



User Manual

Content

1.	Installing	3
1.1	Prerequisites.....	3
1.2	Installation procedure	4
1.2.1	Logging in for the first time, and setting up Users	11
2	Using HitWB Monitor (Mainscreen)	12
2.1	Menubar	13
2.2	Actionbar	13
2.3	MessageGrid.....	13
3	Modules (configuring what to monitor, luckily that's easy)	16
3.1	General	16
3.2	Available Modules	17
4	Global Settings.....	18
4.1	Administrative Notes.....	19
4.2	IgnoreList Settings	20
4.3	UserSettings	20
5	Service Oriented Monitoring.....	21
6	Reporting.....	22
6.1	Availability Charts.....	22
6.2	Storage Capacity Planning	22

1. Installing

If you have a problem, and you can't find a solution, or for more information please visit our supportforums on <http://www.handle-it.nl/boards/fg/3/hitwb-monitoring.aspx>.

The installation of HitWB Monitor consists of several components

- HitCollector, windows service responsible for collecting, analyzing data collected from servers
- HitWB.net, asp.net 4 webapplication
- Sqlserver database HitWB
- HitWBCLient, optional component can be installed on client (from HitWB Monitor webapplication) for more functionality

The licensed version also has extra components:

- HitWBServiceMonitor, asp.net 4 webapplication for Service Oriented Monitoring (bridge commandcenter function e.g. on a helpdesk)
- HitNotification, windows service sending out notification about status changes of configured services

1.1 Prerequisites

The following components are needed before installing HitWB Monitor.

- .Net Framework 4
- - SQLserver 2008 Express or Sqlserver 2008 other version, server authentication Mixed mode
- IIS

If you're installing on a Windows Server 2008/Windows 7 environment please be advised that to successfully install you need to install the Role "Services for IIS 6 Management Compatibility".

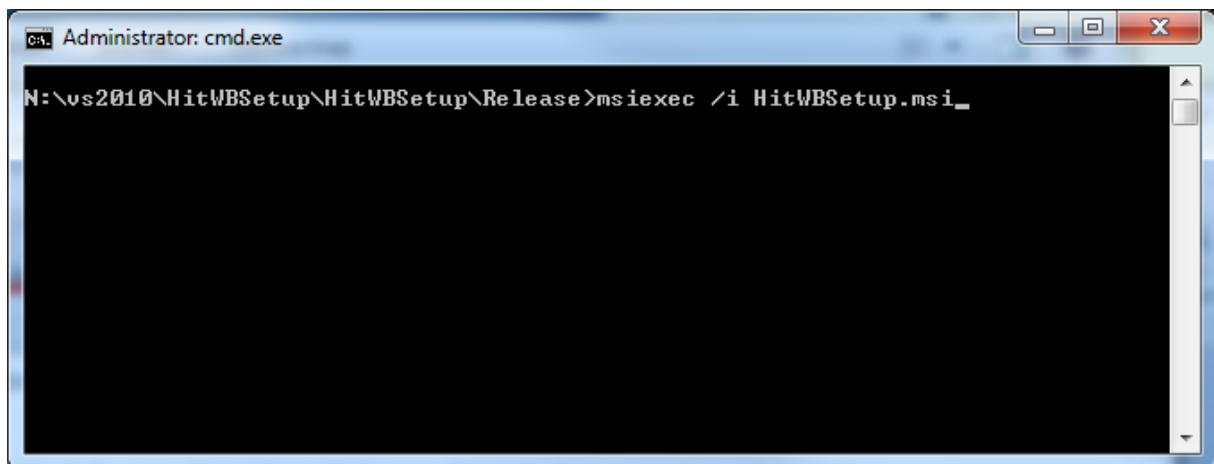
1.2 Installation procedure

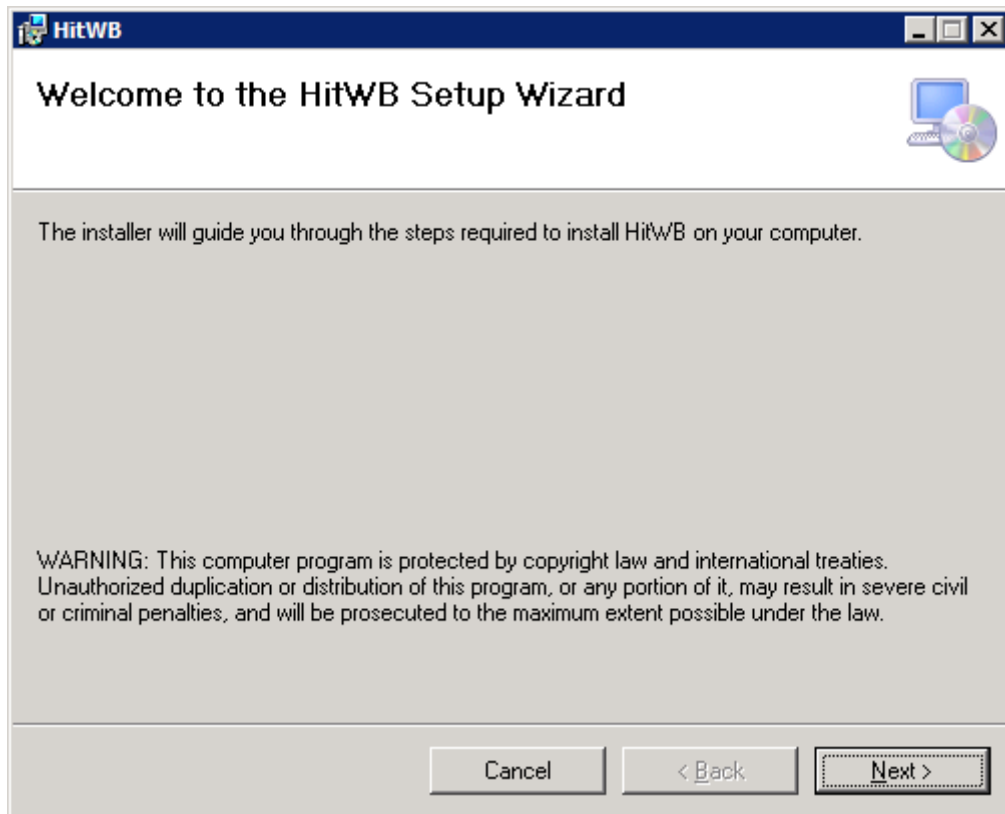
You need the following information, which you will be asked to supply during the installation

Component	Item	Value	Required
<i>Database</i>	DatabaseServer	e.g. (local)\sqlexpress	Yes
	DatabaseUsername		Optional, leave blank for Windows Authentication
	DatabasePassword		Optional, leave blank for Windows Authentication
<i>HitCollector service Account</i>	Domain	e.g. Handle-it	Yes
	Username	e.g. Sa_monitoring	Yes, must be a user with domain administrative privileges for all monitoring functions to work properly
	Password	*****	Yes
<i>WebApplication</i>	ApplicationPool	ASP.NET v4.0	Yes

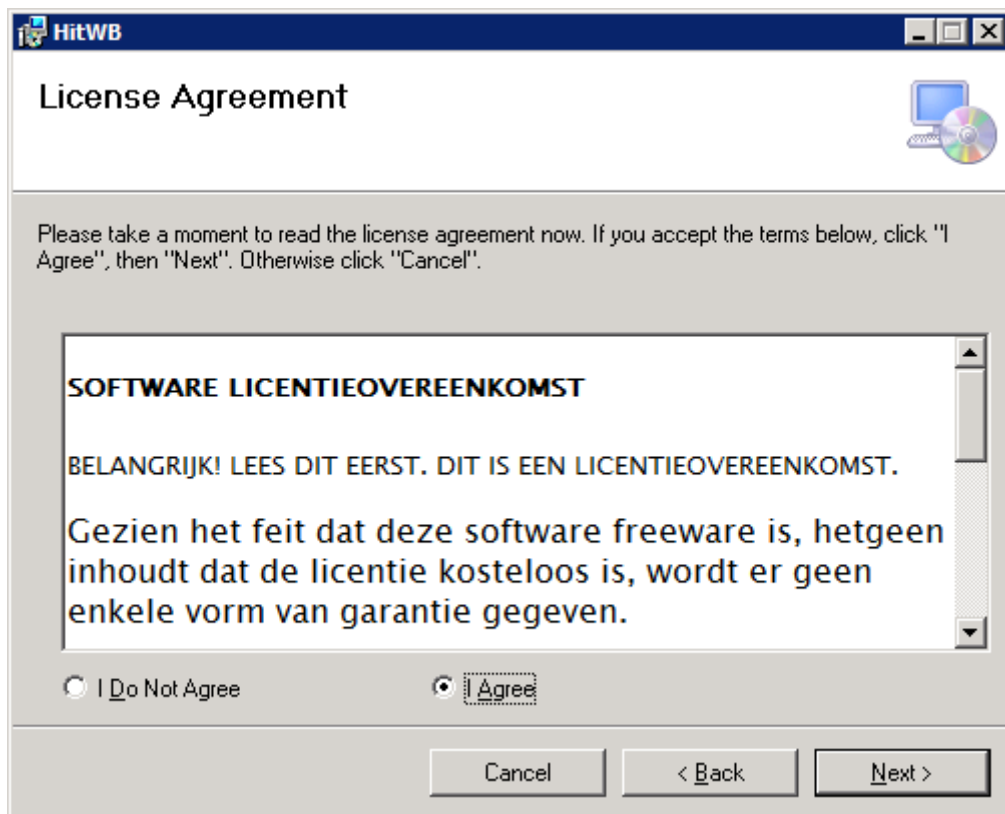
For UAC: Launch a command prompt as Administrator

From the command prompt execute the following command:

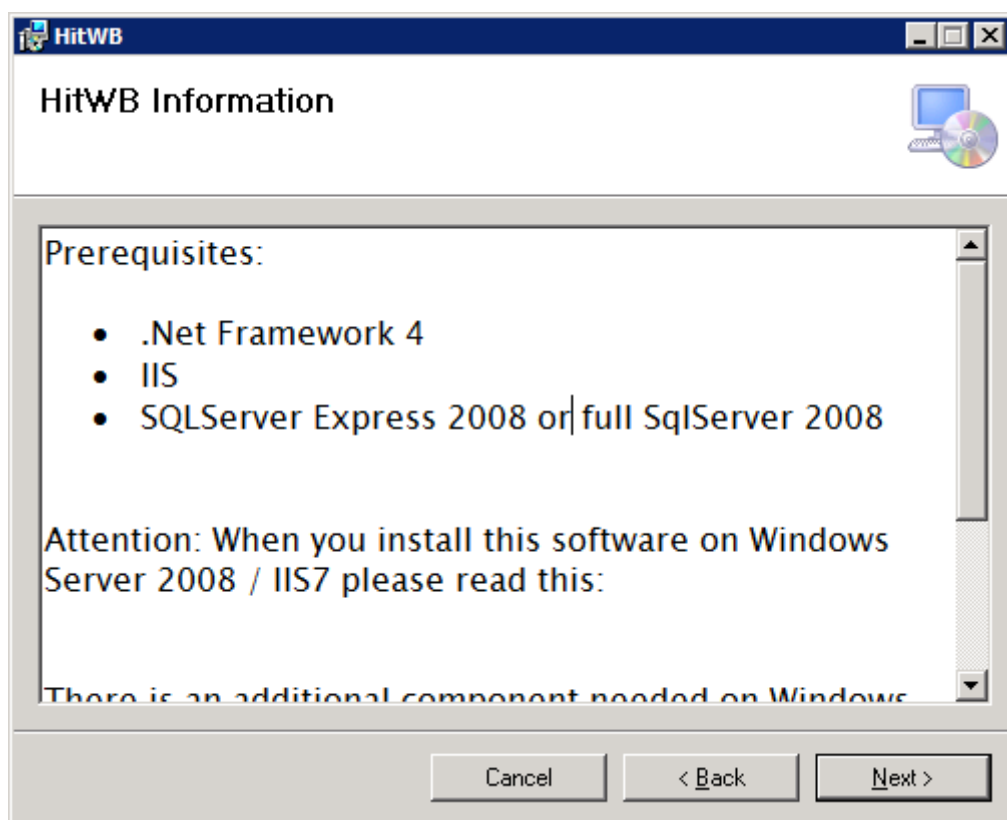




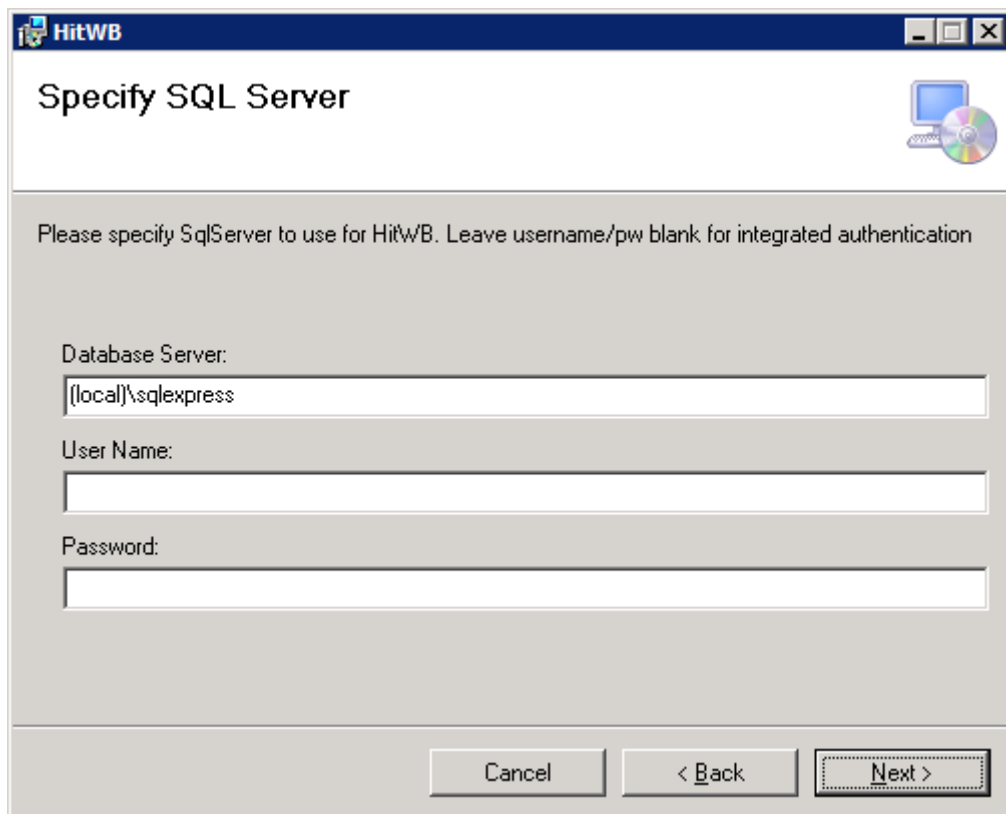
Please click Next



Read the license agreement and select I Agree, click Next



Please read the information, and click Next



The image shows a Windows-style dialog box titled "HitWB" with a subtitle "Specify SQL Server". The dialog has a blue header bar with the HitWB logo and standard window controls. Below the header, there is a small icon of a computer monitor and a CD. The main area of the dialog is light gray and contains the following text and fields:

Please specify SqlServer to use for HitWB. Leave username/pw blank for integrated authentication

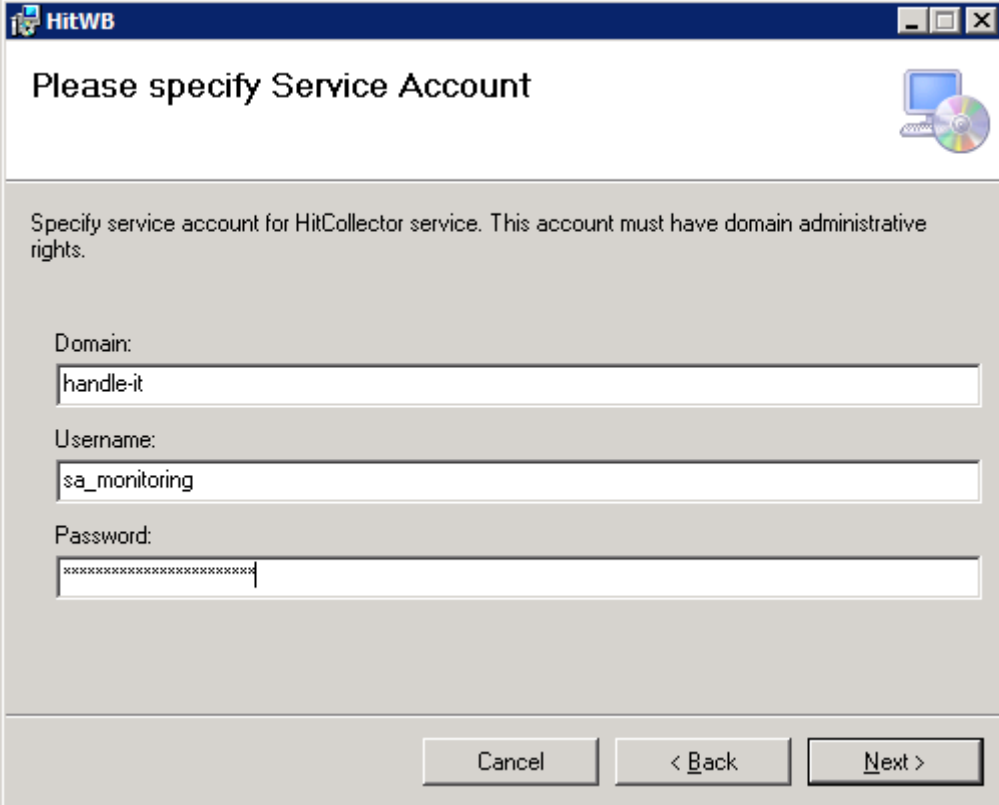
Database Server:

User Name:

Password:

At the bottom of the dialog, there are three buttons: "Cancel", "< Back", and "Next >". The "Next >" button is highlighted with a dashed border.

Please specify the name of the SqlServer, and if you want to use sql authentication fill in the Username and Password, click on Next



The image shows a Windows-style dialog box titled "HitWB Please specify Service Account". The title bar includes the "HitWB" logo and standard window controls. The main area contains a text box for the domain, a text box for the username, and a password field with masked characters. A small icon of a computer and a CD is in the top right corner. At the bottom, there are three buttons: "Cancel", "< Back", and "Next >".

Please specify Service Account

Specify service account for HitCollector service. This account must have domain administrative rights.

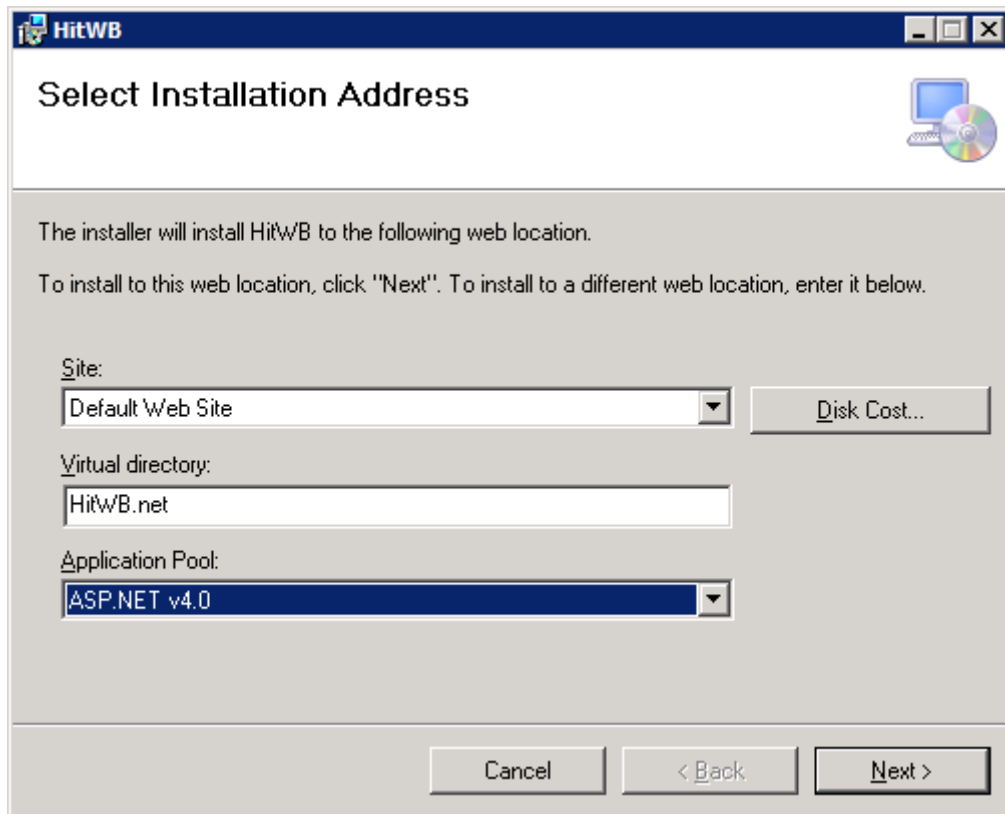
Domain:
handle-it

Username:
sa_monitoring

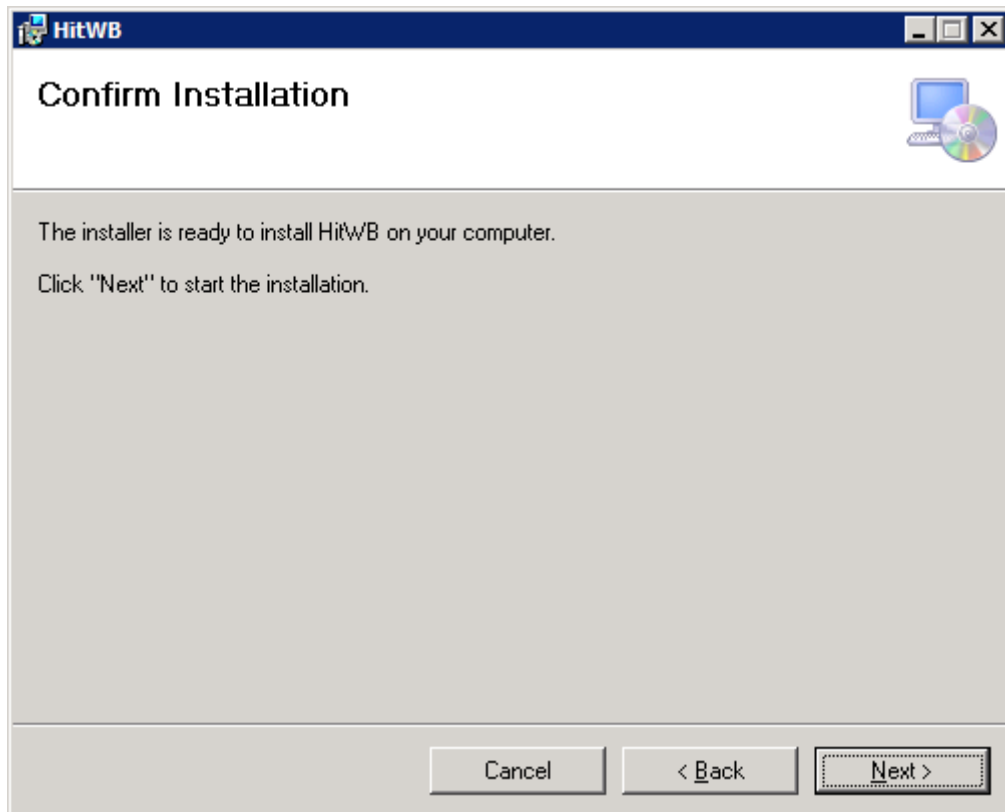
Password:
xxxxxxxxxxxxxxxxxxxx

Cancel < Back Next >

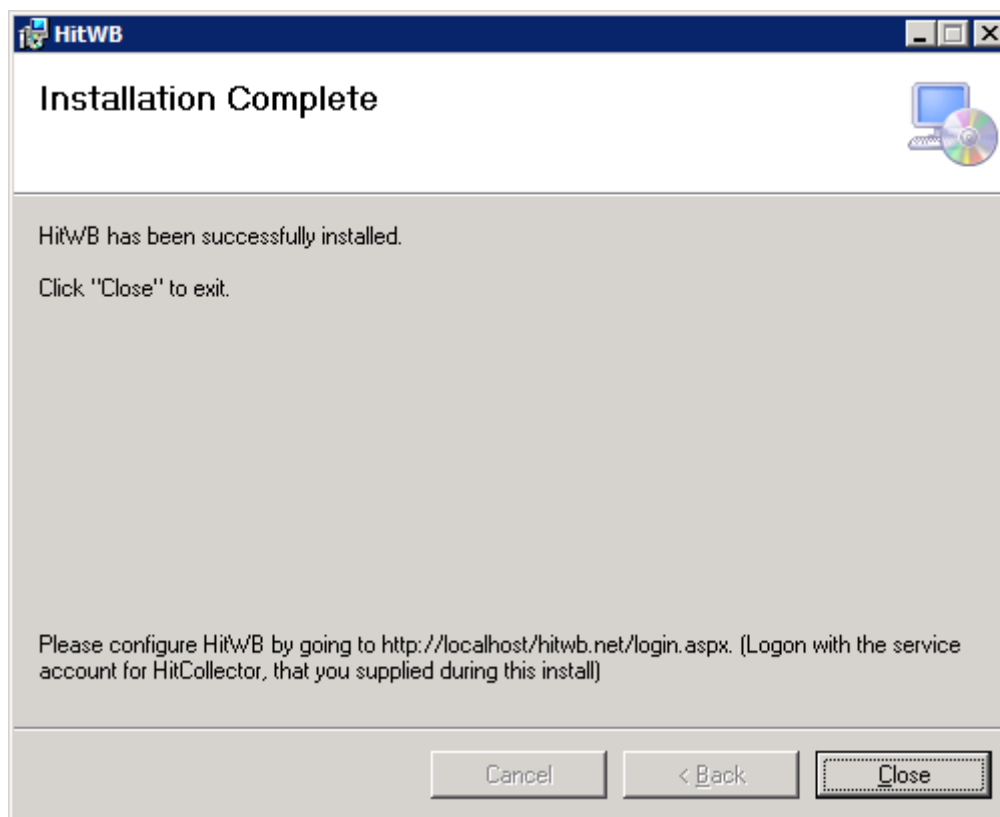
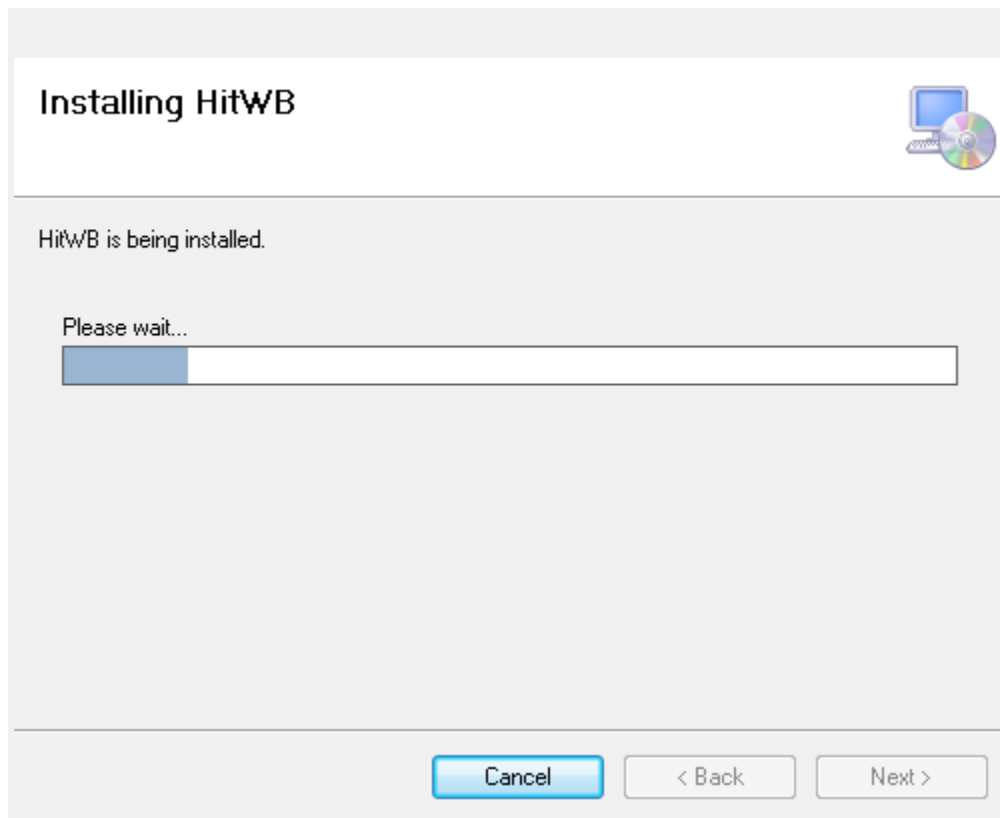
Please specify the credentials under which the HitCollector service will be running in you're environment, and click Next



Please select Application Pool: **Asp.net v4.0**, and click Next



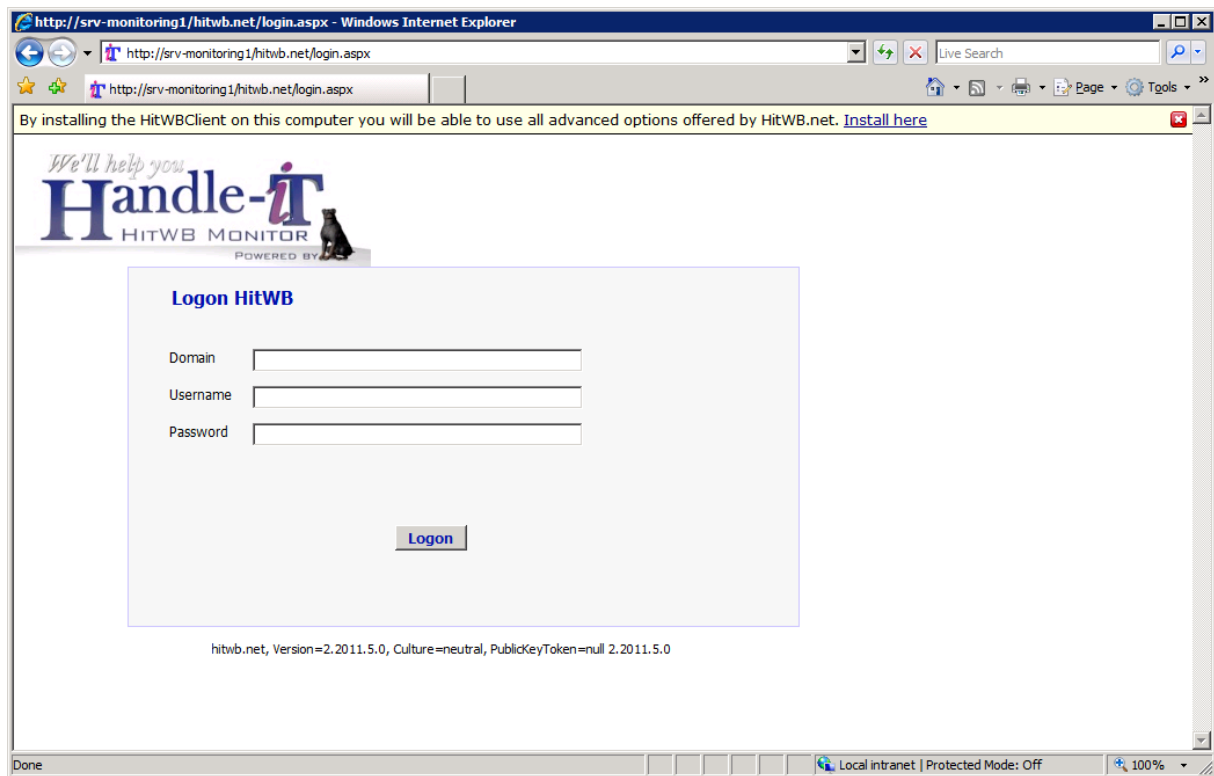
All needed information is gathered, please click Next to start the installation of HitWB Monitor



You have now successfully installed HitWB Monitor, and need to setup users.

1.2.1 Logging in for the first time, and setting up Users

Please start a webbrowser and browse to <http://<servername>/hitwb.net/login.aspx> where HitWB is installed



Authentication in HitWB Monitor is done using Windows Authentication, so you don't need to remind a separate password. You just logon with you're familiar Windows account credentials.

For the first time login it's important that you logon with the username (Service Account) you have supplied during the installation of HitWB Monitor, in our example

Domain: Handle-iT, Username: sa_monitoring.



Please from the mainscreen goto Settings→UserSettings, and Insert any users that you need.

You can give a user a role, and a userprofile based on monitored Systems or available modules.

2 Using HitWB Monitor (Mainscreen)



2.1 Menubar

From the menubar you can select all available options.

2.2 Actionbar

From the Actionbar you can see the lastupdate, which messages are Ignored (You can ignore messages so they don't show up in the MessageGrid), and you can perform actions on selected messages.

Fundamental is that HitWB Monitor utilizes two types of messages:

- Messages from Logging sources, which don't have a way of telling if the problem is solved, like Eventlog, Snmp Traps, Logfiles, Syslog etc. If you have taken notice of the content of such a message, you can select the message and click on Acknowledge. The message will be no longer visible in the 'Select Current' view.
- Messages where the message automatically will be moved to the 'Select Solved' when HitWB detects it is solved. A simple example is a Diskspace message, when the threshold will be no longer reached it will be automatically places in the Solved Messages.

If you want to see Acknowledged Messages please click on 'Select Acknowledged'.

If you want to see Solved Messages please click on 'Select Solved', notice that HitWB automatically calculates the duration of the problem.

You can also quickjump to a certain System bij selecting the 'Select System' dropdownlist.

2.3 MessageGrid

The MessageGrid contains all the information collected by the HitCollector service.

You can click on the system and get System Detailed information.

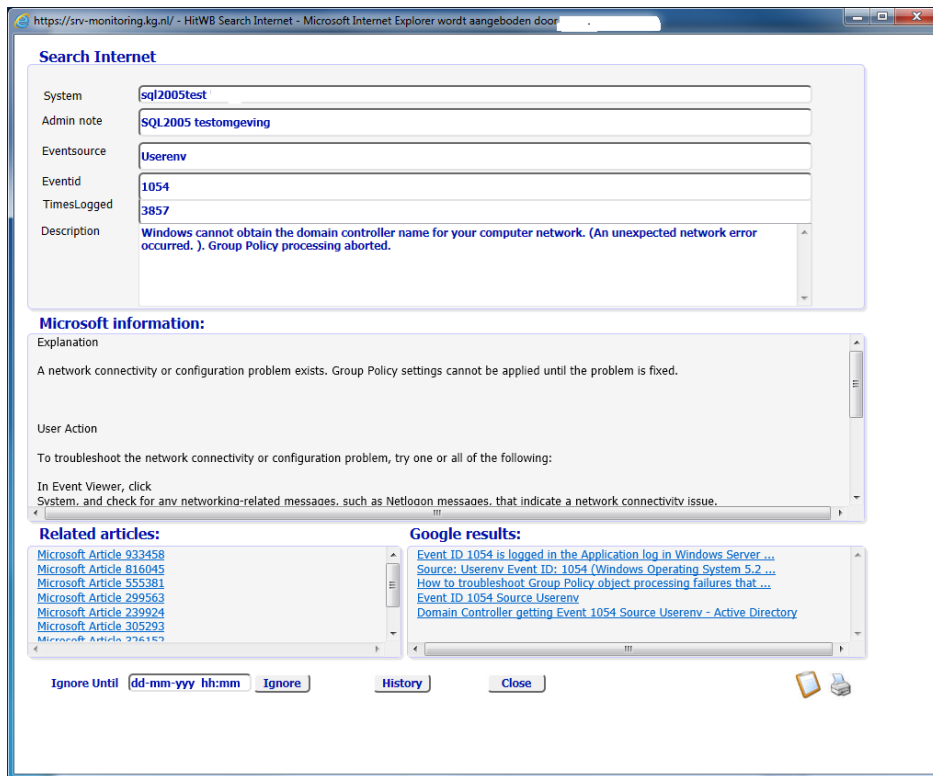
The screenshot shows the 'Detail information srv-monitoring.kg.nl' page. It displays various system metrics and configuration details:

- System:** srv-monitoring.kg.nl
- Type / Nr of Processors:** PowerEdge R710 / 2
- Description:** Monitoring
- Operating System:** Microsoft® Windows Server® 2008 Standard
- Service pack:** Service Pack 2
- Serialnumber:** 9M4P94J
- System started:** [Empty field]
- Memory Usage:** 4095 Mb
- CPU Util/Queue Length:** [Empty field]
- Network Util:** [Empty field]
- Free Diskspace:** [Empty field]
- Avg. Disk Queue Length:** [Empty field]
- Network Device:** n/a
- Network VtpDomain:** n/a
- Network Port:** n/a
- Network VLAN:** n/a

At the bottom, there are buttons for 'Auto Refresh', 'Manage', 'RDP', 'BMC', and 'History'.

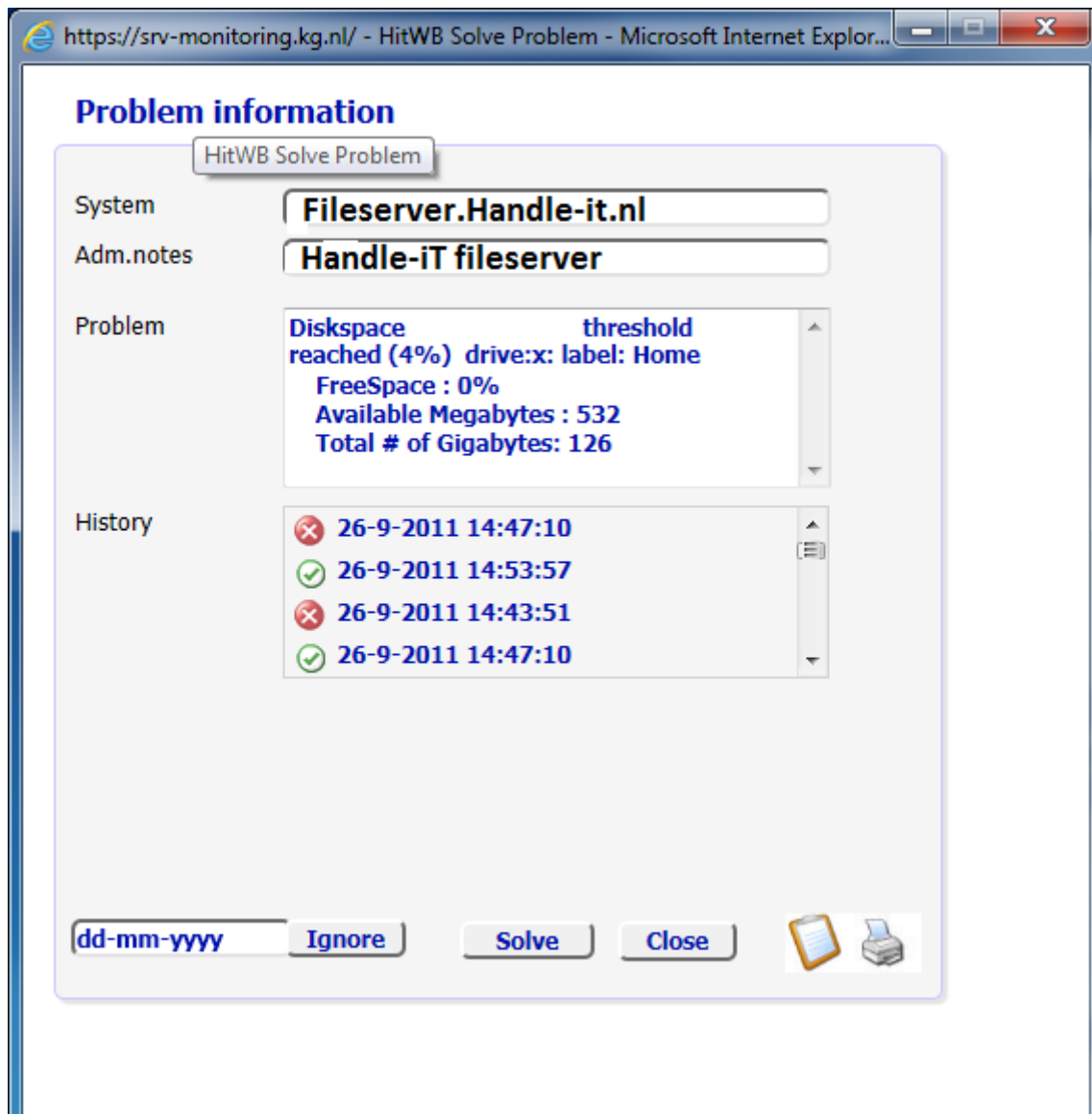
If you Tick 'Auto Refresh' you can also see the most important performance resource information.

You can also click on the Description to get Detailed information, and if possible solve the problem immediately. If you click on a message that needs to be acknowledged you see this screen.





Notice that HitWB Monitor immediately gives detailed information over the logged message, and all back-ground to decide if action needs to be taken.

If you click on Description of a message that needs to be solved (e.g. Service down, Diskspace threshold reached etc etc) you get this screen



Notice that you see the message and it's history, you can immediately put it on the 'Ignore List' by clicking on Ignore. There is a Solve button that can be used (for the solve button to function you need to install the HitWB Client software, from the logon page)

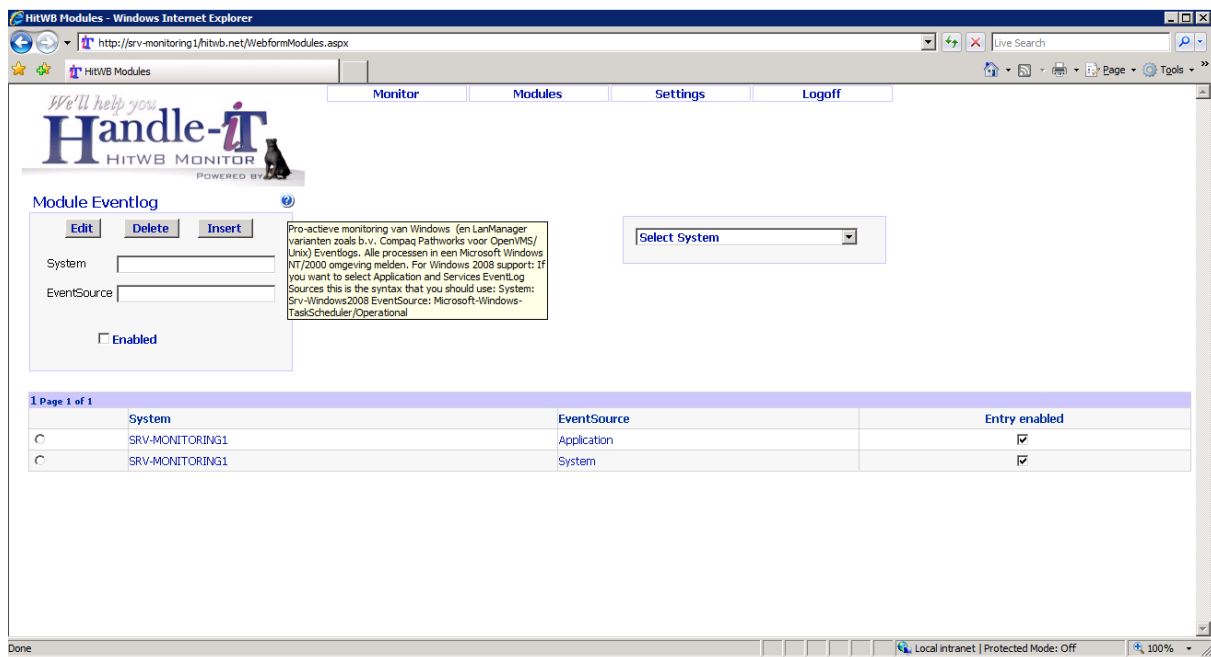
Also from the mainscreen you can  Search all messages, and there is a  wizard to add Systems. In the next chapter all the modules will be explained in more detail.


3 Modules (configuring what to monitor, luckily that's easy)

3.1 General

When you click on one of the available modules you can easily and without the need to supply many information add servers to be monitored.

Example of Module Eventlog



Above an example of module Eventlog, you only have to add the System and the EventSource (e.g. System,Application etc). There is tooltip information available when you hover over .

3.2 Available Modules

- Cluster, Complete monitoring of all resources in a Windows Cluster environment
- Database Check, Check by standard query, or own supplied query the status of you're databases
- Diskspace, Check free disk space and get notified if thresholds are reached
- DFS & Replication, Check Distributed File System and if the supplied DFS is replicated correctly to all destinations
- Eventlog, Check Windows Eventlog and get notified if errors, warnings etc are logged. Get automatically a full description what the logged message means, the severity and what you should do to solve the possible problem, or prevent system failure
- GlobalHealth, Check a variety of Windows performance parameters like CPU Utilization, Memory, Hard disk IO, Network IO etc
- Logfiles, Check logfiles (mostly textbased) for keywords supplied (like error, warning, fatal etc) and get notified if such a message is logged to the supplied logfiles
- Netlogon replication, check Active Directory health, for example replication, trusts etc.
- Ping, good old TCP/IP check if device is reachable over the network
- Printservers, check Windows printserver and get notified if a printer is offline, needs toner etc etc
- ProcessChecker, check if a given process is running and is in a healthy state
- SNMP traps, receive snmp traps of every device capable of sending it. Configure the system to send SNMP traps to you're HitWB Monitoring server and you are up and running.
- Services & Devices, check windows services & devices are running and in a healthy state
- SysLog, receive syslog messages (e.g. from a unix or linux system), configure the unix/linux system to send syslogmessages to you're HitWB Monitoring server and that's all there is too it.
- TaskScheduler, check scheduled tasks, if task is correctly scheduled and in a healthy state
- Timedifference, check the time on e.g. you're domain controllers to check if they are in sync. Very important for certain authentication methods like kerberos.
- TNSPing, check Oracle server listener if it's up and running correctly
- UrlChecker, check given url (e.g. <http://www.handle-it.nl>) on you're local network, or by proxy over the internet if reachable and running correctly
- VMWareESX - vSphere, check you're ESX/vSphere hosts on all important parameters like configuration, alarms, resource usage, health etc.

4 Global Settings

The screenshot displays the 'Global Settings' page of the Handle-It monitoring tool. The interface includes a navigation bar with 'Monitor', 'Modules', 'Settings', and 'Logoff' tabs. The 'Settings' tab is active. The settings are organized into a form with the following fields and values:

- Scan Interval:** 150 Seconds
- Scan Timeout:** 60000 Milliseconds
- Firewall:** http://proxy.handle-it
- Firewall port:** 8080
- Http Resp Threshold:** 1
- Logfile IgnorePattern:** (err=53,fail,err=1311,err=5,err=1326,#4280,#768,mod_epo Failed to process a
- Logfile SearchPattern:** Error,Warning,Fatal,ora-Loop Down,fail,Exception,NACK
- Alternate Credentials (necessary for VMWare ESX):**
 - Username:** sa_monitoring
 - Password:** (empty)
- DiskSpace Threshold:** 4

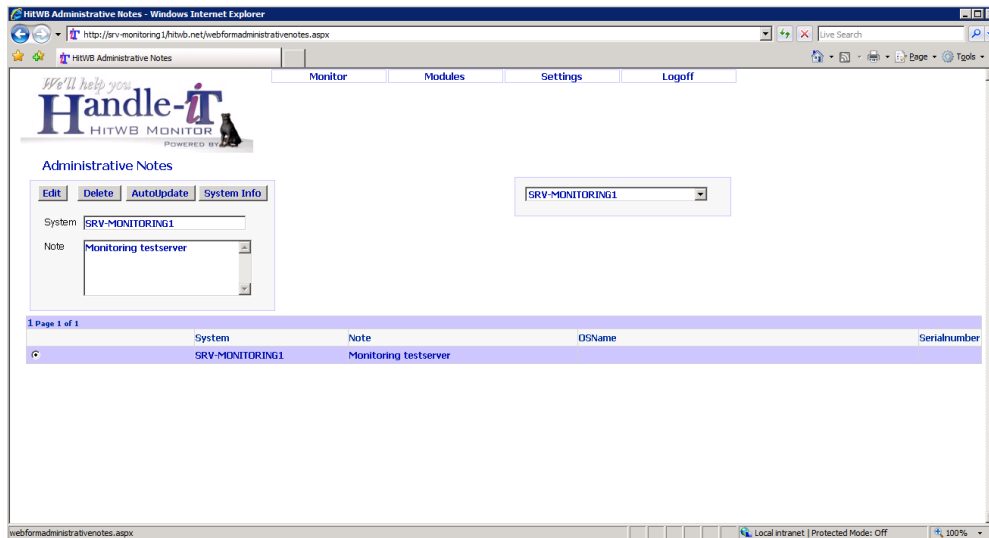
Buttons for 'Update' and 'Back' are located at the top left of the settings form.

In the Global Settings you can configure the following options:

Scan Interval	Determines how frequently scans are performed
Scan Timeout	Determines the timeout for the scanning process
Firewall	Needed for connection to the internet, fill in proxy server address. Also important if you want the module UrlChecker to perform website checks over the internet. (please use URI notation e.g. http://proxy.handle-it.nl)
Firewall port	Specify portnumber for the proxy
HTTP Resp Threshold	Important for URL checker and other modules the maximum time given to check a server over HTTP in seconds before a timeout is generated
Logfile Ignore Pattern	Essential for module Logfiles, which keywords should be ignored
Logfile Search Pattern	Essential for module Logfiles, which keywords are important, and if found are reported directly to you
Alternate Credentials Username	Essential for module VMWare ESX, credentials supplied here are used for connecting the hosts and performing checks
Alternate Credentials Password	Essential for module VMWare ESX, credentials supplied here are used for connecting the hosts

	and performing checks
Diskspace Threshold	Global threshold for the module Diskspace (percentage), if a checked System has a diskdevice with less then the supplied percentage freespace it will be reported directly

4.1 Administrative Notes



Here you can supply a note per system, which is handy if you got a lot of systems to monitor. This note is shown throughout the application. Also you can collect system information like OS, Serial number, etc etc here automatically, by selecting the system and clicking on 'AutoUpdate'.

4.2 IgnoreList Settings

If you want to filter messages permanently or temporarily you can do it by adding a filter here. You must also supply Until when this filter should be active.

You can also filter message by clicking on the message in the mainscreen, and clicking on Ignore.

4.3 UserSettings

This is the place where you can add HitWB Monitor users, give them a role and a profile based on Module of System. Important is to know that the username must be specified in <domainname>\<username> form. HitWB Monitor works with Windows Authentication so a separate password to remember is not needed, just logon with the familiar Windows credentials from you're Active Directory.

5 Service Oriented Monitoring

The screenshot shows the 'HitWB Services Configuration' web interface. The form includes fields for Service (Exchange), Description (E-mail Exchange), Contacts (System Administrator), Servers (srv-exchange.handle-it.nl), and Components (Microsoft Exchange). Below the form is a table with the following data:

ServiceName	Description	Components	Servers
Exchange	E-mail Exchange	Microsoft Exchange	srv-exchange.handle-it.nl
FileServices	Fileservices	lanmanserver,Rpccs	srv-fileserver.handle-it.nl

Here you can easily configure Service Oriented Monitoring, by supplying a Servicename, Description and a few other details. From this configured service Availability Reports will be automatically created from that time.

Example of Service Oriented Monitoring of Exchange

- **Service:** Exchange
- **Description:** E-mail Exchange
- **Contacts:** System Administrator
- **Servers:** srv-exchange1.handle-it.nl, srv-exchange2.handle-it.nl
(fill in Full Qualified Domainname of servers that are part of this service, if more that one servers separate by comma.)
- **Components:** Microsoft Exchange (Please fill in e.g. part of the Windows Service Names, or part of the messagedescription that HitWB will log if service is down)

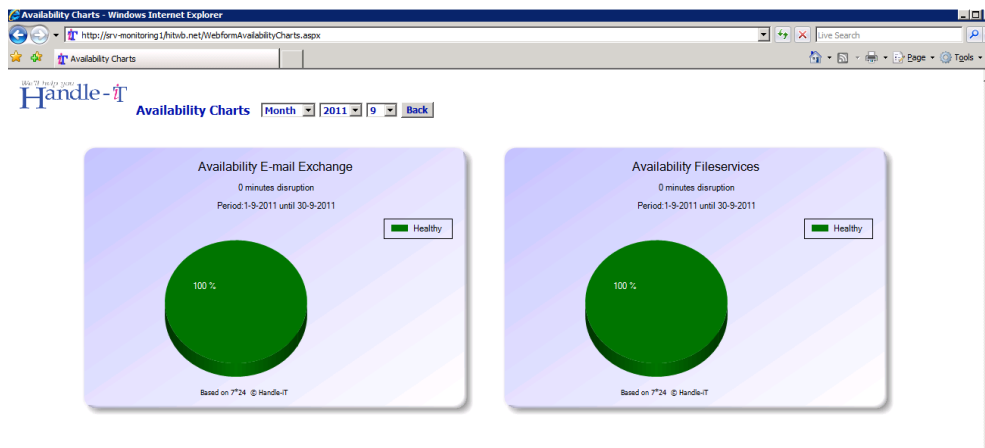
Optional

- Maintenance Window, if you fill in Maintenance Window, From Hour / To Hour, service disruption in that timeframe will be considered Regular Maintenance. Also if you're service window is not for 7*24h, you can add a service window accordingly.

6 Reporting

6.1 Availability Charts

Please click on the menubar 'Monitor' and select 'Availability Charts'



If there was disruption in the selected period, the charts will contain a red part. By clicking on the chart (only when there was disruption or planned maintenance), you can see the details about the disruption that occurred. Also you can edit the disruption to Maintenance, so that it will not be calculated as disruption.

6.2 Storage Capacity Planning

Every day the HitCollector service will make a snapshot of Storage Capacity of each server that is filled in module Diskspace.

Here you have nice charts about the storage in time



Storage Capacity Planning

PEERTJE-PC Month 2011 9 Back

Total growth in this period: 40,00 GB

