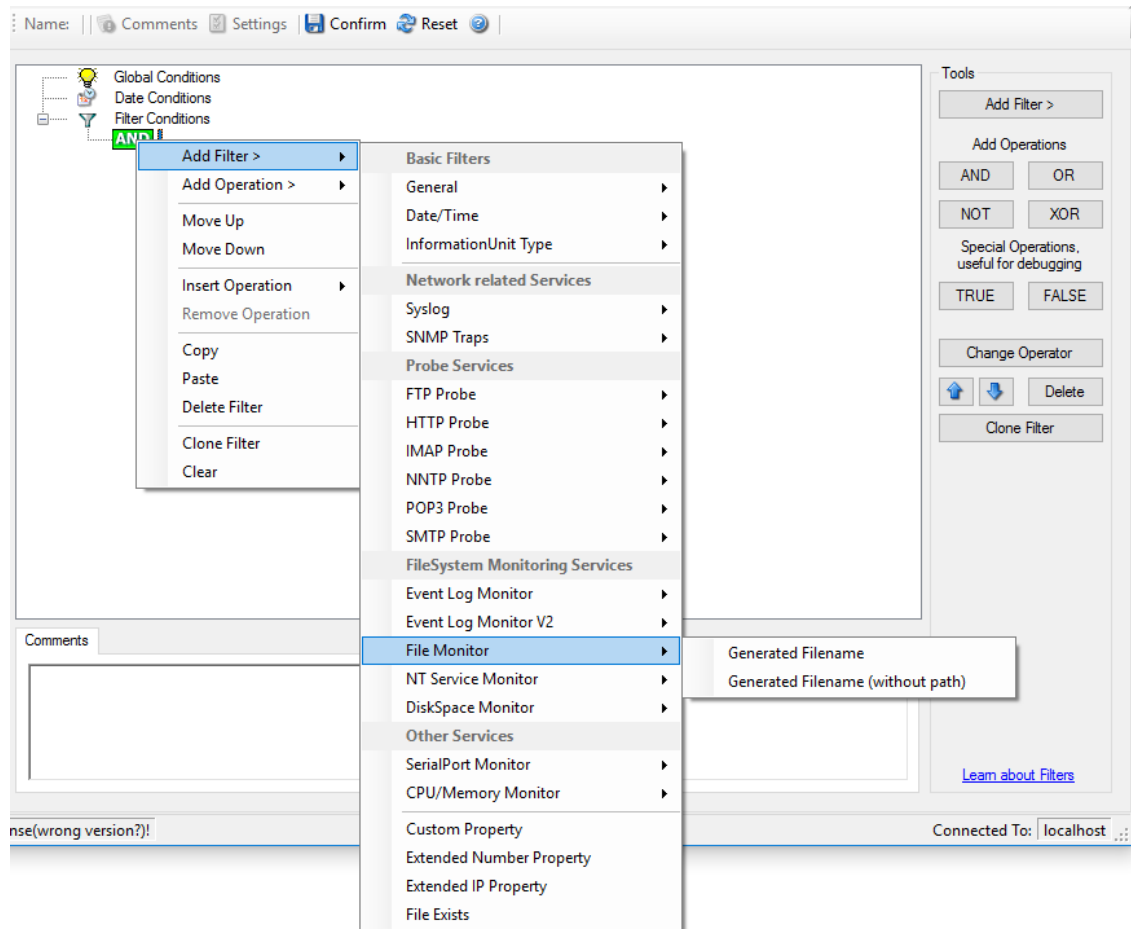
#### *Filter Conditions - DiskSpace Monitor*

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)

## 6.6.20 File Monitor

File Monitor specific filter is described here.



*Filter Conditions - File Monitor*

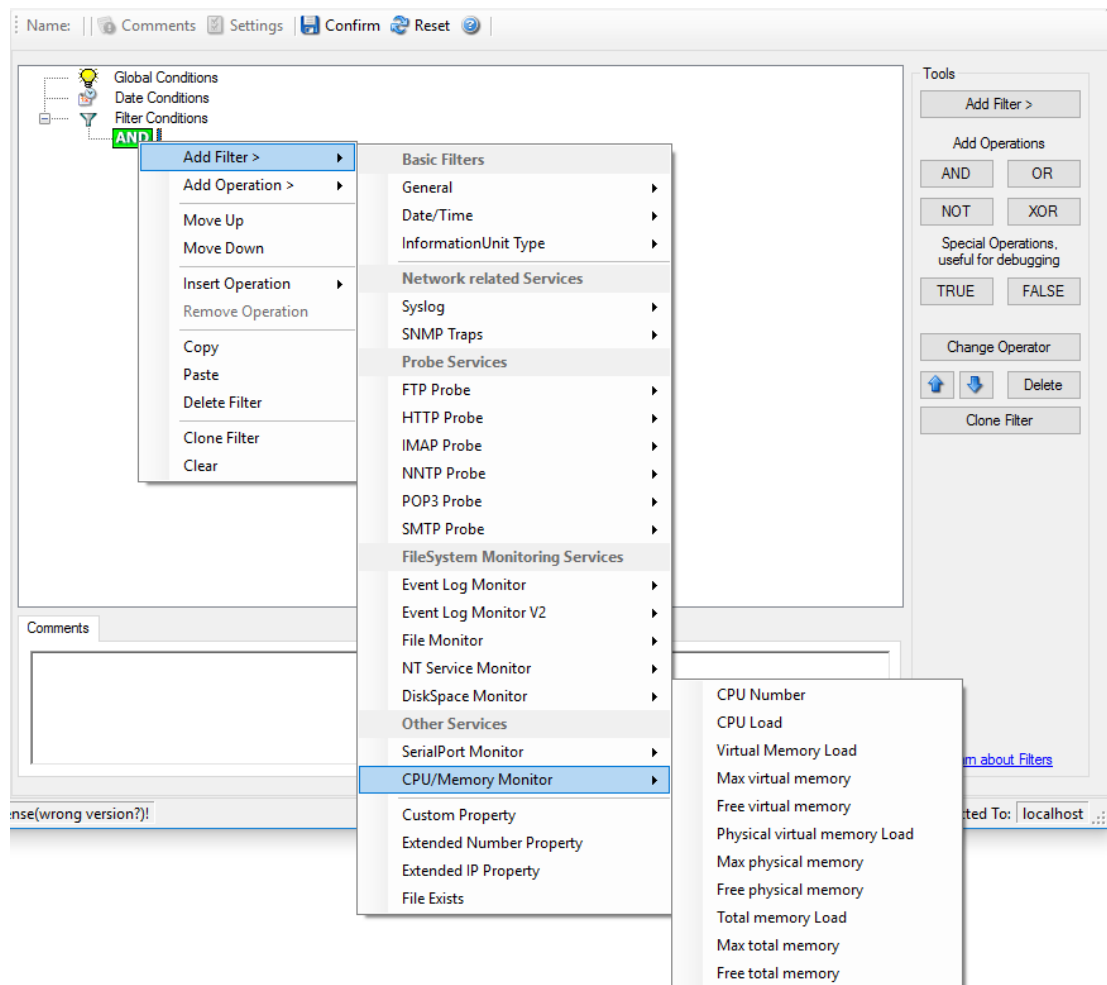
### Generated Filename

The configured generic name of the file being reported. Filter has to match exactly to work.



## 6.6.21 CPU / Memory Monitor

CPU and Memory Monitor specific filter is described here.



*Filter Conditions - CPU/Memory Monitor*

### CPU number

This lets you filter for the number of the monitored CPU.

### CPU load

The workload of the CPU as number, can be 0 to 100

### Virtual memory load

How much virtual memory is used (MB)

### Max virtual memory

How much virtual memory is max available (MB)

**Free virtual memory**

How much virtual memory is free (MB)

**Physical memory load**

How much physical memory is used (MB)

**Max physical memory**

How much physical memory is max available (MB)

**Free physical memory**

How much physical memory is free (MB)

**Total memory load**

How much total(Virtual+Physical) memory is used (MB)

**Max total memory**

How much total(Virtual+Physical) memory is max available (MB)

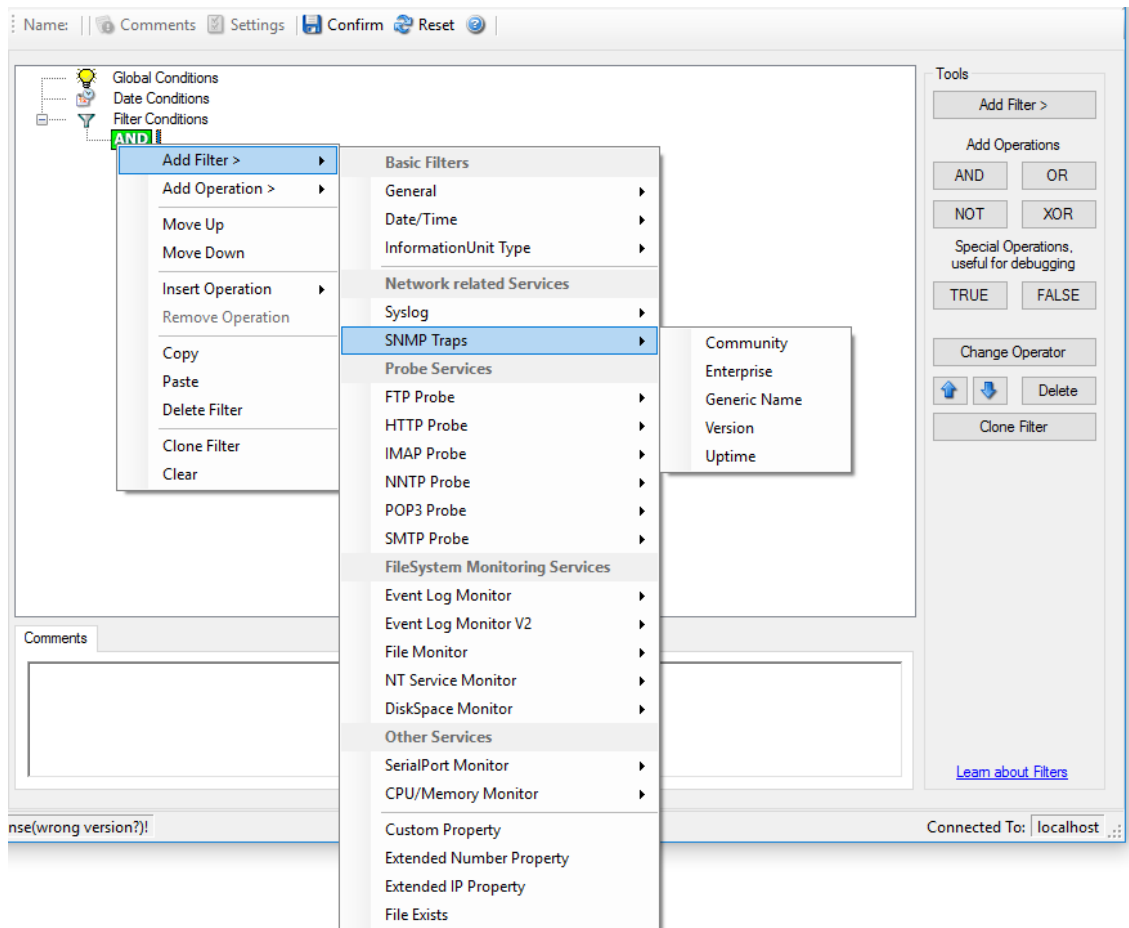
**Free total memory**

How much total(Virtual+Physical) memory is free (MB)

## 6.6.22 SNMP Traps

Using SNMP Traps, since 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.

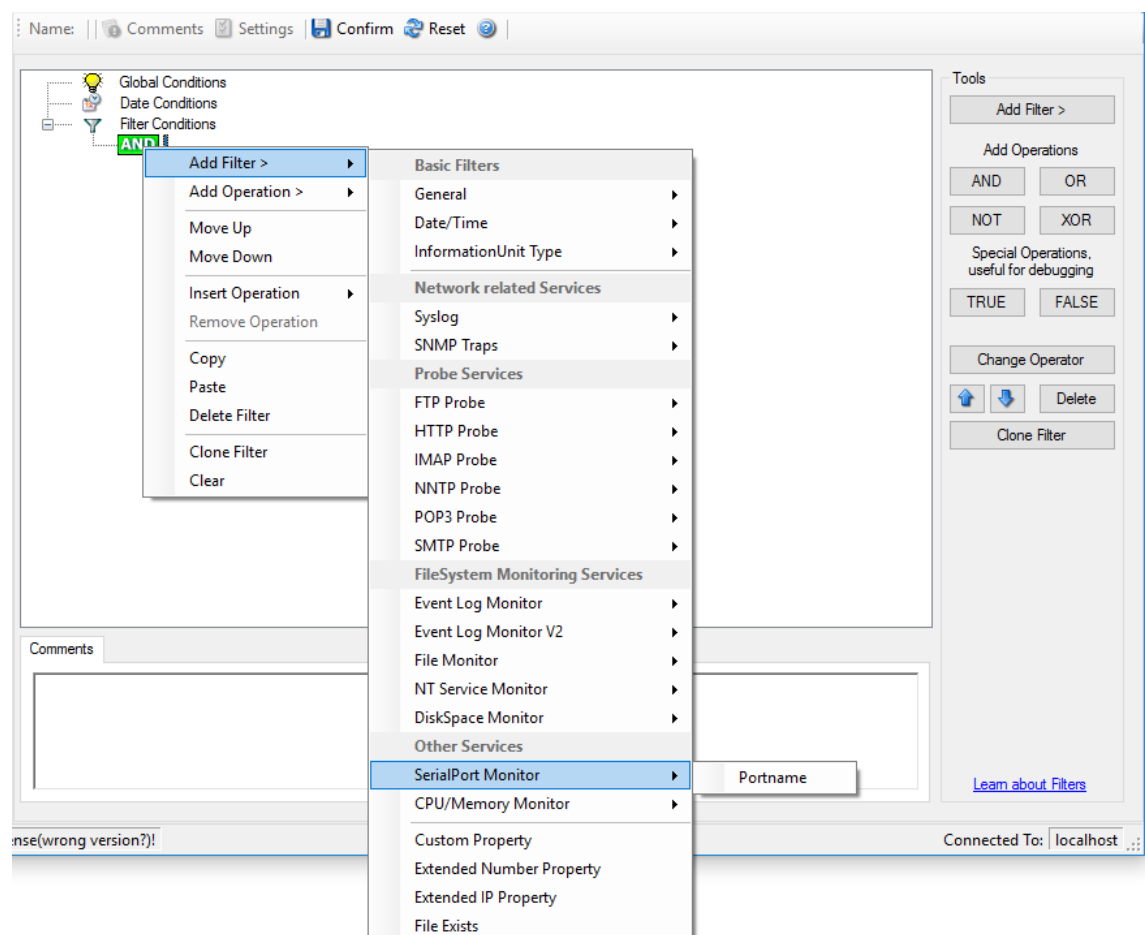
## Uptime

It corresponds to the respective SNMP entity.

This filter is of type string.

### 6.6.23 SerialPort Monitor

SerialPort Monitor specific filter is described here.



*Filter Conditions - SerialPort Monitor*

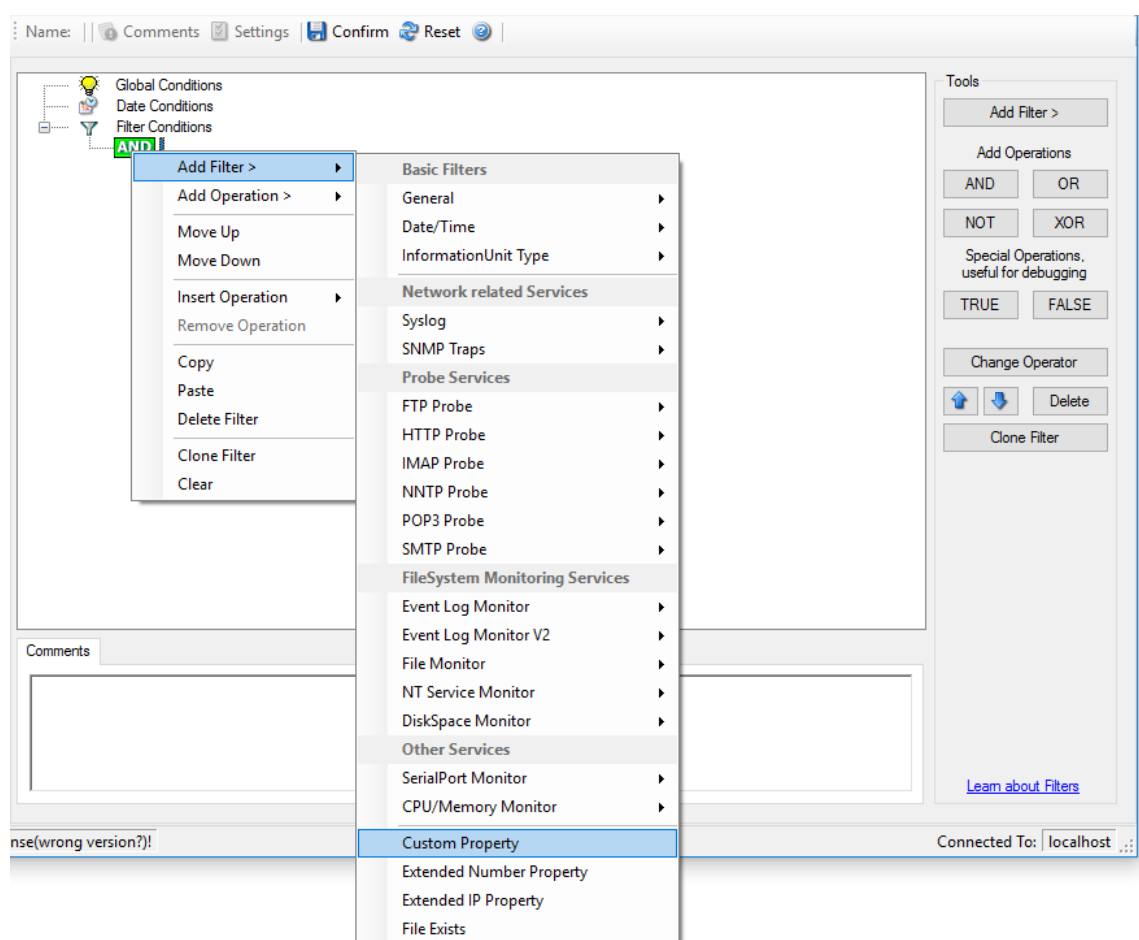
## Portname

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.

### 6.6.24 Custom Property

Custom Property specific filter is described here.



*Filter Conditions - Custom Property*

## Custom Property

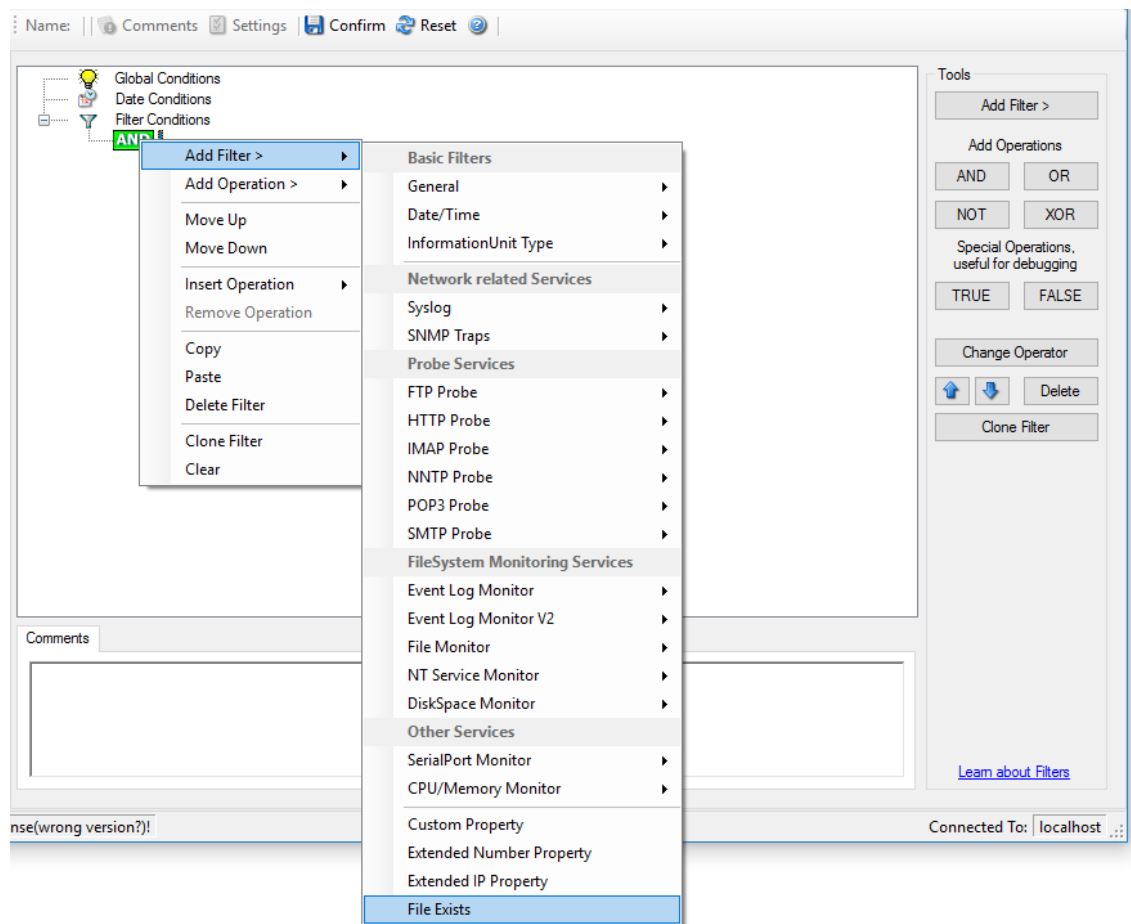
As the name suggests it is a "Custom Property". Internally in MonitorWare Agent all values are stored in properties. For example the main message is stored in a property

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.

### 6.6.25 File Exists

Filter setting by string



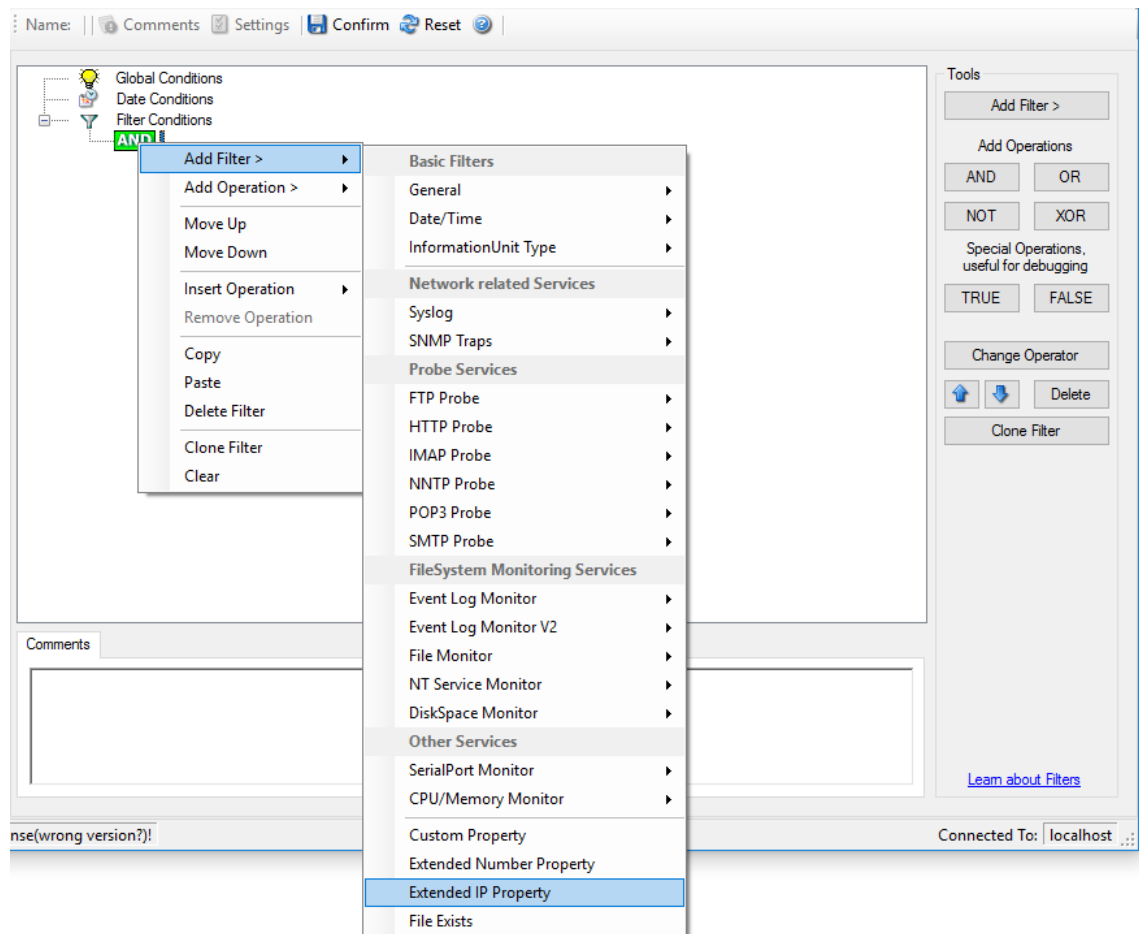
*Filter Conditions - File Exists*

#### File Exists

With this Filter you can simply check if a file exists or not. You can directly enter the file and its location or you can use the browse-button to find it.

## 6.6.26 Extended IP Property

Extended IP Property filter settings



*Filter Condition - Extended IP Property*

The IP Filter can basically work on any property, but we recommend to only use it on the %source% property, as we usually can be sure that this contains a valid IP Address or hostname. The IP Filter can filter against hostnames and IP Addresses, hostnames are automatically resolved using the internal DNSCache (for obvious performance reasons). If you are going to use a different or custom property, please make sure, that the data in the property is a valid IP Address.

Available compare operations for the IP Filter Type are:

Equal (=): The IP Address must match the one you configured in the Property Value field.

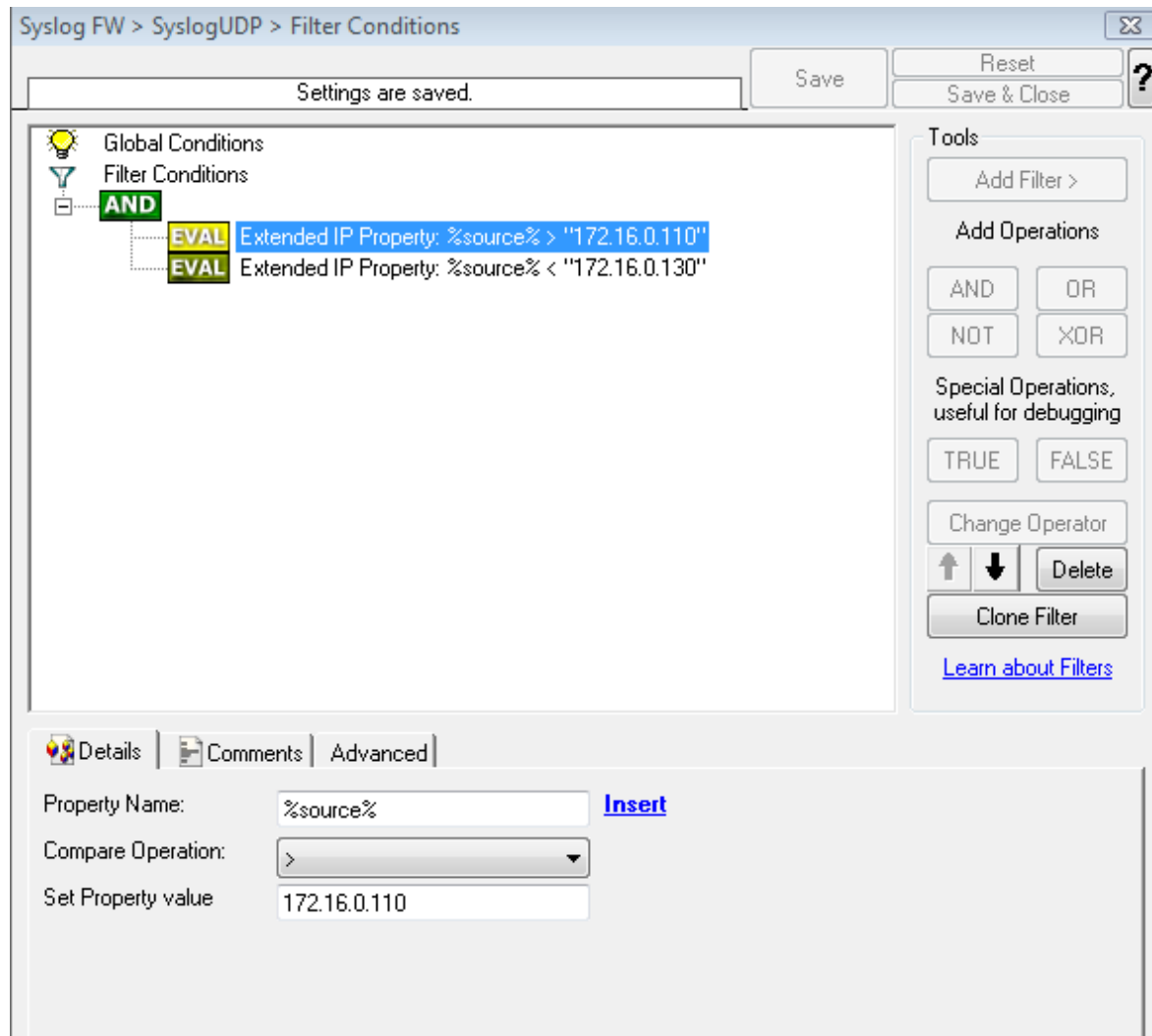
Not Equal (!=): The IP Address must not match the one you configured in the Property Value field.

Higher (>): The IP Address must be higher than the one you configured in the Property Value field. You can use IP Address Formats like 192.168.0.10, 192.168.0, 192.168 or even 192. It depends on what IP Ranges you are going to filter for.

Lower (<): The IP Address must be lower than the one you configured in the Property Value field.

You can use IP Address Formats like 192.168.0.10, 192.168.0, 192.168 or even 192. It depends on what IP Ranges you are going to filter for.

If you want to filter for IP Ranges, I recommend to use two filters to define the range, one filter with the "Higher (>)" compare operation, and one with the "Lower (<)" compare operation. This could look like the following:



*Filter Condition - Filtering for an IP Range*

The filter you can see here will accept all IPs which lie between 172.16.0.110 AND 172.16.0.130. That means, that for every IP that matches these two conditions, the whole filter will evaluate to true and therefore the message will be processed. If the filter does not evaluate to true, the rule will be aborted and the message is sent to the next rule.



## 6.6.27 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.

## 6.7 Actions

### 6.7.1 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.**

### 6.7.2 Resolve Hostname Action

Many Customers asked for resolve hostname options in different services. This feature has now been implemented as an action. An action can be used with every service, and it doesn't delay the work of a service. See the Screenshot and Descriptions below on how to configure it correctly:

*Figure1: Resolve Hostname Action*

#### Select Source Property from which the name will be resolved:

File Configuration fields:	szSourcePropertyName
----------------------------	----------------------

Description:	Click on the Insert menu link on the right side of the textfield to customize the source property from which the name will be resolved.
--------------	---

#### Destination Property in which the resolved name will be saved to:

File Configuration fields:	szDestinationPropertyName
Description:	Same as above, please click on the Insert menu link on the right side of the textfield to customize the destination property in which the resolved name will be saved to.

#### Also resolve name if the source property is already a name.

File Configuration fields:	nResolvelfName
Description:	Activates the feature that the name will also be resolved if there is already a source property with that name.

#### Cache resolved host entry

File Configuration fields:	nCacheNameEntry
Description:	If activated this will, as it says, cache the resolved host entry.

### 6.7.3 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 Windows 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><FileName>-year-month-day.<FileExtension>

Parameters in the brackets can be configured via dialog shown below:

Name: File Logging Enabled Comments Settings Confirm Reset Configure for... Copy from ...

Filename related options

Output Encoding System Default

☐ Enable Property replacements in Filename

Timeout until unused filehandles are closed 2 hours

File Path Name C:\Program Files (x86)\MonitorWare\Agent Browse

File Base Name MonitorWare Agent Insert

File Extension log

☒ Continuous Logging

☒ Create unique filenames

☐ Include Source in Filename

☐ Use UTC in Filename

☐ Segment files when the following filesize is reached (KB)

Segment Filesize (KB) 4096

### File Logging Options

## Enable Property replacements in Filename

File Configuration fields:	nEnablePropertyFileName
Description:	<p>By activating this option, you can use properties within the file or pathname like % Source% and all the others. For example:</p> <p>File Path Name can be F:\syslogs\%source%</p> <p>File Base Name can be IIS-%source%</p> <p>If your source is 10.0.0.1, that writes the following file:</p> <p>F:\syslogs\10.0.0.1\IIS-10.0.0.1.log</p> <p>Please note that the path f:\syslogs\10.0.0.1 was generated because the source poperty was used inside the path.</p> <p>Note: You can use ANY property inside the path and base name. <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</p>

## Timeout until unused filehandles are closed

File Configuration fields:	nCleanFileHandlesTimeout
Description:	<p>When dynamic filenames are used, filehandles are cached internally to avoid massive amount of File open/close operations. This timeout specifies after which time handles should be finally closed if not used anymore. Each write to a file will reset the timeout counter for the current filehandle.</p>

### File Path Name

File Configuration fields:	szFilePath
Description:	<p>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:</p> <p>File Path Name can be <b>F:\syslogs\%source%</b></p> <p><a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</p>

### File Base Name

File Configuration fields:	szFileName
Description:	<p>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:</p> <p>File Base Name can be <b>IIS-%source%</b></p>

### File Extension

File Configuration fields:	szFileExtension
Description:	The extension to be used when writing the file. Please see above for exact placement. Default is ".log".

### Create unique Filenames

File Configuration fields:	nUniqueFileName
Description:	<p>If checked, a unique file name is created for each day. This is done by adding the current date to the base name (as can be seen above).</p> <p>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.</p>

### Include Source in Filename

File Configuration fields:	nIncludeSourceInFilename
Description:	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

File Configuration fields:	nUseUTCInFileName
Description:	<p>This works together with the "Create unique Filenames" setting. If unique names are to be created then select the "Use <a href="#">UTC</a> 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.</p> <p>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).</p> <p>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.</p> <p><b>Please note that this setting does affect the file name creation only. A different setting controls the dates recorded inside the file.</b></p>

### Segment files when the following file size is reached (KB)

File Configuration fields:	nSegmentFileEnable
Description:	Files are segmented when the defined file size is reached. The file name will have a sequence number appended (_1 to _n).

[Event properties](#) are described in the [property replacer section](#).

☐ Circular Logging

Number of Logfiles

Maximum Filesize (KB)

☐ Clear logfile instead of deleting (File will be reused)

File format

☒ Adiscon

☐ Use XML to Report

☒ Include Date and Time

☒ Include Syslog Facility

☒ Include Syslog Priority

☒ Include Date and Time reported by Device

☐ Use UTC for Timestamps

☒ Include Source

☒ Include Message

☐ Include RAW Message

☐ Raw Syslog message

☐ Webtrends syslog compatible

☐ Custom format

Custom Line Format

File Logging Options #2

### Use Circular Logging

File Configuration fields:	nCircularLogging
Description:	When enabled log files are created and over written in a cycle.

### Number of Log files

File Configuration fields:	nNumberOfLogfiles
Description:	Once the last logfile is reached, circular logging begins and over write the first log file again.

### Maximum File size

File Configuration fields:	nMaxFileSize
Description:	Max filesize of a log file, once this size is reached a new logfile is created.

### Clear logfile instead of deleting (File will be reused)

File Configuration fields:	nReUseFile
Description:	This option causes the File Action to truncate the logfile instead of deleting and recreating it.

## File Format

File Configuration fields:	nFileFormat  0 = WinSyslog 1 = Raw Syslog message 2 = WebTrends Syslog compatible
Description:	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p><b>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.</b></p>

## General file options

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

### Use XML to Report

File Configuration fields:	nUseXMLtoReport
Description:	If checked, the message part includes a complete XML-formatted information record. It includes additional information like timestamps, <a href="#">Syslog facility</a> 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

File Configuration fields:	nUseUTCForTimestamps
Description:	Please see the definition of <a href="#">UTC</a> 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>

File Configuration fields:	nFileDateTime nFileDateTimeReported nIncludeMessage nIncludeRAWMessage nFileSource nIncludeSourceInFilename nFileFacility nFilePriority
Description:	<p>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.</p> <p>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 <a href="#">UTC</a> 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.</p> <p>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 <a href="#">RFC 3164</a>. 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.</p> <p>The "Include Message" and "Include RAW Message" fields allow customizing the message part that is being written. The raw message is the message as – totally unmodified, was received. 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.</p>



### Custom Line Format

File Configuration fields:	szLineFormat
Description:	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%".

## 6.7.4 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 Adiscon Log analyzer (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.

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 need the database contents as specified. As such, malfunctions may occur if you modify the database assignments and then use these tools.

## Connection Options

Connection Options	
<input type="button" value="Configure DSN"/>	<input type="button" value="Verify Database"/>
<input type="button" value="Create Database"/>	
DSN	<input type="text"/>
User-ID	<input type="text"/>
Password	<input type="password"/> <input checked="" type="checkbox"/> Enable Password encryption
SQL Connection Timeout	1 Minute
SQL Options	
Table Name	SystemEvents
Statement Type	INSERT
Output Encoding	System Default
<input checked="" type="checkbox"/> Insert NULLValue if string is empty	
<input checked="" type="checkbox"/> Enable Detail Property Logging	
Detaildata Tablename	
	SystemEventsProperties
Maximum value length (Bytes):	512

#### Database Logging Options

### Configure DSN

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).

Please Note: The DSN must be a System DSN.

### Verify Database

The configuration client will attempt to establish a database connection to your configured ODBC System DSN.

### Create Database

If you click on this button, it will create the default tables for SystemEvents and SystemEventsProperties into the database specified in the DSN.

### DSN

File Configuration fields:	szODBCDsn
Description:	<p>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). Press the "Data Sources (ODBC)" button to start the operating system ODBC administrator where data sources can be added, edited and removed.</p> <p><b>Important:</b> 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.).</p>

### User-ID

File Configuration fields:	szODBCUid
Description:	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

File Configuration fields:	szODBCPwd
Description:	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

File Configuration fields:	nODBCEnCryption
Description:	<p>Check to store the ODBC password encrypted. If left unchecked, the password is stored unencrypted. We strongly recommend checking this box.</p> <p>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.</p>

### SQL Connection Timeout

File Configuration fields:	nSQLConnectionTimeOut
Description:	Defines the Timeout for the connection.

### Table Name

File Configuration fields:	szTableName
Description:	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".

### SQL Statement Type

File Configuration fields:	nSQLStatementType
Description:	You can select between a INSERT and Call Statement, which is Microsoft specific for Stored Procedures. This means also this type of SQL Statement will only work if

	MSSQL is used as database. If you select MSSQL Call Statement, the tablename field will automatically be used as stored procedure name.
--	---

### Output Encoding

File Configuration fields:	nOutputEncoding
Description:	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

File Configuration fields:	nPropertiesTable
Description:	<p>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).</p> <p>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.</p> <p>Please make sure you actually need this before activating it. As a side note, some of the MonitorWare Console reports may need detail logging.</p>

### Insert NULL Value if string is empty

File Configuration fields:	nSQLConnectionTimeout
Description:	This option inserts a NULL value, if a property is empty.

## Datatypes

Datafields			
	Fieldname	Fieldtype	Fieldcontent
	CurrUsage	int	▼ cumusage
	CustomerID	int	▼ CustomerID
	DeviceReportedTime	DateTime UTC	▼ timereported
	EventBinaryData	text	▼ %bdata%
	EventCategory	int	▼ category
	EventID	int	▼ id
	EventLogType	varchar	▼ NTEventLogType
	EventSource	varchar	▼ sourceproc
	EventUser	varchar	▼ user

The provided fieldnames are those that Adiscon's schema uses - you can add your own if you have a need for this.

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.

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%".

### Fieldname

File Configuration fields:	szFieldName_[n]
Description:	The <b>Fieldname</b> is the database column name. It can be any field inside the table.

### Fieldtype

File Configuration fields:	nFieldType_[n]  1 = varchar 2 = int 3 = text 4 = DateTime
Description:	<b>Fieldtype</b> 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.

### Fieldcontent

File Configuration fields:	szFieldContent_[n]
Description:	Finally, the <b>Fieldcontent</b> is the event property. For a complete list of supported properties, see <a href="#">Event properties</a> .

### 6.7.5 OLEDB Database Action

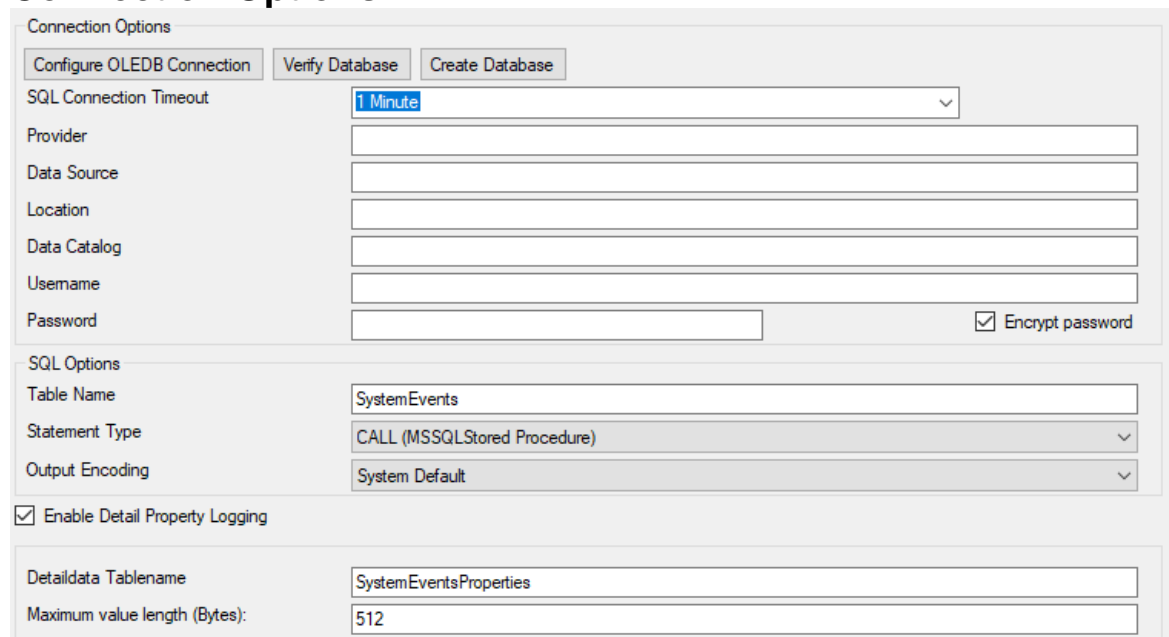
Due the changes to x64, it became more important to also support the newer database layer from Microsoft called OLEDB. The OLEDB Action works similar to the ODBC Action from configuration point of few. The MS SQL OLEDB Provider and JET4.0 OLEDB Provider have been successfully tested in the Win32 environment. Unfortunately, the JET4.0 Provider has not been ported to the x64 platform yet. In our internal performance tests, there was an enhancement of up to 30% compared to ODBC. So this action may also be interesting for people with a huge amount of incoming data.

This Action allows writing incoming events directly to any OLEDB - compliant database. 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 Loganalyzer (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.

The main feature of the "OLEDB Database Action" 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.

### Connection Options



Connection Options

Configure OLEDB Connection    Verify Database    Create Database

SQL Connection Timeout: 1 Minute

Provider:

Data Source:

Location:

Data Catalog:

Username:

Password: ☐ Encrypt password

SQL Options

Table Name: SystemEvents

Statement Type: CALL (MSSQLStored Procedure)

Output Encoding: System Default

☒ Enable Detail Property Logging

Detaildata Tablename: SystemEventsProperties

Maximum value length (Bytes): 512

#### OLEDB Database Action Options

### Configure OLEDB Connection

If you click on this button, it starts an OLEDB configuration wizard that will help you configuring your OLEDB datasource.

### Verify Database

The configuration client will attempt to establish a database connection to your configured OLEDB Connection.

## Create Database

If you click on this button, the configuration client will create the default tables for SystemEvents and SystemEventsProperties into your configured OLEDB database.

## SQL Connection Timeout

File Configuration fields:	nSQLConnectionTimeOut
Description:	Defines the Timeout for the connection

## Provider

File Configuration fields:	szProvider
Description:	OleDB Provider like SQL Server Client (SQLNCLI11.1). Should be filled automatically with <b>Configure OLEDB Connection</b> button.

## Data Source

File Configuration fields:	szDataSource
Description:	Datasource is most often the servername or ip address like SERVERNAME\SQLEXPRESS for example. Should be filled automatically with <b>Configure OLEDB Connection</b> button.

## Location

File Configuration fields:	szLocation
Description:	OLEDB Location. Should be filled automatically with <b>Configure OLEDB Connection</b> button.

## Data Catalog

File Configuration fields:	szDataCatalog
Description:	Is the database name in most cases. Should be filled automatically with <b>Configure OLEDB Connection</b> button.

## Username

File Configuration fields:	szUsername
Description:	Username used for authentication. Should be filled automatically with <b>Configure OLEDB Connection</b> button.

### Password

File Configuration fields:	szPassword
Description:	Password used for authentication. Should be filled automatically with <b>Configure OLEDB Connection</b> button.

### Encrypt password

File Configuration fields:	szPassword
Description:	Password used for authentication. Should be filled automatically with <b>Configure OLEDB Connection</b> button.

### Table Name

File Configuration fields:	szTableName
Description:	<p>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".</p> <p><b>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.</b></p>

### Statement Type

File Configuration fields:	nSQLStatementType
Description:	You can select between a INSERT and Call Statement, which is Microsoft specific for Stored Procedures. This means also this type of SQL Statement will only work if MSSQL is used as database. If you select MSSQL Call Statement, the tablename field will automatically be used as stored procedure name.

### Output Encoding

File Configuration fields:	nOutputEncoding
Description:	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

File Configuration	nPropertiesTable
--------------------	------------------



fields:	
Description:	<p>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).</p> <p>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.</p> <p>Please make sure you actually need this before activating it. As a side note, some of the MonitorWare Console reports may need detail logging.</p>

### Maximum value length (Bytes)

File Configuration fields:	nMaxValueLength
Description:	Maximum length in bytes for values stored in Detaildata table.

## Datafields

Datafields			
	Fieldname	Fieldtype	Fieldcontent
	CurrUsage	int	▼ curusage
	CustomerID	int	▼ CustomerID
	DeviceReportedTime	Date Time UTC	▼ timereported
	EventBinaryData	text	▼ %bdata%
	EventCategory	int	▼ category
	EventID	int	▼ id
	EventLogType	varchar	▼ NTEventLogType
	EventSource	varchar	▼ sourceproc
	EventUser	varchar	▼ user

The provided names are those that Adiscon's schema uses - you can add your own if you have a need for this.

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.

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.

### Fieldname

File Configuration fields:	szFieldName_[n]
Description:	The <b>Fieldname</b> is the database column name. It can be any field inside the table.

### Fieldtype

File Configuration fields:	nFieldType_[n]  1 = varchar 2 = int 3 = text 4 = DateTime
Description:	<b>Fieldtype</b> 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.

### Fieldcontent

File Configuration fields:	szFieldContent_[n]
Description:	Finally, the <b>Fieldcontent</b> is the event property. For a complete list of supported properties, see <a href="#">Event properties</a> .

## 6.7.6 Event Log options

This tab is used to configure the logging to the Windows 2000 or XP event log. It is primarily included for legacy purposes.

☒ Use logsource from service  
☐ Replace Event Log Source

Custom Eventlog Source:

☐ Enable custom Eventlog Channel

Custom Eventlog Channel:

Use Custom Eventlog Type:

Event ID:

Message to log:

### Event Logging Options

#### Use logsource from service

File Configuration fields:	bUseCustomEventLog = 0
Description:	Takes the service name as logsource for the log entry. This option is enabled by default.

#### Replace Event Log Source

File Configuration fields:	bUseCustomEventLog = 1
Description:	<p>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 <a href="#">Syslog facility</a>. This mode helps to quickly gather information about the system state in Windows event viewer.</p> <p><b>However, this mode has its drawbacks.</b> 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.</p> <p>Users should fully understand the implications of this mapping mechanism for their environment before turning this option on.</p>

#### Custom Event Source

File Configuration fields:	szCustomSource
Description:	EventSource is now fully configurable with all possibilities the property engine gives you. <b>Please note that content of this field can be configured.</b> <a href="#">Event properties</a>

are described in the [property replacer section](#).

### Use Custom Eventlog Type

File Configuration fields:	nEventType  0 = EVENTLOG_SUCCESS (Information event) 1 = EVENTLOG_ERROR_TYPE (Error event) 2 = EVENTLOG_WARNING_TYPE (Warning event) 4 = EVENTLOG_INFORMATION_TYPE (Information event) 8 = EVENTLOG_AUDIT_SUCCESS (Success Audit event) 16 = EVENTLOG_AUDIT_FAILURE (Failure Audit event)
Description:	The type – or severity – this log entry is written with. Select from the available Windows system values.

### EventID

File Configuration fields:	nEventID
Description:	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

File Configuration fields:	szMessagecontent
Description:	<p>It is the message which will be logged into the Windows event log. It is fully configurable what is logged into the Eventlog.</p> <p>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.</p> <p><b>Please note that The message content of the message field can be configured. <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b></p>

## 6.7.7 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.

## Mail Server Options

Name: Send Email Enabled Comments Settings Confirm Reset Copy from ...

Mail Server Options Mail Format Options

Mailserver

Mailserver port

☐ Enable Backup Server, used if first Mailserver fails

Backup Mailserver

Backup Mailserver port

☐ Use SMTP Authentication

SMTP Username

SMTP Password

Session Timeout  milliseconds

☐ Use a secure connection (SSL) to the mail server

☐ Use STARTTLS SMTP Extension

☐ Use UTC Time in Date-Header

### Forward Email Properties - Server Options

#### Mailserver

File Configuration fields:	szSMTPServer
Description:	<p>This is the Name or IP address of the mail server to be used for forwarding messages. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address. 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.</p> <p>The service expects to talk to a standard SMTP mail server. Message relaying to the final destination must be permitted.</p>

#### Mailserver Port

File Configuration fields:	nSMTPPort
Description:	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.

#### Enable Backup Server, used if first Mailserver fails

File Configuration fields:	nEnableBackupServer
Description:	When enabled, you can configure a second Mailserver that will be used if the regular Mailserver is not available/accessible.

### Backup Mailserver

File Configuration fields:	szSMTPServerBackup
Description:	In case that the connection to the main configured mail server can not be established, the backup mail server is tried. Note that an error is only generated, if the connection to the backup server fails as well.

### Backup Mailserver Port

File Configuration fields:	nSMTPPortBackup
Description:	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.

### Use SMTP Authentication

File Configuration fields:	nUseSMTPAuth
Description:	<p>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.</p> <p>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.</p> <p>If the mail server does not support authentication, leave this box unchecked.</p> <p>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.</p>

### Session Timeout

File Configuration fields:	nTimeoutValue
Description:	<p>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.</p> <p>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.</p>

	<p>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.</p> <p>The session timeout is user configurable between 1 and 2147483647 milliseconds (32bit integer) or different pre-set values. Larger values are not supported as they probably affect the SMTP server performance and can lead to unpredictable results.</p> <p>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.</p>
--	---

### Use a secure connection (SSL) to the mail server

File Configuration fields:	nUseSSL
Description:	This option enables SSL-secured traffic to the mail server. Please note, that this only works, if the receiving mail server supports SSL-secured transmission of emails.

### Use STARTTLS SMTP Extension

File Configuration fields:	nUseStartTLSMethod
Description:	This extension is required for SMTP Servers which can optionally enable encryption during communication.

### Use UTC time in Date-Header

File Configuration fields:	nUseUTCTimeStamp
Description:	Some Email Readers do not support UTC time in date-headers. Therefore here is a switch to turn the UTC time on or off.

## Mail Format Options

*Forward Email Properties - Format Options*

### Sender Emailaddress

File Configuration fields:	szSMTPSender
Description:	Some Email Readers do not support UTC time in date-headers. Therefore here is a switch to turn the UTC time on or off.

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 Emailaddress

File Configuration fields:	szSMTPRecipient
Description:	The recipient emails are addressed to. To send a message to multiple recipients, enter all recipient's email addresses in this field. Separate addressed 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.

### Use legacy subject line processing

File Configuration fields:	nUseLegacySubjectProcessing
Description:	<p>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.</p> <p>In legacy mode, the following replacement characters are recognized inside the subject line:</p>



	<p>%s IP address or name (depending on the "resolve hostnames" setting) of the source system that sent the message.</p> <p>%f Numeric facility code of the received message</p> <p>%p Numeric priority code of the received message</p> <p>%m 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.</p> <p>%% It represents a single % sign.</p> <p>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"</p> <p>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.</p> <p>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).</p>
--	--

## Subject

File Configuration fields:	szSMTPSubject
Description:	<p>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.</p> <p>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).</p>

	<p>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.</p> <p>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.</p> <p>Please note that The message content of the Message field can be configured. Event properties are described in the property replacer section.</p>
--	--

### Mail Priority

File Configuration fields:	nMailPriority  0 = low 1 = Default 2 = High
Description:	Here you can adjust the priority with which the mail will be sent. You can choose between "low", "normal" and "high" priority. With this you can give your setup some complexity, being able to send some events as "important" and others with less importance.

### Mail Message Format

File Configuration fields:	szSMTPBody
Description:	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.

### Output Encoding

File Configuration fields:	nOutputEncoding
Description:	Determines the character encoding mode.

### Include message / event in email body

File Configuration fields:	nIncludeMessage
Description:	<p>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.</p> <p>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.</p>

	<p>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.</p> <p>This option is must useful together with a well-formatted subject line in non-legacy mode.</p>
--	--

### Use XML to Report

File Configuration fields:	nUseXMLtoReport
Description:	<p>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.</p> <p>If unchecked, just the plain text message will be included in the mail. This format is more readable for a human reader.</p>

## 6.7.8 Forward Syslog Options

This dialog controls Syslog forwarding options.

### Protocol Type

There are various ways to transmit syslog messages. In general, they can be sent via [UDP](#), [TCP](#) or [RFC 3195](#) RAW. Typically, syslog messages are received via UDP protocol, which is the default. UDP is understood by almost all servers, but doesn't guarantee transport. In plain words, this means that syslog messages sent via UDP can get lost if there is a network error, the network is congested or a device (like a router or switch) is out of buffer space. Typically, UDP works quite well. However, it should not be used if the loss of a limited number of messages is not acceptable.

TCP and RFC 3195 based syslog messages offer much greater reliability. RFC 3195 is a special standardized transfer mode. However, it has not received any importance in practice. Servers are hard to find. As one of the very few, Adiscon products support RFC 3195 also in the server implementations. Due to limited deployment, however, RFC 3195 is very little proven in practice. Thus we advise against using RFC 3195 mode if not strictly necessary (e.g. part of your requirement sheet).

TCP mode comes in three flavours. This stems back to the fact that transmission of syslog messages via plain TCP is not yet officially standardized (and it is doubtful if it ever will be). However, it is the most relevant and most widely implemented reliable transmission mode for syslog. It is a kind of unwritten industry standard. We support three different transmission modes offering the greatest compatibility with all existing implementations. The mode "TCP (one message per connection)" is a compatibility mode for Adiscon servers that are older than roughly June 2006. It may also be required for some other vendors. We recommend not to use this setting, except when needed. "TCP (persistent connection)" sends multiple messages over a single connection, which is

held open for an extended period of time. This mode is compatible with almost all implementations and offers good performance. Some issues may occur if control characters are present in the syslog message, which typically should not happen. The mode "TCP (octet-count based framing)" implements algorithms of an upcoming (but not yet finalized) IETF standard. It also uses a persistent connection. This mode is reliable and also deals with embedded control characters very well. However, there is only a limited set of receivers known to support it. As of this writing (January 2007), there were no non-Adiscon receivers supporting that mode. We expect progress once the IETF standard is officially out.

As a rule of thumb, we recommend to use "TCP (octet-count based framing)" if you are dealing only with (newer) Adiscon products. Otherwise, "TCP (persistent connection)" is probably the best choice. If you select one of these options, you can also select a timeout. The connection is torn down if that timeout expires without a message being sent. We recommend to use the default of 30 minutes, which should be more than efficient. If an installation only occasionally sends messages, it could be useful to use a lower timeout value. This will free up connection slots on the server machine.

## Syslog Target Options

Protocol Type: UDP

Syslog Target Options | Syslog Message Options | UDP related Options

Syslog Send mode

☒ Use single syslog server with optional backup server

Syslog Receiver Options

Syslog Server:

Syslog Port:

☐ Use this backup syslog server if first one fails.

Backup Syslog Server:

Backup Syslog Port:

☐ Use round robin (multiple syslog servers)

Amount of messages send to each syslog server before load balancing:

Syslog Servers

	Syslog Server	Syslog Port
*	127.0.0.1	514

*Forward Syslog Properties*

## Syslog Send mode

File Configuration fields:	nSendMode
Description:	<p>The Sendmode has been added since 2018 into all products supporting the forward syslog action.</p> <p>There are two options are available.</p> <p><b>Use single syslog server with optional backup server</b> This is the classic syslog send mode which uses a primary syslog server and a secondary backup syslog server if configured.</p> <p><b>Use round robin (multiple syslog servers)</b> This new method allows you to configure multiple targets that will be used one by one after a configured amount of messages has been send to each target.</p>

## Syslog Server (Syslog Send mode)

File Configuration fields:	szSyslogSendServer
Description:	This is the name or IP address of the system to which Syslog messages should be sent to. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address.

## Syslog Port (Syslog Send mode)

File Configuration fields:	nSyslogSendPort
Description:	<p>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. Set the port to 0 to use the system-supplied default value (which defaults to 514 on almost all systems).</p> <p>Instead of the port number, a service name can be used. If so, that name is looked up via the socket service database functions.</p>

## Use this backup syslog server if first one fails

File Configuration fields:	nEnableBackupServer
Description:	The backup server is automatically used if the connection to the primary server fails. The primary server is automatically retried when the next Syslog session is opened. This option is only available when using TCP syslog.

## Amount of messages send to each syslog server before load balancing

File Configuration fields:	nRoundRobinMsgCount
----------------------------	---------------------

Description:	When using round robin mode, this is the amount of messages to be send to each configured syslog server.
--------------	--

## Syslog Servers

### Syslog Server (Round robin mode)

File Configuration fields:	szSyslogServer_[n]
Description:	This is the name or IP address of the system to which Syslog messages should be sent to. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address.

### Syslog Port (Round robin mode)

File Configuration fields:	nSyslogPort_[n]
Description:	<p>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. Set the port to 0 to use the system-supplied default value (which defaults to 514 on almost all systems).</p> <p>Instead of the port number, a service name can be used. If so, that name is looked up via the socket service database functions.</p>

## Syslog Message Options

Syslog Message Options | SSL/TLS related Options | TCP related Options | UDP related Options

☐ Disable processing, forward as it is.  
☒ Use legacy RFC 3164 processing  
☐ Use RFC 5424 processing (recommended)  
☐ Use Custom Syslog Header

Use Custom Syslog Header

Output Encoding: System Default

☒ Include UTF8 BOM in message  
☐ Use XML to Report  
☐ Forward as MWAgent XML representation code  
☐ Use CEE enhanced Syslog Format

Message Format

☐ Add Syslog Source when forwarding to other Syslog servers  
☐ Use zLib Compression to compress the data.

Compression Level: Best Compression

Overwrite Syslog Properties

Syslog Facility: --Disabled--  
 Syslog Priority: --Disabled--

### Syslog Message Options

## Syslog processing

File Configuration fields:	bProcessDuringRelay  0 = Disable processing 1 = RFC3164 Header 2 = RFC5424 Header 3 = Custom Syslog Header
Description:	With this settings you can assign how your syslog messages will be processed. For processing syslog you can choose out of four different options. You can use <a href="#">RFC3164</a> or RFC5424 (recommended) which is the current syslog standard, you are able to customize the syslog header or you do not process your syslog and forwards it as it is.

## Custom Header Format

File Configuration fields:	szCustomSyslogHeader
Description:	In this field you can specify the contents of your syslog header. This option is only available when you choose "Use Custom Syslog Header" in the Syslog Processing menu. The contents can be either a fixed message part which you can write into the

field yourself or you use properties as dynamic content. By default the Header field is filled with the content of the RFC 5424 header.

**Please note that the header content of the Header field can be configured.**  
[Event properties](#) are described in the [property replacer section](#).

## Output Encoding

File Configuration fields:	nOutputEncoding
Description:	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.

## Include UTF8 BOM in message

File Configuration fields:	nProtocolType
Description:	If enabled (default), the UTF8 BOM code will be prepended to the output message if you are using UTF8 Output encoding. If the syslog receiver cannot handle and remove the UTF8 BOM you can disabled this option.

## Use XML to Report

File Configuration fields:	bReportInXML
Description:	<p>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.</p> <p>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.</p>

## Forward as MW Agent XML Representation Code

File Configuration fields:	nForwardIUT
Description:	<p>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 &amp; 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.</p> <p>Use CEE enhanced Syslog Format</p> <p>If enabled, the new CEE enhanced Syslog format will be used (work in progress). All useful properties will be included in a JSON Stream. The message itself can be</p>



included as well, see the "Include message property in CEE Format" option. Here is a sample how the format looks like for a security Eventlog message:

```
@cee: {"source": "machine.local", "nteventlogtype": "Security", "sourceproc":
"Microsoft-Windows-Security-Auditing", "id": "4648", "categoryid": "12544",
"category": "12544", "keywordid": "0x8020000000000000", "user": "N\\A",
"SubjectUserSid": "S-1-5-11-22222222-33333333-44444444-5555",
"SubjectUserName": "User", "SubjectDomainName": "DOMAIN", "SubjectLogonId":
"0x5efdd", "LogonGuid": "{00000000-0000-0000-0000-000000000000}",
"TargetUserName": "Administrator", "TargetDomainName": " DOMAIN ",
"TargetLogonGuid": "{00000000-0000-0000-0000-000000000000}",
"TargetServerName": "servername", "TargetInfo": " servername ", "ProcessId":
"0x76c", "ProcessName": "C:\\Windows\\System32\\spoolsv.exe", "IpAddress": "-",
"IpPort": "-", "catname": "Logon", "keyword": "Audit Success", "level":
"Information", }
```

Additionally to this format you can set Include message property in CEE Format

If enabled, the message itself will be included in the JSON Stream as property.  
Disable this option if you do not want the message itself in the CEE Format.

**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.**

## Use CEE enhanced Syslog Format

File Configuration fields:	nReportInJSON
Description:	If enabled, the Syslog message will be converted into a valid CEE JSON String.

## Message Format

File Configuration fields:	szMessageFormat
Description:	The custom format lets you decide how the content of a syslog message looks like. You can use properties to insert content dynamically or have fixed messages that appear in every message. <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a> .

## Add Syslog Source when forwarding to other Syslog servers

File Configuration fields:	nSyslogInsertSource
Description:	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 zlib Compression to compress the data

File Configuration fields:	nUseCompression
Description:	With this option you can set the grade of compression for your syslog messages. For more information please read the note at the bottom of this page.

## Compression Level

File Configuration fields:	nCompressionLevel  1 = Best Speed 3 = Low Compression 6 = Normal Compression 9 = Best Compression
Description:	<p>With this option you can set the grade of compression for your syslog messages. For more information please read the note at the bottom of this page.</p> <p><b>Note on Using Syslog Compression</b></p> <p>Compressing syslog messages is an experimental feature. There is only a very limited set of receivers who is able to understand that format. Turning on compression can save valuable bandwidth in low-bandwidth environments. Depending on the message, the saving can be anything from no saving at all to about a reduction in half. The best savings ratios have been seen with Windows event log records in XML format. In this case, 50% or even a bit more can be saved. Very small messages do not compress at all. Typical syslog traffic in non-xml format is expected to compress around 10 to 25%.</p> <p>Please note that compression over TCP connections requires a special transfer mode. This mode bases on an upcoming IETF standard (syslog-transport-tls) that is not yet finalized. That transfer mode is highly experimental in itself. As a result, future releases of our product might not be able to work with the current implementation. So there is a chance that you need to exchange all parts of the syslog/TCP system in future releases. Backwards compatibility can not be guaranteed.</p> <p>Besides the fact that the mechanisms behind compression are experimental, the feature itself is solid.</p>

## Overwrite Syslog Properties

### Syslog Facility

File Configuration fields:	nSyslogFacility
----------------------------	-----------------

Description:	When configured, will overwrite the Syslog Facility with the configured value.
--------------	--

## Syslog Priority

File Configuration fields:	nSyslogPriority
Description:	When configured, will overwrite the Syslog Priority with the configured value.

## SSL/TLS related Options

☒ Enable SSL / TLS Encryption. Note if this Option is enabled, this action will not be able to connect to NON-SSL Syslog Servers.

TLS Mode

Anonymous authentication

Select common CA PEM

Browse

Select Certificate PEM

Browse

Select Key PEM

Browse

Advanced TLS Options

☐ Allow SSL v3 (insecure)  
☐ Allow TLS v1.0 (insecure)  
☒ Allow TLS v1.1  
☒ Allow TLS v1.2

☐ Use OpenSSL configuration commands

By enabling this option, you can set OpenSSL configuration commands directly. For more informations on available configuration parameters for each command type, visit this page:  
[https://www.openssl.org/docs/man1.0.2/ssl/SSL\\_CONF\\_cmd.html](https://www.openssl.org/docs/man1.0.2/ssl/SSL_CONF_cmd.html)

Configuration commands list

	Command Type	Command Value
►	CipherString	▼
	Protocol	▼ ALL, -no_ssl2, -no_ssl3
*	Protocol	▼ ALL, -no_ssl2, -no_ssl3

### SSL/TLS related Options

## Enable SSL / TLS Encryption

File Configuration fields:	nUseSSL
Description:	If this option is enabled, the action will not be able to talk to a NON-SSL secured server. The method used for encryption is compatible to RFC5425 (Transport Layer Security (TLS) Transport Mapping for Syslog).

## TLS Mode

File Configuration fields:	nTLSMode
Description:	<p><b>Anonymous Authentication</b> Default option. This means that a default certificate will be used.</p> <p><b>Use Certificate</b> If this option is enable, you can specify your own certificate. For further authentication solutions, you will need to create your own certificates using OpenSSL Tools for example.</p>

### Select common CA PEM

File Configuration fields:	szTLSCAFile
Description:	Select the certificate from the common Certificate Authority (CA). The syslog receiver should use the same CA.

### Select Certificate PEM

File Configuration fields:	szTLSCertFile
Description:	Select the client certificate (PEM Format).

### Select Key PEM

File Configuration fields:	szTLSKeyFile
Description:	Select the keyfile for the client certificate (PEM Format).

### Allow SSL v3

File Configuration fields:	nTLSAllowSSLv3
Description:	This option enables insecure protocol method SSLv3. We recommend NOT enabling this option as SSLv3 is considered broken.

### Allow SSL v1.0

File Configuration fields:	nTLSAllowTLS10
Description:	This option enables insecure protocol method TLSv1. We recommend NOT enabling this option as TLSv1 is considered broken.

### Allow SSL v1.1

File Configuration	nTLSAllowTLS11
--------------------	----------------

fields:	
Description:	This option enables protocol method TLS1.1 which is enabled by default.

### Allow SSL v1.2

File Configuration fields:	nTLSAllowTLS12
Description:	This option enables protocol method TLS1.2 which is enabled by default.

### Use OpenSSL configuration commands

File Configuration fields:	nTLSUseConfigurationCommands
Description:	<p>By enabling this option, you can set OpenSSL configuration commands directly. For more information's on available configuration parameters for each command type, visit this page:  <a href="https://www.openssl.org/docs/man1.0.2/ssl/SSL_CONF_cmd.html">https://www.openssl.org/docs/man1.0.2/ssl/SSL_CONF_cmd.html</a></p> <p>We allow to the set the following OpenSSL configuration commands in the configuration commands list:</p> <ul style="list-style-type: none"> <li>• CipherString: Sets the allowed/dissallowed used Ciphers. Setting this value will <b>OVERWRITE</b> the internal default ciphers.</li> <li>• SignatureAlgorithms: This sets the supported signature algorithms for TLS v1.2.</li> <li>• Curves: This sets the supported elliptic curves.</li> <li>• Protocol: Sets the supported versions of the SSL or TLS protocol. This will <b>OVERWRITE</b> the Allow SSL options from above!</li> <li>• Options: The value argument is a comma separated list of various flags to set.</li> </ul> <p>When setting advanced configuration commands, we highly recommend to enable debug logging and review it after changes have been made. An error will be logged in the debug logfile if a configuration command cannot be processed successfully.</p>

## TCP related Options

The screenshot shows the 'TCP related Options' tab in the MonitorWare Agent configuration window. The 'Protocol Type' is set to 'TCP (persistent connection)'. Under 'Syslog Target Options', the 'Session Timeout' is set to '30 minutes'. The checkbox 'Use Diskqueue if connection to Syslog Server fails' is unchecked. Under 'Syslog Message Options', 'Split files if this size is reached' is set to '10485760'. The 'Diskqueue Directory' is set to 'D:\lcvsroot\adiscon-client\MWAgent\bin\Release' with a 'Browse' button. 'Waittime between connection tries' is set to '15 seconds'. 'Overrun Prevention Delay (ms)' is set to '1' milliseconds. The checkbox 'Double wait time after each retry' is unchecked. 'Limit wait time doubling to' is set to '10'. The checkbox 'Enable random wait time delay' is unchecked. 'Maximum random delay' is set to '5 seconds'.

### *TCP related Options*

When using TCP-based syslog forwarding, you have the additional option to use the diskqueue. Whenever a connection to a remote syslog server fails, the action starts caching the syslog messages into temporary files. The folder for these files can be configured. The filenames are generated using a unique GUID which is automatically generated for each Action, thus enabling you to use this feature in multiple Actions. Once the syslog server becomes available again, the cached messages are being sent automatically. If you restart the Service while the Syslog Cache was active, it cannot be checked during service startup if the syslog server is available now. Once the action is called again, the check is done and if the syslog server is available, the messages are being sent. The size of this cache is only limited by the disk size. Files are splitted by 10MB by default, but this can also be configured. The maximum supported file size is 2GB.

**Please Note:** This option is not available for UDP or RFC3195.

### Session Timeout

File Configuration fields:	nTimeoutValue
Description:	Timeout value for TCP persistent and octet-count based framing connections.

### Use Diskqueue if connection to Syslog Server fails

File Configuration fields:	nUseDiscQueue
Description:	Enable diskqueuing syslog messages after unexpected connection loss.

### Split files if this size is reached

File Configuration fields:	nDiskQueueMaxFileSize
----------------------------	-----------------------

Description:	Files will be split until they reach the configured size in bytes. The maximum support file size is 2147483648 bytes (2GB).
--------------	---

### Diskqueue Directory

File Configuration fields:	szDiskQueueDirectory
Description:	The directory where the queue files will be generated in. The queuefiles will be generated with a dynamic UUID bound to the action configuration.

### Waittime between connection tries

File Configuration fields:	nDiskCacheWait
Description:	The minimum waittime until the Syslog Action retries to establish a connection to the syslog server after failure.

### Overrun Prevention Delay (ms)

File Configuration fields:	nPreventOverrunDelay
Description:	When the Action is processing syslog cache files, an overrun prevention delay can be added to avoid flooding the target syslog server.

### Double wait time after each retry

File Configuration fields:	bCacheWaittimeDoubling
Description:	If enabled, the configured waittime is doubled after each try.

### Limit wait time doubling to

File Configuration fields:	nCacheWaittimeDoublingTimes
Description:	How often the waittime is doubled after a failed connection try.

### Enable random wait time delay

File Configuration fields:	bCacheRandomDelay
Description:	If enabled, a some random time will be added into the waittime delay. When using many syslog senders, this can avoid that all senders start sending cached syslog data to the syslog server at the same time.

### Maximum random delay

File Configuration fields:	nCacheRandomDelayTime
Description:	maximum random delay time that will be added to the configured waittime if <b>Enable random wait time delay</b> is enabled.

### UDP related Options

Syslog Message Options   SSL/TLS related Options   TCP related Options   **UDP related Options**

☐ Enable IP Spoofing for the UDP Protocol. See the manual for more details

Fixed IP or single property     

#### UDP related Options

### Enable IP Spoofing for the UDP Protocol

File Configuration fields:	nSpoofIPAddress
Description:	This option enables you to spoof the IP Address when sending Syslog messages over UDP. Some notes regarding the support of IP Spoofing. It is only supported the UDP Protocol and IPv4. IPv6 is not possible yet. Due system limitations introduced by Microsoft, <b>IP Spoofing is only possible on Windows Server 2003, 2008 or higher. It is NOT possible in Windows XP, VISTA, 7 or higher.</b> For more information see the Microsoft explanation. Also please note that most routers and gateways may drop network packages with spoofed IP Addresses, so it may only work in local networks.

### Fixed IP or single property

File Configuration fields:	szSpoofedIPAddress
Description:	You can either use a static IP Address or a property. When using a property, the IP Address is tried to be resolved from the content of the property. For example by default the %source% property is used. If the name in this property cannot be resolved to an IP Address, the default local IP Address will be used.

## 6.7.9 Forward SETP Options

This dialog controls the Send options. With the "Send SETP" action, messages can be sent to a SETP server.



Name: Send SETP Enabled Comments Settings Confirm Reset

Servename

Default SETP Port

☐ 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

Timeout Options

Session Timeout

Connection Timeout

Send / Receive Timeout

*Send SETP Dialog***Servename**

File Configuration fields:	szServer
Description:	The MonitorWare Agent sends <a href="#">SETP</a> to the server / listener under this name. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address.

**Default SETP Port**

File Configuration fields:	nMIAPSendPort
Description:	<p>The Send <a href="#">SETP</a> sends outgoing requests on this port. The default value is 5432. Set the port to 0 to use the system-supplied default value (which defaults to 5432 if not modified by a system administrator).</p> <p>Instead of the port number, a service name can be used. If so, that name is looked up via the socket service database functions. The lookup is for protocol TCP.</p> <p><b>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 Windows Event Log.</b></p>

**Enable SSL / TLS Encryption.**

File Configuration fields:	nUseSSL
Description:	If this option is enabled then this action will be able to connect to SSL/TLS <a href="#">SETP</a> servers. Please make sure that you want this option to be enabled.

**Use zLib Compression to compress the data**

File Configuration	nZlibComp
--------------------	-----------

fields:	
Description:	It enables zLib compression support. Note that the SETP receiver must have zLib Compression support and enabled, otherwise it does not work.

### Compression Level

File Configuration fields:	nCompLevel  1 = Best Speed 3 = Low Compression 6 = Normal Compression 9 = Best Compression
Description:	Higher level results in better compression but slower performance.

### Session Timeout

File Configuration fields:	nTimeOutSession
Description:	The maximum time a session to a SETP server is to be kept open.

### Connection Timeout

File Configuration fields:	nConnectTimeOut
Description:	Maximum time a connection can take to connect or disconnect.

### Send / Receive Timeout

File Configuration fields:	nSendRecvTimeOut
Description:	When sending or receiving data, this timeout applies.  <b>Please note:</b> If this option is enabled, this action is not be able to connect to NON-SSL SETP servers.

## 6.7.10 Send RELP

This action is roughly equivalent to the "send syslog" action, except that it utilizes the new reliable event logging protocol ([RELP](#)) for message transmission. It can only be used together with a [RELP](#)-enabled receiver but then provides enhance reliability in the communications process.

Note that for reliable operation where messages should be preserved over a service shutdown, queue cache mode must be activated. This is because RELP guards only the transmission channel, but not local processing.

RELp Servename	<input type="text" value="127.0.0.1"/>
RELp Port	<input type="text" value="2514"/>
Session Timeout	<input type="text" value="30 seconds"/>
Send /Receive Timeout	<input type="text" value="1 Minute"/>
Message Format	<input type="text" value="%msg%"/> <input type="button" value="Insert"/>
<input checked="" type="checkbox"/> Enable SSL / TLS Encryption.	
TLS Mode	<input type="text" value="Anonymous authentication"/>
Select common CA PEM	<input type="text"/> <input type="button" value="Browse"/>
Select Certificate PEM	<input type="text"/> <input type="button" value="Browse"/>
Select Key PEM	<input type="text"/> <input type="button" value="Browse"/>

Figure 1: Send RELP Properties

**RELp Servename**

File Configuration fields:	szSelpSendServer
Description:	This is the name or IP address of the system to which RELP messages should be sent to. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address.

**RELp Port**

File Configuration fields:	nSelpSendPort
Description:	<p>The remote port on the RELP server to report to. If in doubt, please leave it at the default value of 20514, which is typically the RELP port. Different values are only required for special setups, for example in security sensitive areas.</p> <p>Instead of the port number, a service name can be used. If so, that name is looked up via the socket service database functions.</p>

**Session Timeout**

File Configuration fields:	nTimeOutSession
Description:	The maximum time a session to a SETP server is to be kept open.

**Send / Receive Timeout**

File Configuration	nSendTimeOut
--------------------	--------------

fields:	
Description:	The maximum time a server waits for a response of a remote server. When the timeout expires without receiving a response, the connection is broken and (based on rule settings) being reestablished. This can be a useful option if the remote system drops connections for whatever reason AND the sender system is not notified about this (which, for example, can happen due to some firewall configurations).

### Messageformat

File Configuration fields:	szMessage
Description:	You can change the message format. By default the original message is forwarded.  <b>Please note that the message content of the Message field can be configured. <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b>

### Enable SSL / TLS Encryption

File Configuration fields:	nUseSSL
Description:	If this option is enabled, the action will not be able to talk to a NON-SSL secured server.

### TLS Mode

File Configuration fields:	nTLSMode
Description:	<b>Anonymous Authentication</b> Default option. This means that a default certificate will be used.  <b>Use Certificate</b> If this option is enable, you can specify your own certificate. For further authentication solutions, you will need to create your own certificates using OpenSSL Tools for example.

### Select common CA PEM

File Configuration fields:	szTLSCAFile
Description:	Select the certificate from the common Certificate Authority (CA). The RELP Receiver should use the same CA.

### Select Certificate PEM

File Configuration fields:	szTLSCertFile
Description:	Select the client certificate (PEM Format).

**Select Key PEM**

File Configuration fields:	szTLSKeyFile
Description:	Select the keyfile for the client certificate (PEM Format).

**6.7.11 Send MSQueue**

In order to use this Action, the "Microsoft Message Queue (MSMQ) Server" needs to be installed. This Action can be used to send a message into the Microsoft Message Queue.

Server Computename/IP	<input type="text" value="localhost"/>	
Queue name	<input type="text"/>	
Queue Priority	<input type="text" value="3"/>	▼
Queue Message Label	<input type="text" value="Message"/>	<input type="button" value="Insert"/>
Queue Message Body	<input type="text" value="%msg%"/>	<input type="button" value="Insert"/>

*Send MSQueue Properties*

**Server Computename/IP**

File Configuration fields:	szComputerName
Description:	Sets the computename or IP which contains the MSQueue you want to query. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address.

**Queue name**

File Configuration fields:	szQueueName
Description:	Specify the Queue name into which you want to write.

**Queue Priority**

File Configuration fields:	nMessagePriority
Description:	Configure or set the priority property here.

**Queue Message Label**

File Configuration fields:	szQueueLabel
----------------------------	--------------

Description:	Sets the Label text of a queue item.
--------------	--------------------------------------

### Queue Message Body

File Configuration fields:	szQueueBody
Description:	The text here will be set to the body of a queue item.

## 6.7.12 Start Program

This dialog controls the start process 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 process 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.

*Start Process Dialog*

### Command to execute

File Configuration fields:	szCommand
Description:	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

File Configuration fields:	nUseLegacyProcessing
Description:	When enabled, old style parameter processing is used. Otherwise all properties can be used.

## Parameters

File Configuration fields:	szParameters												
Description:	<p>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.</p> <p>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:</p> <table border="1"> <tr> <td>%d</td><td>Date and time in local time</td></tr> <tr> <td>%s</td><td>IP address or name (depending on the "resolve hostnames" setting) of the source system that sent the message.</td></tr> <tr> <td>%f</td><td>Numeric facility code of the received message</td></tr> <tr> <td>%p</td><td>Numeric priority code of the received message</td></tr> <tr> <td>%m</td><td>The message itself</td></tr> <tr> <td>%%</td><td>Represents a single % sign.</td></tr> </table> <p>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:</p> <p>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!</p>	%d	Date and time in local time	%s	IP address or name (depending on the "resolve hostnames" setting) of the source system that sent the message.	%f	Numeric facility code of the received message	%p	Numeric priority code of the received message	%m	The message itself	%%	Represents a single % sign.
%d	Date and time in local time												
%s	IP address or name (depending on the "resolve hostnames" setting) of the source system that sent the message.												
%f	Numeric facility code of the received message												
%p	Numeric priority code of the received message												
%m	The message itself												
%%	Represents a single % sign.												

## Sync Timeout

File Configuration fields:	nSyncTimeOut
Description:	<p>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.</p> <p>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.</p> <p>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.</p>

For performance reasons, we also strongly recommend to use the "Start Program" action only for rules that apply relatively seldom.

### 6.7.13 Play Sound

This action allows you to play a sound file. Since Windows VISTA/2008/7, Microsoft has disabled any interaction between a system service and the user desktop. This includes playing sounds as well. So if you want to use the Play Sound Action on any of this Windows Version, you will need to run the service in console mode (From command prompt with the -r option).

*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

File Configuration fields:	szFilename
Description:	<p>Please enter the name of the sound file to play. <b>This must be a .WAV file</b>, other formats (like MP3) are <b>not</b> 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).</p> <p>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).</p>

#### Playcount

File Configuration fields:	nCount
Description:	<p>This specifies how many times the file is played. It can be re-played up to a hundred times.</p> <p>Please note: Playing sounds is performance intense and MonitorWarthe Service will block all other actions while sounds are being played. As such, we recommend to limit the duration and repeat count of sounds played.</p>



**Delay between Plays**

File Configuration fields:	nDelay
Description:	If multiple repeats are specified, this is the amount of time that is to be waited for between each individual play.

**6.7.14 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.

*Send to Communications Port Options*

**Timeout Limit**

File Configuration fields:	nTimeOutLimit
Description:	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.

**Send message to this communication port**

File Configuration fields:	szPortName
Description:	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

File Configuration fields:	szPortSettings
Description:	Use those settings that your device expects. Please consult your device manual if in doubt.

### Bits per Seconds

File Configuration fields:	nBps
Description:	Bits per second can be 110 and go up to 256000, by default 57600 is selected.

### Databits

File Configuration fields:	nDatabits
Description:	Databits defines that how many bits you want to send and receive to the communication port.

### Parity

File Configuration fields:	nParity
Description:	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

File Configuration fields:	nStopbits
Description:	<p>You can configure the number of stop bits to be used. This can be one of the following values:</p> <ol style="list-style-type: none"> <li>1 stop bit</li> <li>1.5 stop bits</li> <li>2 stop bits</li> </ol>

### DTR Control Flow

File Configuration fields:	nDtsControl
Description:	<p>DTR (data-terminal-ready) flow control. This member can be one of the following values:</p> <ol style="list-style-type: none"> <li>DTR_CONTROL_DISABLE - Disables the DTR line when the device is opened and leaves it disabled.</li> <li>DTR_CONTROL_ENABLE - Enables the DTR line when the device is opened and leaves it on.</li> <li>DTR_CONTROL_HANDSHAKE - Enables DTR handshaking.</li> </ol>

### RTS Control Flow

File Configuration fields:	nRtsControl
Description:	<p>RTS (request-to-send) flow control. This member can be one of the following values:</p> <ol style="list-style-type: none"> <li>RTS_CONTROL_DISABLE - Disables the RTS line when the device is opened and leaves it disabled.</li> <li>RTS_CONTROL_ENABLE - Enables the RTS line when the device is opened and leaves it on.</li> <li>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.</li> <li>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.</li> </ol>

### Message to Send

File	szMessage
------	-----------

Configuration fields:	
Description:	<p>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.</p> <p><b>Please note that the message content of the Message field can now be configured. <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b></p>

### 6.7.15 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.

Name: Post Processing Enabled Comments Settings Confirm Reset

Import Rules Export Rules

Property List

	Property Name	Type	Value
*			▼

Message Preview of your rules

*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 Name

File Configuration fields:	szProperty_[n]
Description:	<p>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.</p> <p>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.</p>

### Type

File Configuration fields:	nSyntax_[n]  Integer = 101 IPV4Addr = 102 CharMatch = 201 RestOfMessage = 202 Word = 203 UpTo = 204 TimeStampISO = 301 TimeStampUNIX = 302
Description:	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

File Configuration fields:	szParsValue_[n]
Description:	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.

## Parsing log messages

**This article describes how to parse log message via "Post-Process". It illustrates the logic behind Post-Process action.**

### Get relevant information from logs

Log files contain a lot of information. In most cases only a small part of the log message is of actual interest. Extracting relevant information is often difficult. Due to a variety of different log formats a generic parser covering all formats is not available.

Good examples are firewalls. Cisco PIX and Fortigate firewalls both use syslog for logging.. But the content of their respective log messages are very different. Therefore a method is needed to parse the logs in a generic way. Here Post-Process action of Adiscon's MonitorWare comes into play.

### Tool kit for parsing

Post-Process action provides an editor for creating a log format template. A template consists of as many rules as necessary to parse out the relevant information.

### Determine necessary information

In order to parse out information it is vital to know the exact structure of the message. Identifying the position of each relevant item is essential. Assuming for auditing purposes the following items are needed:

Timestamp | Source IP-Address | SyslogTag | MessageID | Username | Status | Additional Information

A sample message looks like:

```
Mar 29 08:30:00 172.16.0.1 %Access-User: 12345: rule=monitor-user-login user=Bob status=denied msg=User does not exist
```

In order to extract the information let us examine each item within the message. Splitting the message makes it easier to explain. So here we go.

Pos = Position of the character.

\*p = Points to the position the parser stands after parsing the rule.

Log = Message subdivided into its characters.

Pro = Property. In the term of Adiscon a property is the name of the item which is parsed out.

Pos	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Log	M	a	r		2	9		0	8	:	3	0	:	0	0		1	7	2	.
*p	*																			
Pro																				

Note that at beginning of the parse process the parser's pointer points to the first character. Each parse type starts parsing at the current position of the pointer.

## Parsing out a Timestamp

The first identified item is a so called Unix/Timestamp. It has always a length of 15 characters. 'UNIX/LINUX-like Timestamp' parse type exactly covers the requirement to parse this item. Therefore insert a rule and select 'UNIX/LINUX-like Timestamp' type. This rule parses out the timestamp and moves the pointer to the next character after the timestamp. Name the property 'u-timestamp' [\[1\]](#).

**Note:** There is a second timestamp-type, the **ISO-like-timestamp**. It has the format **2006-07-24 13:37:00**.

Name: Post Processing Enabled Comments Settings Confirm Reset ?

Import Rules Export Rules

Property List

	Property Name	Type	Value
	u-timestamp	UNIX/LINUX-like Timestamp	
▶*			

Message Preview of your rules

42 20 03:42:02

Post-Process Editor: Inserted a 'UNIX/LINUX like timestamp' rule

Pos	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Log	M	a	r		2	9		0	8	:	3	0	:	0	0		1	7	2	.
*p																*				
Pro	u-timestamp																			

## Get the IP-Address

Next item is the IP address. Note that after the timestamp follows a space and then the IP address. Therefore insert a 'Character Match' rule with a space as value. Select the 'Filler' [\[2\]](#) property for this rule. 'Character Match' requires a user defined value. This parse type compares the given value with the character at the current position of the message. The character has to be identical with the given value otherwise the parse process will fail. After applying this parse type the parse pointer is moved

to the position immediately after the given value. In our sample this is the start position of the IP Address (Pos 17).

After that the address can be obtained. Place in a 'IP V4 Address' type. This type parses out a valid IP regardless of its length. No need to take care about the characters. Select 'Source' property or name it to whatever you prefer. The parser will automatically move the pointer to the position next to the address.

Name: Post Processing Enabled Comments Settings Confirm Reset

Import Rules Export Rules

Property List

Property Name	Type	Value
u-timestamp	UNIX/LINUX-like Timestamp	
Filler	Character Match	Space
Source	IP V4 Address	
▶*		

Message Preview of your rules

```
43 20 03:43:56 192.168.0.1
```

Note the value of 'Character Match' rule is a space.

Pos	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34
Log	0		1	7	2	.	1	6	.	0	.	1		%	A	c	c	e	e	s
*p													*							
Pro	Filler							Source												

## Obtain the syslogtag

Behind the IP it is a blank followed by a percent sign. The percent indicates that the syslogtag is following. To move the pointer to the syslogtag position once again a 'Character Match' rule is necessary. It has to match the space (actual position of the pointer) and the percent sign. This content is not needed therefore assign it to the 'Filler' property.

A colon is immediately behind the syslogtag. So all characters between the percent sign and the colon are needed. The 'UpTo' type can do this job. Insert an 'UpTo' rule. As value enter ':' (without the quotes) and select the syslogtag property. Note that after parsing the pointer stands on the first character of the 'UpTo' value.



Name: Post Processing Enabled Comments Settings Confirm Reset

Property List

Property Name	Type	Value
u-timestamp	UNIX/LINUX-like Timestamp	
Filler	Character Match	
Source	IP V4 Address	
Filler	Character Match	%
syslogtag	UpTo	:
►*		

Message Preview of your rules

```
53 20 03:53:23 192.168.0.1 %:
```

Pos	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45
Log	1		&	A	c	c	e	s	s	-	U	s	e	r	:		1	2	3	4
*p															*					
Pro		Filler	syslogtag																	

Important: It points to the colon not to the blank.

## Take the MessageID

The next interesting item is the MessageID. Move the pointer to start position of the MessageID part. Again, do this by using a 'Character Match' rule. Keep in mind that the pointer points to the colon. Behind the colon is a space and then the MessageID starts. Thus, the value of the rule has to be ' '.

MessageID consist of numbers only. For numeric parsing the 'Integer' parse type exist. This type captures all characters until a non-numeric character appears. The pointer is moved behind the number. Note that numeric values with decimal dots can not be parsed with this type (because they are not integers). This means trying to parse 1.1 results in 1, because the dot is a non-numeric value.

Name: Post Processing Enabled Comments Settings Confirm Reset ?

Import Rules Export Rules

Property List

Property Name	Type	Value
u-timestamp	UNIX/LINUX-like Timestamp	
Filler	Character Match	
Source	IP V4 Address	
Filler	Character Match	%
syslogtag	UpTo	:
source	Character Match	:
u-messageid	Integer	
*		

Message Preview of your rules

```
55 20 03:55:09 192.168.0.1 %:: 12345
```

Pos	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58
Log	r	:		1	2	3	4	5	:		r	u	l	e	=	m	o	n	i	t
*p									*											
Pro				u-messageid																

## Find the username and status

Looking at the remainder of the message indicates that the username is not immediately after syslogtag. Thankfully though, the username always starts with 'user='. Consequently the 'UpTo' type can be used to identify the username. To get the start position of the username we have to use 'UpTo' together with 'Character Match'. Remember that 'UpTo' points to the first character of the given value. For this reason the 'Character Match' rule is necessary.

After locating the start position of the username 'Word' parse type can be used. 'Word' parses as long as a space sign is found. Enter 'u-username' as property.

Name: Post Processing ☒ Enabled ☐ Comments ☒ Settings ☐ Confirm ☐ Reset ☐

Import Rules Export Rules

Property List

Property Name	Type	Value
Source	IP V4 Address	
Filler	Character Match	%
syslogtag	UpTo	:
source	Character Match	:
u-messageid	Integer	
Filler	UpTo	user=
Filler	Character Match	user=
u-username	Single Word	

Message Preview of your rules

```
57 20 03:57:08 192.168.0.1 %:: 12345user=user=aWord
```

Pos	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89
Log	i	n		u	s	e	r	=	B	o	b		s	t	a	t	u	s	=	d
*p	Filler			Filler				u-username				*								
Pro																				

Notice: After parsing a word the pointer stands on the space behind the parsed word.

The steps to get the status are very similar to the previous one.

Name: Post Processing ☒ Enabled ☐ Comments ☒ Settings ☐ Confirm ☐ Reset ☐

Import Rules Export Rules

Property List

Property Name	Type	Value
source	Character Match	:
u-messageid	Integer	
Filler	UpTo	user=
Filler	Character Match	user=
u-username	Single Word	
Filler	UpTo	status=
Filler	Character Match	status=
u-status	Single Word	

Message Preview of your rules

```
59 20 03:59:06 192.168.0.1 %:: 12345user=user=aWordstatus=status=aWord
```

## The last rule - Additional Information

One item of interest is left. The last part of the message contains additional information. It starts after 'msg='. So the combination of 'UpTo' and 'Character Match' is used to go to the right position. All characters after 'msg=' until the end of the message are interesting. For this purpose the 'Rest of

Message' parse type is available. It stores all characters from the current position until the end of the message. This also means that this rule can only be used once in a template and is always the last rule.

The screenshot shows the 'Post Processing' configuration window. At the top, there are tabs for 'Comments', 'Settings', 'Confirm', and 'Reset'. Below these are buttons for 'Import Rules' and 'Export Rules'. The 'Property List' table is as follows:

Property Name	Type	Value
Filler	Character Match	user=
u-username	Single Word	
Filler	Up To	status=
Filler	Character Match	status=
u-status	Single Word	
Filler	Up To	msg=
Filler	Character Match	msg=
msg	Rest of Message	

Below the table is a 'Message Preview of your rules' section showing the following text:

```
01 20 04:01:21 192.168.0.1 %:: 12345user=user=aWordstatus=status=aWordmsg=msg=$R$E$M$A$I$N$D$E$R$$$M$$$G$$$$$$$$$$$$$$$$
```

Complete parse template.

## What happens if the parser fails?

If a rule does not match processing stops at this point. This means all properties of rules which were processed successfully until the non-matching rule occurs are available.

Let's assume the fourth rule of the following sample does not match.

The screenshot shows the 'Post Processing' configuration window with a different set of rules. The 'Property List' table is as follows:

Property Name	Type	Value
u-timestamp	UNIX/LINUX-like Timestamp	
Filler	Character Match	
Source	IP V4 Address	
Filler	Character Match	%
syslogtag	Up To	:
source	Character Match	:
u-messageid	Integer	
Filler	Up To	user=
Filler	Character Match	user=

A red box highlights the fourth rule (Filler, Character Match, %) with the text 'Rule does not match'. A blue box highlights the remaining rules (syslogtag, source, u-messageid, Filler, Filler) with the text 'These rules are never reached'. The 'Message Preview of your rules' section shows the same text as the previous screenshot:

```
01 20 04:01:21 192.168.0.1 %:: 12345user=user=aWordstatus=status=aWordmsg=msg=$R$E$M$A$I$N$D$E$R$$$M$$$G$$$$$$$$$$$$$$$$
```

The first three rules were processed successfully. Therefore u-timestamp and Source are available. But syslogtag and u-messageid are always empty due to the parser never process this rules.

The Post-Process template which was created in this article is available for [download](#). If you have further question on Post-Process, please contact our [support](#).

[1] Using the "u-" prefix is recommended to differentiate between MonitorWare-defined properties and user defined one. It is not required, but often of great aid. A common trap is that future versions of MonitorWare may use property names that a user has also used. MonitorWare will never use any name starting with "u-", so the prefix also guards against such a scenario.

[2] Filler is a predefined property which acts as a bin for unwanted characters. Essentially, the data is simply discarded.

Please Note: There's also a StepByStep Guide available which describes how the PostProcessAction works, you can find it [here](#).

## 6.7.16 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".

*Net Send Dialog*

### Target

File Configuration fields:	szTarget
Description:	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). You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address.

### Message to Send

File Configuration fields:	szMessage
----------------------------	-----------

Description:	<p>This is the message that is sent to the intended target.</p> <p><b>Please note that the message content of the Message to send field can now be configured. <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b></p>
--------------	---

### 6.7.17 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!**

*Set Status Dialog*

#### Status Variable Name

File Configuration fields:	szPropertyName
Description:	<p>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.</p> <p><b>Please note that the field content can be configured with <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b></p>

#### Status Variable Value

File Configuration fields:	szPropertyValue
Description:	<p>The value to be assigned to the property. Any valid property type value can be entered.</p> <p><b>Please note that the field content can be configured with <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b></p>

### 6.7.18 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

File Configuration fields:	szPropertyValue
Description:	<p>Select the property type to be changed. The list box contains all properties that can be changed. By default it is set to nothing.</p> <p><b>Please note that the field content can be configured with <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b></p>

#### Set Property Value

File Configuration fields:	szPropertyType
----------------------------	----------------

Description:	<p>The new value to be assigned to the property. Any valid property value can be entered. Please use the "Insert Button".</p> <p>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.</p> <p><b>Please note that the field content can be configured with <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b></p>
--------------	--

## 6.7.19 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

File Configuration fields:	szRuleSet
Description:	Select the Ruleset to be called.



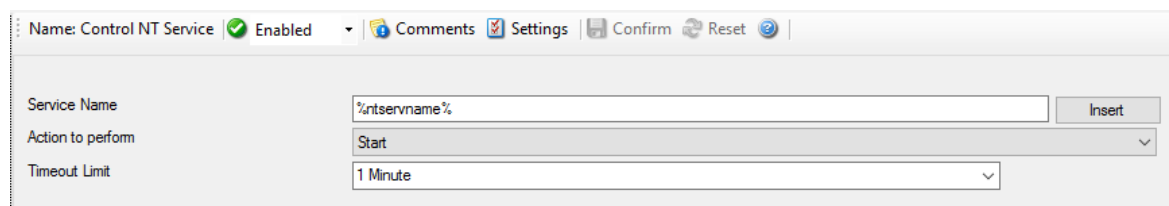
**Note: Call RuleSet stays disabled until you have more then "One" RuleSet!**

## 6.7.20 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.

## 6.7.21 Control NT Service

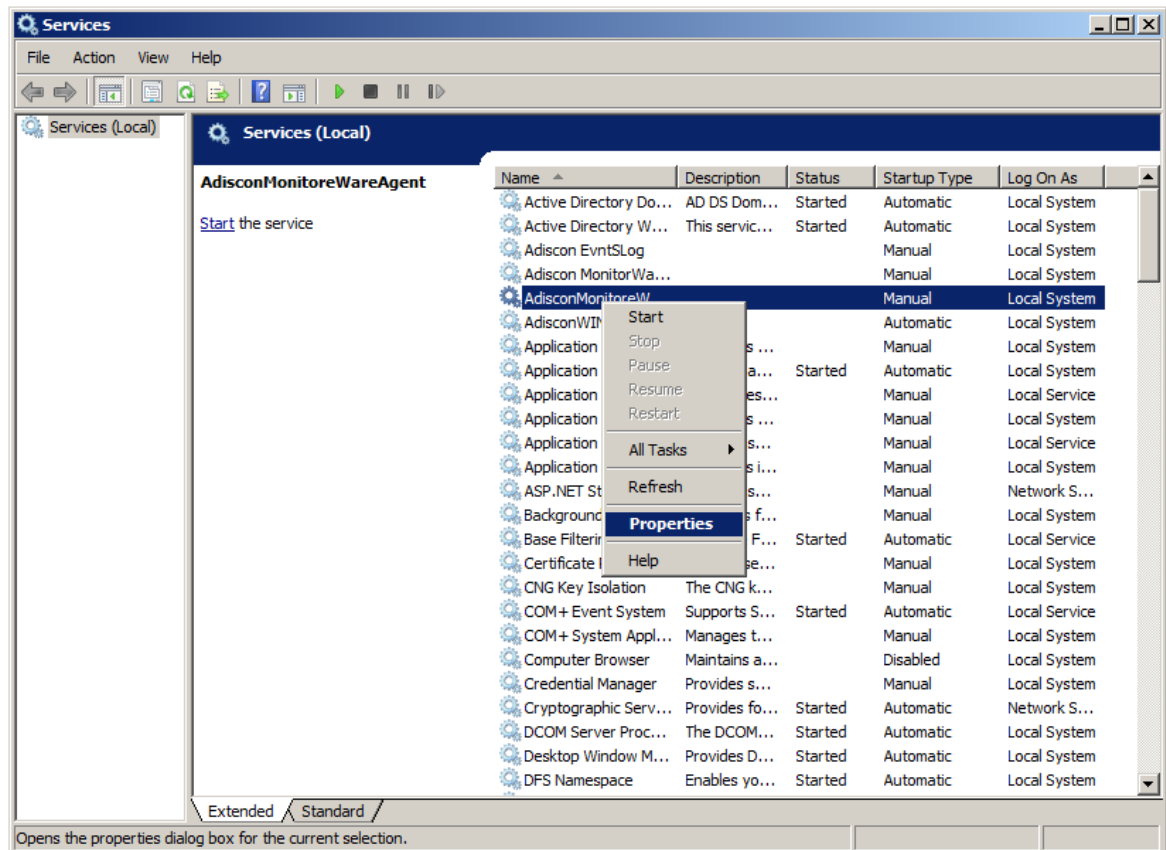
This dialog controls the Control NT Service options.



*Control NTService Dialog*

### Service Name

File Configuration fields:	szServiceName
Description:	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:

**AdisconMonitorWareAgent Properties (Local Computer)**

General | Log On | Recovery | Dependencies

Service name: **AdisconMonitorWareAgent**

Display name: AdisconMonitorWareAgent

Description:

Path to executable:  
"C:\Program Files (x86)\MonitorWare\Agent\mwagent.exe"

Startup type: **Manual**

[Help me configure service startup options.](#)

Service status: Stopped

You can specify the start parameters that apply when you start the service from here.

Start parameters:

Service Properties Form

Here, you can see the Service name as well as the service Display name.

### Action to perform

File Configuration fields:	nAction
Description:	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

File Configuration fields:	nTimeOutLimit
Description:	The amount of time (in <a href="#">milliseconds</a> ) the service is expected to wait for the configured action to take place.

## 6.7.22 HTTP Request

This dialog controls the HTTP request options.

*HTTP Request Dialog*

### Host

File Configuration fields:	szHost
Description:	Specify the targetted host here.

### URL & Querystring

File Configuration fields:	szUrl
Description:	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

File Configuration fields:	nPort
Description:	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

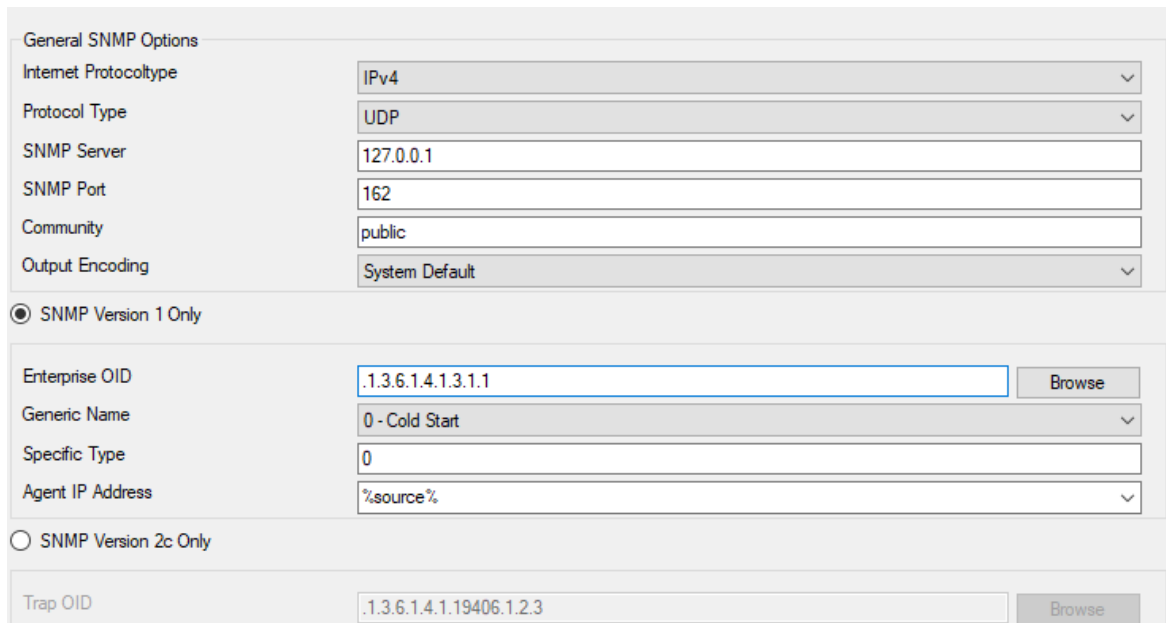
File Configuration fields:	szReferer
Description:	An optional configuration option where you can specify a Referrer that is send in the HTTP header.

### UserAgent (Browser)

File Configuration fields:	szUserAgent
Description:	It is also an optional value which can be used to specify a UserAgent that is send in the HTTP header.

### 6.7.23 Send SNMP Trap

This dialog controls the send SNMP trap options.



The screenshot shows the 'Send SNMP Trap' dialog box. It is divided into two main sections: 'General SNMP Options' and 'SNMP Version 1 Only' (which is selected). The 'General SNMP Options' section includes fields for 'Internet Protocoltype' (IPv4), 'Protocol Type' (UDP), 'SNMP Server' (127.0.0.1), 'SNMP Port' (162), 'Community' (public), and 'Output Encoding' (System Default). The 'SNMP Version 1 Only' section includes fields for 'Enterprise OID' (.1.3.6.1.4.1.3.1.1), 'Generic Name' (0 - Cold Start), 'Specific Type' (0), and 'Agent IP Address' (%source%). There is a 'Browse' button next to the 'Enterprise OID' field. Below this section, there is a section for 'SNMP Version 2c Only' which is currently unselected. It includes a 'Trap OID' field with the value .1.3.6.1.4.1.19406.1.2.3 and a 'Browse' button.

*Send SNMP Trap Dialog*

### SNMP Version

You can choose between SNMP Version 1 Only and SNMP Version 2c Only.

Both options have different SNMP related configuration properties which need to be configured.

#### Internet Protocoltype

File Configuration fields:	nInetType
Description:	Select the desired protocol type. IPv4 and IPv6 are available. The IPv6 protocol needs to be properly installed in order to be used. Note that one Service can only handle IPv4 or IPv6, so if you want to use both protocols, you will need to create two separate services.

#### Protocol Type

File Configuration fields:	nProtocolType
Description:	You can select to listen on UDP or TCP protocol for SNMP Traps.

#### SNMP Server

File Configuration fields:	szAgent
----------------------------	---------

Description:	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. You can either use an IPv4, an IPv6 Address or a Hostname that resolves to an IPv4 or IPv6 Address.
--------------	---

### SNMP Port

File Configuration fields:	nPort
Description:	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

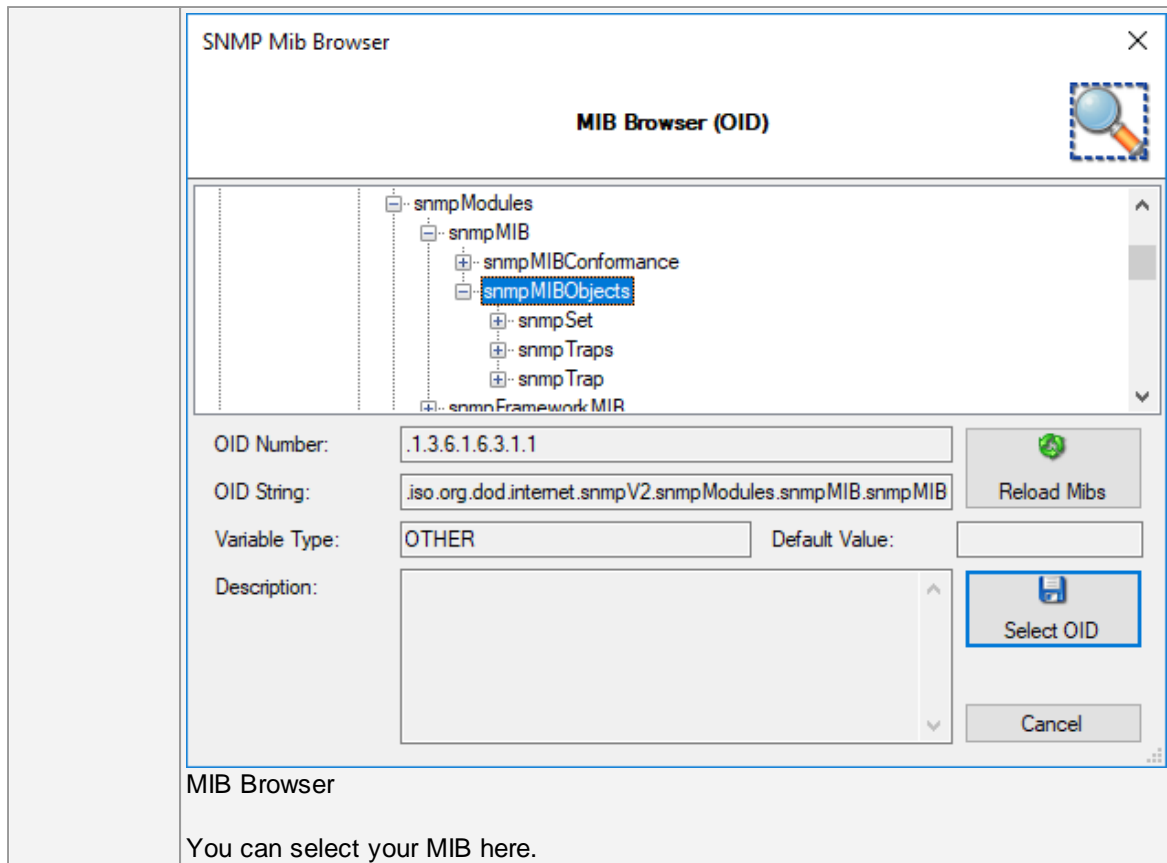
File Configuration fields:	szCommunity
Description:	Specify the SNMP community to which the messages belong too.

## SNMP V1 Specific Parameters

Under this group box you can see the parameters related to SNMP version 1.

### Enterprise OID

File Configuration fields:	nInetType
Description:	Specify the enterprise object ID here. You can use Browse option to select your OID. If you click the Browse link, the screen similiar to shown below is appeared:



### Generic Name

File Configuration fields:	nGenericName 0 - Cold Start 1 - Warm Start 2 - Link Down 3 - Link Up 4 - Authentication Failure 5 - EGP Neighbor Loss 6 - Enterprise Specific
Description:	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

File Configuration fields:	nSpecificType
Description:	You can define an additional code for the trap. It is also an Integer value.

### Agent IP Address

File Configuration fields:	szAgentIP
Description:	The SNMPv1 Agent Address field can be set to other IP Addresses here. Hostnames will automatically be resolved if possible. By default we are using the %source% property.

## 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:

SNMP Variables			
	Variable OID	Variable Type	Variable Value
▶	1.3.6.1.4.1.19406.1.1.1.7	Octet String	▼ %msg%
*		Octet String	▼

## Variable OID

File Configuration fields:	szVariableOID_[n]
Description:	OID of the SNMP Trap. Use the inbuild SNMP Mib Browser for a list of known and available OIDs.

## Variable Type

File Configuration fields:	nVariableType_[n]  1 = TYPE_OBJID 2 = TYPE_OCTETSTR 3 = TYPE_INTEGER 5 = TYPE_IPADDR 6 = TYPE_COUNTER 7 = TYPE_GAUGE 8 = TYPE_TIMETICKS 12 = TYPE_BITSTRING 14 = TYPE_UNSIGNED 15 = TYPE_UNSIGNED32 16 = TYPE_INTEGER32
Description:	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

File Configuration fields:	szVariableValue_[n]
Description:	The value of the Variable. It needs to be formatted depending on the variable type.

#### Please Note:

The "Send SNMP Trap"-Action is capable of sending all kinds of Traps. You can choose the whole variety of the MonitorWare Products' Properties as a value for the messages. With that, you can send SNMP Traps to the Windows internal SNMP Agent or any other device that is able to receive SNMP Traps. Of course you have full enterprise support, too. This gives you the possibility to involve every machine on your network into your security plan or whatever purpose it should serve.

## 6.7.24 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.

*Compute Status Variable Dialog*

### Status variable

File Configuration fields:	szStatusVar
Description:	In this group box, you can see two options:

### Operation Type

File Configuration fields:	szOperationType
Description:	In this group box, you can see two options:

### Increment Value

File Configuration fields:	nCalcType = 1
----------------------------	---------------

Description:	It increments the value by the operation value.
--------------	---

### Decrement Value

File Configuration fields:	nCalcType = 2
----------------------------	---------------

Description:	It decrements the value by the operation value.
--------------	---

### Operation value

File Configuration fields:	nChangeVal
----------------------------	------------

Description:	The operation value that is to be used.
--------------	---

## 6.7.25 Normalize Event

Parameters can be normalized and converted into XML, CSV and JSON formats. The normalization result is stored into a internal properties which can be used for filtering decisions as well as or for output actions.

The action uses liblognorm (<http://www.liblognorm.com/files/manual/index.html>) which is also used by rsyslog. Rulebases created for liblognorm can easily be used and adapted.

*Normalize Event Dialog*

### Normalize Parameter:

File Configuration fields:	szMessage
----------------------------	-----------

Description:	Specifies the property that you want to normalize, by default this is the %msg% property.
--------------	---

### Select Rulebase File:

File Configuration fields:	szRulebase
----------------------------	------------

Description:	The textfile that contains the rulebase definitions (See liblognorm documentation for more).
--------------	--

### Lognorm Output Format:

File Configuration fields:	nOutputFormat  0 = DISABLED 1 = JSON 2 = XML 3 = CSV
Description:	<ul style="list-style-type: none"> <li>* Disabled: No additional output format.</li> <li>* JSON Format: Creates a string formatted in JSON which is stored in the output property.</li> <li>* XLM Format: Creates a XML formatted string which is stored in the output property.</li> <li>* CSV Format: Creates a CSV (Comma separated values) string which is stored in the output property.</li> </ul>

### Output Property:

File Configuration fields:	szOutputProperty
Description:	The property where the normalized format is saved to.

## 6.7.26 Syslog Queue Action

The Syslog Queue Action was added as part of the Passive Syslog Listener Service. All messages send to this action are stored preformatted in disk based queuefiles. Therefor you can configure the Syslog Header and message format in this action as well.

### Forward Syslog Properties

### SyslogQueue Name

File Configuration fields:	szSyslogQueue
Description:	The internal Name of the SyslogQueue, must be unique. The Configuration Client will verify the Name is unique while you save the configuration.

### Split files if this size is reached

File Configuration fields:	nDiskQueueMaxFileSize
Description:	The size in bytes when queue files are split, by default this is set to 10MB (10485760). However you may configured a larger size to have less files, but you should not go below 100KB. This could result in to many queuefiles.

### Diskqueue directory

File Configuration fields:	szDiskQueueDirectory
Description:	The default directory where the queue files are saved into.

## Syslog Header Options

Name: Syslog Queue Enabled Comments Settings Confirm Reset ?

SyslogQueue Name: MySyslogQueue

SyslogQueue Options SyslogHeader Options Syslog Message Options

☐ Disable processing, forward as it is.  
☒ Use legacy RFC 3164 processing  
☐ Use RFC 5424 processing (recommended)  
☐ Use Custom Syslog Header

Use Custom Syslog Header

```
<%syslogprifac%>%syslogver% %timereported:::date-rfc3339% %source%  
%syslogappname% %syslogprocid% %syslogmsgid% %syslogstructdata%
```

Insert

### Syslog Header Options

### Syslog processing

File Configuration fields:	szSyslogQueue
Description:	With this settings you can assign how your syslog messages will be processed. For processing syslog you can choose out of four different options. You can use <a href="#">RFC3164</a> or RFC5424 (recommended) which is the current syslog standard, you are able to customize the syslog header or you do not process your syslog and forwards it as it is.

### Custom Header Format

File Configuration fields:	szSyslogQueue
Description:	<p>In this field you can specify the contents of your syslog header. This option is only available when you choose "Use Custom Syslog Header" in the Syslog Processing menu. The contents can be either a fixed message part which you can write into the field yourself or you use properties as dynamic content. By default the Header field is filled with the content of the RFC 5424 header.</p> <p><b>Please note that the header content of the Header field can be configured. <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b></p>

## Syslog Message Options

*Syslog Message Options*

## Message Format

You can use several different message formats for forwarding messages via syslog.

### Output Encoding

File Configuration fields:	nOutputEncoding
Description:	<p>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.</p>

### Custom Message Format

File Configuration fields:	nMessageFormatType = 0
Description:	<p>The custom format lets you decide how the content of a syslog message looks like. You can use properties to insert content dynamically or have fixed messages that appear in every message.</p> <p><a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</p>

### Use XML to Report

File Configuration fields:	nMessageFormatType = 1
Description:	<p>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.</p> <p>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.</p>

### Use CEE enhanced Syslog Format

File Configuration fields:	nMessageFormatType = 2
Description:	<p>If enabled, the new CEE enhanced Syslog format will be used (work in progress). All useful properties will be included in a JSON Stream. The message itself can be included as well, see the "Include message property in CEE Format" option. Here is a sample how the format looks like for a security Eventlog message:</p> <pre>@cee: {"source": "machine.local", "nteventlogtype": "Security", "sourceproc": "Microsoft-Windows-Security-Auditing", "id": "4648", "categoryid": "12544", "category": "12544", "keywordid": "0x8020000000000000", "user": "N\\A", "SubjectUserSid": "S-1-5-11-22222222-33333333-4444444444-5555", "SubjectUserName": "User", "SubjectDomainName": "DOMAIN", "SubjectLogonId": "0x5efdd", "LogonGuid": "{00000000-0000-0000-0000-000000000000}", "TargetUserName": "Administrator", "TargetDomainName": " DOMAIN ", "TargetLogonGuid": "{00000000-0000-0000-0000-000000000000}", "TargetServerName": "servername", "TargetInfo": " servername ", "ProcessId": "0x76c", "ProcessName": "C:\\Windows\\System32\\spoolsv.exe", "IpAddress": "-", "IpPort": "-", "catname": "Logon", "keyword": "Audit Success", "level": "Information", }</pre> <p>Additionally to this format you can set Include message property in CEE Format</p> <p>If enabled, the message itself will be included in the JSON Stream as property. Disable this option if you do not want the message itself in the CEE Format.</p> <p><b>Please note that the message content of the Message field can be configured. <a href="#">Event properties</a> are described in the <a href="#">property replacer section</a>.</b></p>

## 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/faq/>. The FAQ area is continuously being updated.

### 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 <http://www.mwagent.com/help/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](#).

## 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.

## 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](#)
- [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/order-and-pricing/order-now/> 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>	<a href="#">EventReporter</a>
<a href="#">Standard Property</a>	Yes	Yes	Yes
<a href="#">Windows Event Log Properties</a>	Yes		Yes
<a href="#">Syslog Message Properties</a>	Yes	Yes	
<a href="#">Disk Space Monitor</a>	Yes		
<a href="#">File Monitor</a>	Yes		
<a href="#">Windows Service Monitor</a>	Yes		Yes
<a href="#">Ping Probe</a>	Yes		
<a href="#">Port Probe</a>	Yes		
<a href="#">Database Monitor</a>	Yes		
<a href="#">Serial Port Monitor</a>	Yes		
<a href="#">MonitorWare Echo Request</a>	Yes		
<a href="#">System Properties</a>	Yes	Yes	Yes
<a href="#">Custom Properties</a>	Yes	Yes	Yes
<a href="#">NNTP Probe</a>	Yes		
HTTP Probe	Yes		
FTP Probe	Yes		
<a href="#">SMTP Probe</a>	Yes		
<a href="#">POP3 Probe</a>	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 this 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 atleast 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.

Within the properties, all time is based on UTC regardless if your preferred time is UTC or localtime. So if you want to display localtime instead of UTC, you have to use the following syntax: `%variable:::localtime%`

#### 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.

Please note that a slash inside the search pattern will terminate the search field. So pure slashes can not be used. However, they can be escaped by prefixing them with a backslash (\). The same applies to the '?' character. For example, if you intend to search for "http://" inside a search pattern, you must use the following search string: "/http:\\\\".

### Default Value

If the FromPos 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 ("+" or "-") 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.

### Search Pattern

Search pattern support is similar to search pattern support in **FromPos**.

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. The search is only carried out in the string that follows FromPos. If the string is not found, nothing is returned. If it is found, the position where the pattern is found is the ending 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.

Please note that a slash inside the search pattern will terminate the search field. So pure slashes can not be used. However, they can be escaped by prefixing them with a backslash (\). The same

applies to the '?' character. For example, if you intend to search for "http://" inside a search pattern, you must use the following search string: "/http:\\\\/".

### Search Example

A common use case is to combine searches in **ToPos** and **FromPos** to extract a substring that is delimited by two other strings. To do so, use search patterns in both fields. An example is as follows: assume a device might generate message in the form "... error XXX occurred..." where "..." represents additional message text and XXX the actual error cause. You would like to extract the phrase "error XXX occurred". To do so, use the following property replacer syntax:

```
%msg:/error/./occured/$/%
```

Please note that the FromPos is used without the \$-option, while in ToPos it is used. If it hadn't been used in ToPos, only the part "error XXX" would have been extracted, as the ToPos would point to the last character before the search string.

Similarly, if only " XXX " should be extracted, the following syntax might be used:

```
%msg:/error/$./occured/%
```

If you would also like to remove the spaces (resulting in just "XXX"), you must include them into the search strings:

```
%msg:/error /:/ occured/$/%
```

### Default

If not specified, the ending position will be the last character.

#### 10.2.1.4 Options

Options allow you to modify the 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>uxLocalTimeStamp</b>	This is the same as uxTimeStamp, but with local time instead of GMT.
<b>date-rfc3339</b>	This option is for replacing the normal date format with the date format from RFC3339.

<b>date-rfc3164</b>	This option is for replacing the normal date format with the date format from RFC3164.
<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>compressspace</b>	Compresses multiple consecutive space characters into a single one. The result is a string where all words are separated by just single spaces. To also compress control characters, use the compressspace and spacecc options together (e.g. '%msg:::spacecc,compressspace%').

Please note that space compression happens on the final substring. So if you use the FromPos and ToPos capabilities, the substring is extracted first and then the space compression applied. For example, you may have the msg string "1 2". There are two space between 1 and 2. Thus, the property replacer expression

%msg:1:3:compressspace%

will lead to "1 " ('1' followed by two spaces). If you intend to receive "1 2" ('1' followed by one space, followed by '2'), you need to use

%msg:1:4:compressspace%

or

%msg:1:/2/\$:compressspace%

In the second case, the exact length of the uncompressed string is not known, thus a search is used in "ToPos" to obtain it. The result is then space-compressed.

<b>compsp</b>	Exactly the same as <b>compressspace</b> , just an abbreviated form for those that like it brief.
<b>csv</b>	For example %variable:::csv%. This option will create a valid CSV string, for example a string like this this is a "test"! becomes this "this is a ""test""!" where quotes are replaced with double quotes.
<b>cef</b>	Convert string content into valid McAfee CEF Format. This means that = will be replaced with \= and \ will be replaced with \\\.
<b>convgeruml</b>	Converts German Umlaut characters to their official replacement sequence (e.g. "ö" --> "oe")
<b>localtime</b>	Now you can print the Time with localtime format by using %variable:::localtime%
<b>nomatchblank</b>	If this is used, the Property Replacer will return an empty string if the FromPos or ToPos is not found.
<b>replacepercent</b>	This option replaces all % occurrences with a double %, which is needed for the property replacer engine in case that a string is reprocessed. This is needed because the percent sign is a special character for the property replacer. Once the property is processed, the double %% become automatically one %.
<b>toipv4address</b>	Property string will be converted into IPv4 Address format if possible.
<b>toipv6address</b>	Property string will be converted into IPv6 Address format if possible.

\* = control characters like e.g. carriage return, line feed, tab, ...

**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%

If you would like to receive everything starting from (and including) "Log:":

%msg:/Log/%

If you would like to have everything between the string "FROM" and "TO" including NONE of the both searchstrings:

%msg:/FROM\$/:/TO/%

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%

Please see also the focussed sample in the [ToPos description](#).

#### 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%
,EvtSlog: %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>
<b>\$NOW</b>	<p>Contains the current date and time in the format:</p> <p>YYYY-MM-DD HH.MM.SS</p> <p>Please note that the time parts are delimited by '.' instead of ':'. This makes the generated name directly suitable for file name generation.</p> <p>If you need just parts of the timestamp, please use the property replacer's substring functionality to obtain the desired part. Use</p> <p><b>%\$NOW:1:4%</b> to get the <b>year</b>,  <b>%\$NOW:6:7%</b> to get the <b>month</b>,  ...  <b>%\$NOW:1:10%</b> to get the <b>full datestamp</b>,  <b>%\$NOW:12:20%</b> to get the <b>full timestamp</b></p>
<b>\$NEWUUID</b>	Creates a new UUID (Universally Unique Identifiers), a unique 128-bit integer represented as a 32 digit hexadecimal number.



### 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 Windows 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 later 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>resource</b>	A user-assgined numerical value. Does not have any specific meaning. Primarily intended for quick filtering.
<b>CustomerID</b>	A user-assgined numerical value. Does not have any specific meaning. Primarily intended for quick filtering.
<b>SystemID</b>	A user-assgined 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 momitor</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 interal version identifier.

#### 10.2.4.2 Windows Event Log Properties

<b>id</b>	Windows Event ID
<b>severity</b>	<p>severity as indicated in the event log. This is represented in string form. Possible values are:</p> <ul style="list-style-type: none"> <li>[INF] - informational</li> <li>[AUS] - Audit Success</li> <li>[AUF] - Audit failure</li> <li>[WRN] - Warning</li> <li>[ERR] - Error</li> <li>[NON] - Success (called "NON" for historical reasons)</li> </ul>
<b>severityid</b>	The serverity 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>catname</b>	The category name from the Windows event log record. This is a string value. The actual value is depending on the event source. This value is a textual representation from the Category ID. This property could contain line feeds, which can be removed by activating the option "Remove Control Characters from String Parameters" in the advanced options of the EventLog Monitor Service.
<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>	<p>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.</p> <p>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-intense.</p>

#### 10.2.4.3 Windows Event Log V2 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>catname</b>	The category name from the Windows event log record. This is a string value. The actual value is depending on the event source. This value is a textual representation from the Category ID. This property could contain line feeds, which can be removed by activating the option "Remove Control Characters from String Parameters" in the advanced options of the EventLog Monitor Service.
<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>channel</b>	The channel property for event log entries, for classic Event logs they match the %nteventlogtype% property, for new event logs, they match the "Event Channel".
<b>sourceraw</b>	This contains the full internal name of the event source for new event logs, for classic event logs it contains the same value as in %

	sourceproc%.
<b>level</b>	Textual representation of the eventlog level (which is stored as number in %severityid%). This property is automatically localized by the system.
<b>categoryid</b>	Internal category id as number.
<b>keyword</b>	Textual representation of the event keyword. This property is automatically localized by the system.
<b>user_sid</b>	If available, contains the raw SID of the username (%user%) property.
<b>recordnum</b>	Contains the internal event record number. Please note that if the event log has been truncated before, it may not start with 0 or 1 but a higher number.

#### 10.2.4.4 Syslog Message Properties

<b>rawsyslogmsg</b>	The message as it was received from the wire (unparsed).
<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>syslogfacility_text</b>	The facility of a syslog message. This property is automatically created by using the syslogfacility properly and set to these values: "Kernel", "User", "Mail", "Daemons", "Auth", "Syslog", "Lpr", "News", "UUCP", "Cron", "System0", "System1", "System2", "System3", "System4", "System5", "Local0", "Local1", "Local2", "Local3", "Local4", "Local5", "Local6", "Local7"
<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>syslogpriority_text</b>	The severity of a syslog message. This property is automatically created by using the syslogpriority properly and set to these values: "Emergency", "Alert", "Critical", "Error", "Warning", "Notice", "Informational", "Debug"
<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>syslogver</b>	Contains the syslog version number which will be one or higher if a RFC 5424 valid message has been received, or 0 otherwise
<b>syslogappname</b>	Contains the appname header field, only available if the Syslog message was in RFC 5424 format. Otherwise, this field will be emulated by the %syslogtag% property
<b>syslogprocid</b>	Contains the procid header field, only set if the Syslog message was in RFC 5424 format.
<b>syslogmsgid</b>	Contains the msgid header field, only set if the Syslog message was in RFC 5424 format.
<b>syslogstructdata</b>	Contains the structdata header field (in raw format), only set if the Syslog message was in RFC 5424 format.
<b>syslogprifac</b>	Contains combined syslog facility and priority useful to build your own custom syslog headers

#### 10.2.4.5 Disk Space Monitor

<b>currusage</b>	The currently used disk space.
<b>maxavailable</b>	The overall capacity of the (logical) disk drive.

#### 10.2.4.6 CPU/Memory Monitor

<b>wmi_type</b>	This variable is a string and can be one of the following variables: cpu_usage, mem_virtual_usage, mem_physical_usage, mem_total_usage
<b>cpu_number</b>	Number of the current checked CPU
<b>cpu_load</b>	The workload of the CPU as number, can be 0 to 100
<b>mem_virtual_load</b>	How much virtual memory is used (MB)
<b>mem_virtual_max</b>	How much virtual memory is max available (MB)
<b>mem_virtual_free</b>	How much virtual memory is free (MB)
<b>mem_physical_load</b>	How much physical memory is used (MB)
<b>mem_physical_max</b>	How much physical memory is max available (MB)
<b>mem_physical_free</b>	How much physical memory is free (MB)
<b>mem_total_load</b>	How much total(Virtual+Physical) memory is used (MB)
<b>mem_total_max</b>	How much total(Virtual+Physical) memory is max available (MB)
<b>mem_total_free</b>	How much total(Virtual+Physical) memory is free (MB)

#### 10.2.4.7 File Monitor

<b>genericfilename</b>	The configured generic name of the file being reported.
<b>generatedbasefilename</b>	Contains the generated file name without the full path.

#### Special IIS LogFile Properties

The Logfile Fields in IIS Logfiles are customizable, so there is no hardcoded command for their use.

The property-name depends on its name in the logfile. For example we take this Logfile:

```
#Software: Microsoft Internet Information Services 5.0
#Version: 1.0
#Date: 2005-10-27 14:15:25
#Fields: date time c-ip cs-username s-ip s-port cs-method cs-uri-stem cs-uri-query sc-status
cs(User-Agent)
2005-10-27 14:15:16 127.0.0.1 - 192.168.0.1 443 POST /eCommerce/asdf.php
2005-10-27 14:15:16 127.0.0.1 - 192.168.0.1 443 POST /eCommerce/asdf.php
2005-10-27 14:15:16 127.0.0.2 - 192.168.0.1 443 POST /eCommerce/asdf.php
2005-10-27 14:15:16 127.0.0.2 - 192.168.0.1 443 POST /eCommerce/asdf.php
```

As you can see, in our sample the fields are named: date, time, c-ip, cs-username, s-ip, ... and so on.

To use them as a Property inside our MonitorWareProducts, just use the names from your Logfile and add a "p-" before it:

<b>p-date</b>	The Date on which the Event occurs
---------------	------------------------------------

<b>p-time</b>	The Time on which the Event occurs
<b>p-c-ip</b>	The IP Address of the User which accessed
<b>p-cs-username</b>	The Username of the User which accessed
<b>p-s-ip</b>	The Server IP
<b>p-s-port</b>	The Server Port
<b>p-cs-method</b>	The Client-Server Method (POST,GET)
<b>p-cs-uri-stem</b>	The accessed File including its path

#### 10.2.4.8 Windows Service Monitor

<b>sourceproc</b>	The name of the service whoms status is being reported (from the Windows service registry).
-------------------	---

#### 10.2.4.9 Ping Probe

<b>echostatus</b>	<p>Status returned for the echo request</p> <p>The status value can be one of the following:</p> <p>0 = IP_SUCCESS</p> <p>11002 = IP_DEST_NET_UNREACHABLE</p> <p>11003 = IP_DEST_HOST_UNREACHABLE</p> <p>11010 = IP_REQ_TIMED_OUT</p> <p>11013 = IP_TTL_EXPIRED_TRANSIT</p> <p>11016 = IP_SOURCE_QUENCH</p> <p>11018 = IP_BAD_DESTINATION</p>
<b>roundtriptime</b>	Round trip time for the ping packet (if successful)

#### 10.2.4.10 Port Probe

<b>responsestatus</b>	The status of the probe.
<b>responsemsg</b>	The response message received (if any)

#### 10.2.4.11 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.

#### 10.2.4.12 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).
-----------------	---

#### 10.2.4.13 MonitorWare Echo Request

<b>responsestatus</b>	<p>The status of the echo request. Possible values:</p> <p>0 - request failed (probed system not alive)</p> <p>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>
-----------------------	---

#### 10.2.4.14 FTP Probe

<b>ftpstatus</b>	The status of the connection.
<b>ftprespmsg</b>	The response of the connection.

#### 10.2.4.15 IMAP Probe

<b>imapstatus</b>	The status of the connection.
<b>imaprespmsg</b>	The response of the connection.

#### 10.2.4.16 NNTP Probe

<b>nntpstatus</b>	The status of the connection.
<b>nntprespmsg</b>	The response of the connection.

#### 10.2.4.17 SMTP Probe

<b>smtpstatus</b>	The status of the connection.
<b>smtprespmsg</b>	The response of the connection.

#### 10.2.4.18 POP3 Probe

<b>pop3status</b>	The status of the connection.
<b>pop3respmsg</b>	The response of the connection.

#### 10.2.4.19 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 = "DUPLICATION_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:



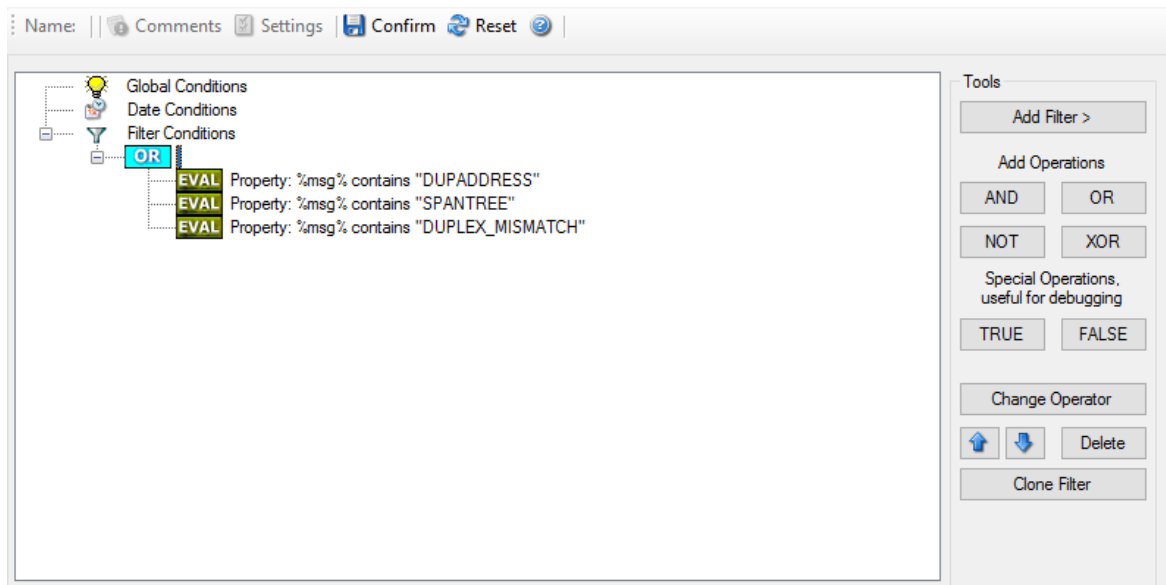


Figure 1 - Example 1

## 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:

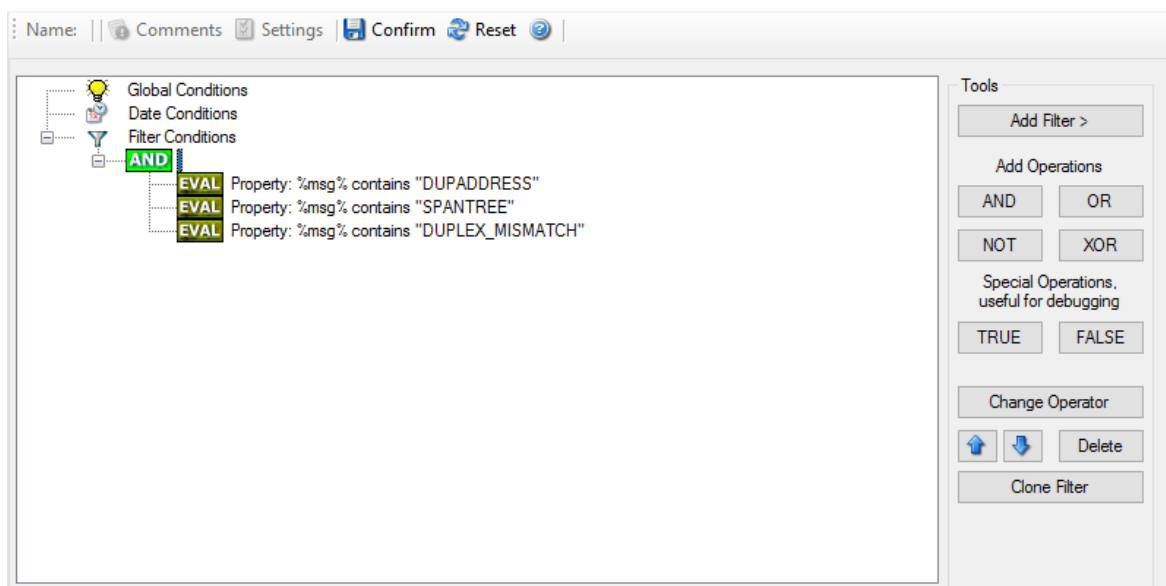


Figure 2 - Example 2

### 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:

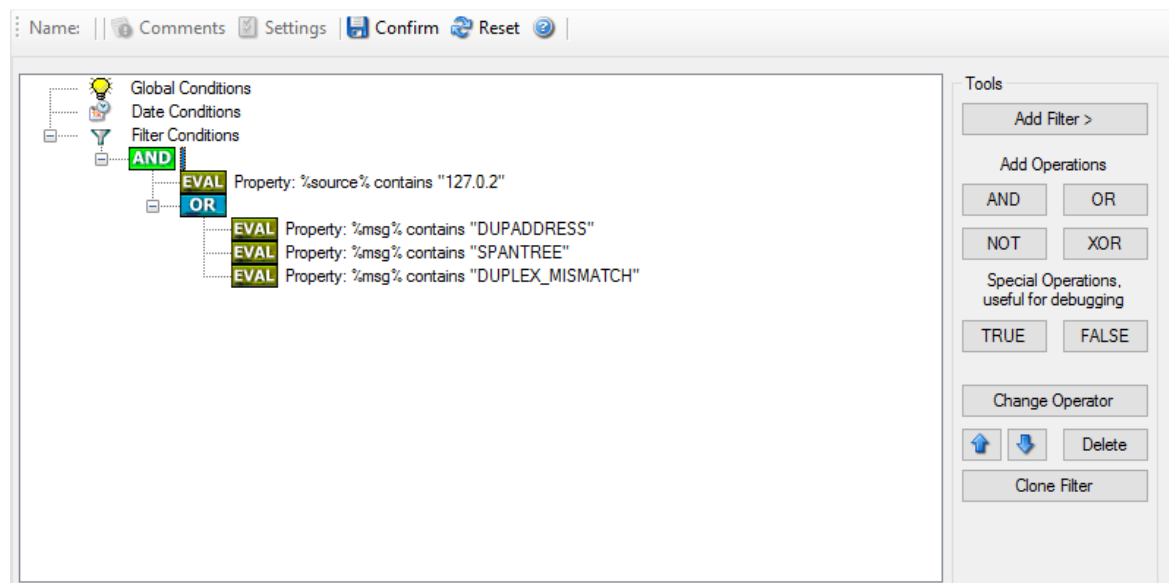


Figure 3 - Example 3

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](#)

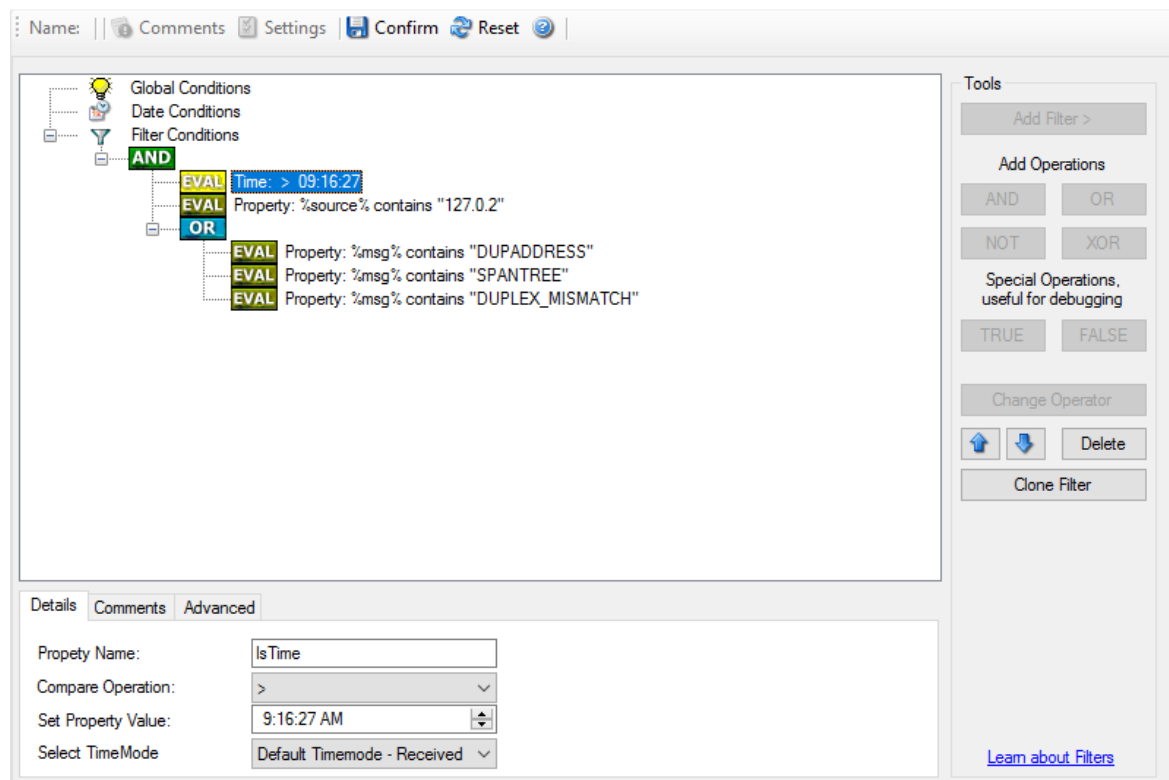
## Example 4

In this example, the report is to be filtered in such a way that it shows information only in the case, if the 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 {9:16:27} 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

**To**  
Save

CTRL+X	Cut
CTRL+C	Copy
CTRL+V	Paste
CTRL+Z	Undo

**Note:** This is in synchronization with most major Windows applications.

## 10.5 Command Line Switches

There are several command line switches available for using the agent via the command line.

-h	Show command line help
-v	Show version information
-i	Install service
-u	Remove (uninstall) service
-i "CustomServiceName"	Install service with a custom servicename
-u "CustomServiceName"	Uninstall a service with a custom servicename
-r	Run as console application
-r -o	Run ONCE as console application

If you install the service, you can start and stop the service with the "net start" and "net stop" commands. By using the "-r" switch, you run it only on the command line. When you close the command line, the program will stop working.

The "-v" switch gives you information about the version of the service.

**You can import Adiscon Config Format (cfg) configuration files via the commandline as well.** The syntax is quite easy. Simply execute the configuration client and append the name of the configuration file. This could look like this:

<i>mwclient.exe example.cfg</i>	Sample for MonitorWare Agent
<i>CFGEvntSLog.exe example.cfg</i>	Sample for EventReporter
<i>WINSyslogClient.exe example.cfg</i>	Sample for WinSyslog
<i>RSyslogConfigClient.exe example.cfg</i>	Sample for RSyslog Windows Agent

or

<i>mwclient.exe "example.cfg"</i>	Sample for MonitorWare Agent
<i>CFGEvntSLog.exe "example.cfg"</i>	Sample for EventReporter
<i>WINSyslogClient.exe "example.cfg"</i>	Sample for WinSyslog
<i>RSyslogConfigClient.exe "example.cfg"</i>	Sample for RSyslog Windows Agent

After this is executed, you will see the splash screen of the configuration client and then the import dialogue, which you have to confirm manually.

For doing a silent import, the "/f" (without the quotes) parameter has to be appended. This will look like this:

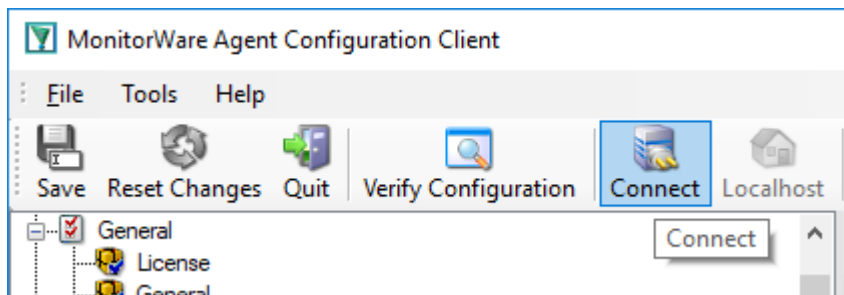
```
mwclient.exe "example.cfg" /f
```

In this case, the filename of the configuration has to be used with the quotes.

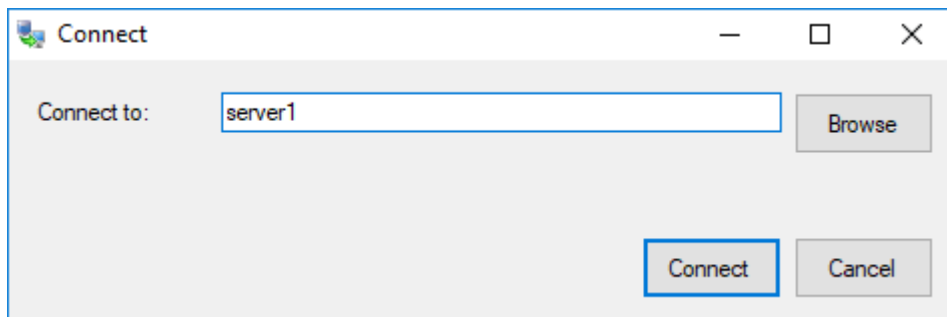
## 10.6 Version Comparison

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. See the following link which Version provides which services, actions and other features: <http://www.mwagent.com/product-info/edition-comparison/>

## 10.7 Connect to Computer



Click the Connect button in order to access another machine remotely. A window will open up.



Here you can enter the name of the machine you want to configure remotely. You can either directly enter the name into the textfield or you use the Browse button to see a list of available machines in the network. The click on the Connect button, the configuration client will verify access to the remote machine. If the verification is successful, you will be able to proceed with the remote access. Otherwise an error message will be shown.

**Please Note:** For remote configurations, you must ensure, that the remote machine is accessible by network and has access rights for the current logged on local user.

## 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:

<b>Openssl-1.0.2k:</b>	<a href="http://www.adiscon.org/3rdparty/openssl-1.0.2k.tar.gz">http://www.adiscon.org/3rdparty/openssl-1.0.2k.tar.gz</a>
<b>Net-SNMP-5.7.3:</b>	<a href="http://www.adiscon.org/3rdparty/net-snmp-5.7.3.tar.gz">http://www.adiscon.org/3rdparty/net-snmp-5.7.3.tar.gz</a>
<b>Liblogging:</b>	<a href="http://www.adiscon.org/3rdparty/liblogging.zip">http://www.adiscon.org/3rdparty/liblogging.zip</a>
<b>Librelp-1.2.11:</b>	<a href="http://download.rsyslog.com/librelp/librelp-1.2.11.tar.gz">http://download.rsyslog.com/librelp/librelp-1.2.11.tar.gz</a>
<b>Libfastjson-0.99.8:</b>	<a href="https://github.com/rsyslog/libfastjson/archive/v0.99.8.zip">https://github.com/rsyslog/libfastjson/archive/v0.99.8.zip</a>
<b>Liblognorm-2.0.4:</b>	<a href="https://github.com/rsyslog/liblognorm/archive/v2.0.4.zip">https://github.com/rsyslog/liblognorm/archive/v2.0.4.zip</a>

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## 12 Glossary of Terms

**Unfortunately, in the IT world terms are not necessarily used the same way by all people.**

To clarify what we are talking about, we have created a glossary of terms as we at Adiscon understand them. Of course, we try hard to stay with the mainstream definitions.

This list includes both general IT terms as well as Adiscon-specific terms. We hope this glossary of terms will be useful for all interested parties.

### 12.1 EventReporter

[EventReporter](#) is [Adiscon's](#) solution to forward Windows 2000/2003/2008/2012/2016/XP/Vista/7/8/10 event log entries to a 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.

## 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:

- AliveMon ([www.alivemon.com](http://www.alivemon.com))
- EventReporter ([www.eventreporter.com](http://www.eventreporter.com))
- MonitorWare Agent ([www.monitorware.com](http://www.monitorware.com))
- WinSyslog ([www.winsyslog.com](http://www.winsyslog.com))
- Rsyslog Windows Agent ([www.rsyslog.com](http://www.rsyslog.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.

## 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](#) and [WinSyslog](#) 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.

## 12.5 RELP

RELP is the "Reliable Event Logging Protocol". It assures that no message is lost in transit, not even when connections breaks and a peer becomes unavailable. The current version of the RELP protocol has a minimal window of opportunity for message duplication after a session has been broken due to network problems. In this case, a few messages may be duplicated (a problem that also exists with plain tcp syslog).

RELP addresses many shortcomings of the traditional plain tcp syslog protocol. For some insight into that, please have a look at <http://blog.gerhards.net/2008/04/on-unreliability-of-plain-tcp-syslog.html>. Please note that RELP is currently a proprietary protocol. So the number of interoperable implementations is limited.

Note that for reliable operation where messages should be preserved over a service shutdown, queue cache mode must be activated.

## 12.6 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.

## 12.7 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.



## 12.8 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.

## 12.9 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.

## 12.10 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.

## 12.11 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.

## 12.12 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.

## 12.13 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.

## 12.14 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.

## 12.15 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.

## 12.16 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.

## 12.17 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.

## 12.18 IPv6

Adiscon Products officially support IPv6. The IPv6 support was introduced with the following versions:

MonitorWare Agent 8.0  
WinSyslog 11.0  
EventReporter 12.0

Support for IPv6 is available in all network related facilities of the engine. All network related actions will automatically detect IPv6 and IPv4 target addresses if configured. You can also use DNS resolution to resolve valid IPv6 addresses. Network related Services can either use IPv4 or IPv6 as internet protocol. In order to support both protocols, you will need to create two services. The only exception is the RELP Listener, which uses IPv4 and IPv6 automatically if available.

## 12.19 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.

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