AccuRoute

Server Monitor

Administrator Guide

August 2015

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Section 1: Introduction

This section includes:

Introduction to Omtool Server Monitor (1-1)

About this guide (1-1)

Related AccuRoute v5.0 documentation (1-2)

Introduction to Omtool Server Monitor

Omtool Server Monitor is a stand-alone application that monitors various components of an AccuRoute Server. It executes custom-created tests to detect workflow bottlenecks and system failures.

Conditions that can be monitored include the size of the message database, available disk space on the AccuRoute Server, the size of Send and Receive folders, the status of Omtool services, and the status of connectors. Additionally, with its versatile monitoring capabilities, Omtool Server Monitor runs test in specified frequencies; maintains a suspend schedule; supports custom actions for each test which can include sending e-mail notifications, writing entries to the event log, and changing the status of Omtool Services; supports custom e-mail addresses for the source and destination of notification messages; and monitors AccuRoute Server clusters.

Omtool Server Monitor consists of:

- **Omtool Server Monitor Administrator** - A snap-in to the Microsoft Management Console, the Administrator plays two essential roles. First, it serves as the user interface where you create "tests" for each AccuRoute Server you monitor. (Each test consists of criteria and at least one action.) Second, the Administrator connects to the Omtool Server Monitor Service. Because the Omtool Server Monitor Administrator can run on a different system than the Omtool Server Monitor Service, you can manage your server monitoring methods from another Windows system in the local area network, including your desktop.
- **Omtool Server Monitor Service** - This Windows service performs all monitoring activities from a high-availability server. It logs on to the AccuRoute Server using the AccuRoute Server account, which has DCOM access and launch permissions on the AccuRoute Server, and then executes the tests created in the Administrator.

About this guide

This guide provides instructions on installing and using Omtool Server Monitor, an application that monitors the AccuRoute Server environment. It is written for an advanced computer user or network administrator with working knowledge of the AccuRoute Server environment.

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Related AccuRoute v5.0 documentation

For more information about AccuRoute v5.0 and other AccuRoute products, refer to the AccuRoute v5.0 documentation home page to access:

- Readmes and release notes
- DMS Libraries quick start guides
- User guides and online help
- Administrator guides
- Installation and upgrade guides

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Section 2: Installation

This section includes:

Requirements (2-1)

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Introduction to Omtool Server Monitor installation

Omtool Server Monitor is installed with two components: Omtool Server Monitor Administrator and Omtool Server Monitor service. The Omtool Server Monitor service, a Windows service that monitors the AccuRoute Server environment, is installed on one system only. The Omtool Server Monitor Administrator can be installed multiple systems so that one or more administrators can conveniently manage Omtool Server Monitor.

Tip Omtool Server Monitor Administrator and Omtool Server Administrator are snap-ins to the Microsoft Management Console. Both snap-ins are supported on the same system so that administrators can manage the AccuRoute Server and the application that monitors it from the same location.

Requirements

Hardware and software requirements

Omtool Server Monitor Service

The system where the Omtool Server Monitor Service is installed must meet the following minimum requirements:

- ❒ Windows NT domain computer that always runs in the same domain as the AccuRoute Server and is not a domain controller, an AccuRoute Server, or a remote server
- ❒ Pentium III-compatible processor; 1 GHz; 512 MB RAM; 20 GB available hard disk space; CD-ROM drive; and Microsoft mouse or compatible pointing device
- ❒ Windows 2012 64-bit environment or Windows 2008 64-bit
- ❒ IIS configured for SMTP mail delivery
- ❒ Exchange System Administrator (required only for Exchange monitoring)

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Omtool Server Monitor Administrator

The system where Omtool Server Monitor Administrator is installed must meet the following minimum requirements:

- ❒ Windows NT domain computer that belongs to the same domain as the AccuRoute Server
- ❒ Pentium III-compatible processor; 1 GHz; 512 MB RAM; 200 MB hard disk space; CD-ROM drive; and Microsoft mouse or compatible pointing device
- ❒ Windows 2012, Windows 2000 Server SP4, Windows 2000 Advanced Server SP4, or Windows XP Professional (64 and 32-bit platforms) Windows 2000/XP

Additional installation requirements

Omtool Server Monitor also requires the following:

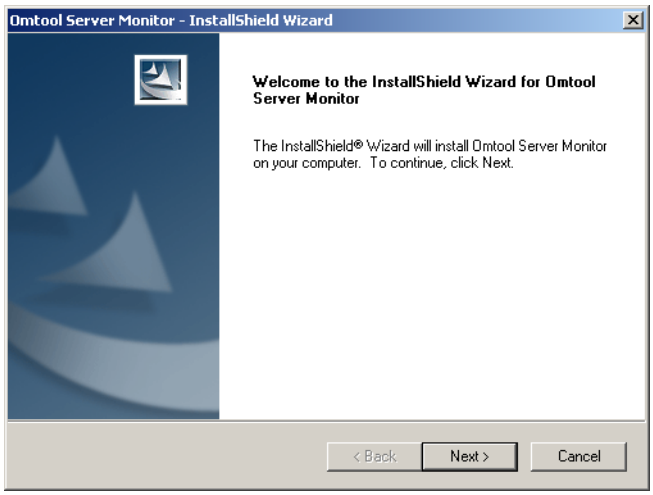
- ❒ Omtool service account or another account that belongs to the AccuRoute Admins group on the AccuRoute Server

Install Omtool Server Monitor

The Omtool Server Monitor setup files are installed on the AccuRoute Server in a folder that is not shared by default. Before installing Omtool Server Monitor, log on to the AccuRoute Server using an account that belongs to the local Administrators group, share C:\Program Files\Omtool\Omtool Server\Tools\ServerMonitor, and give the Omtool Server Monitor installation user read access to the share.

To install Omtool Server Monitor:

1. Log on to the system where Omtool Server Monitor is being installed using an account that belong to the local Administrators group, go to `\\AccuRoute_server\ServerMonitor`, and copy the setup files to the system where Omtool Server Monitor is being installed.
2. Run **setup.exe**. The setup starts and displays a welcome message.



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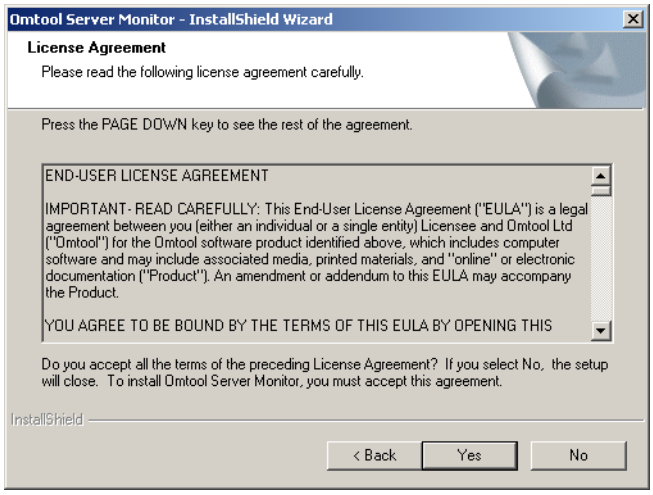
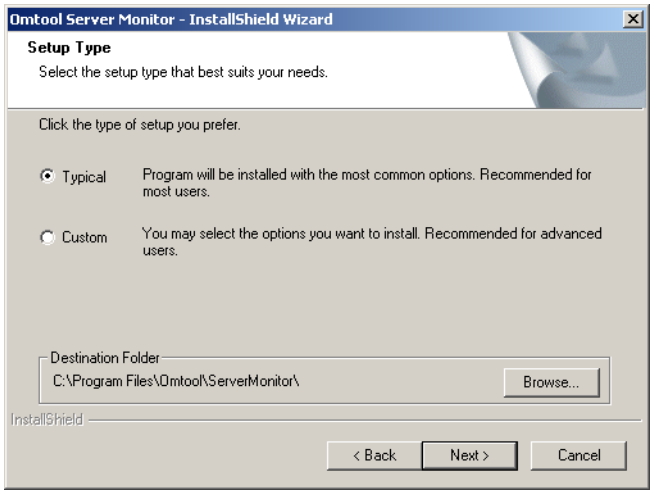
3 Click **Next**. The setup shows the license agreement.



4 Read the license agreement and click **Yes** if you agree to the terms. The setup shows setup options.



5 Click **Next**. The setup requests logon credentials for the Omtool Server Monitor Service.

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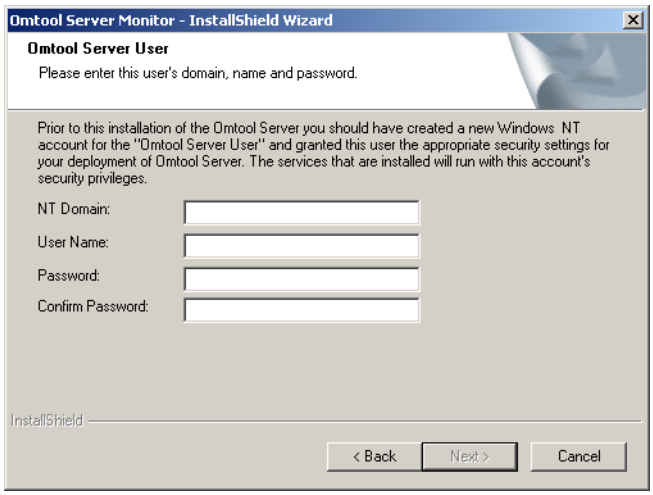
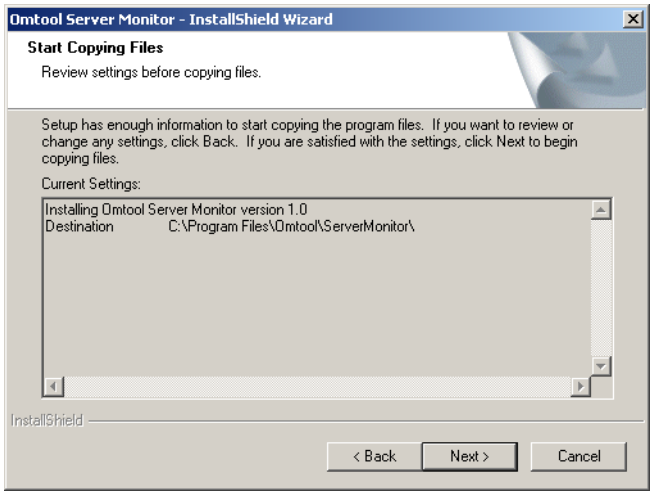
Note To install only the Omtool Server Monitor Administrator, select **Custom**. Clear **Server Monitor Service** and click **Next**. Go to step 7.



6 Enter the logon credentials of the Omtool service account or another account that belongs to the AccuRoute Admins group on the AccuRoute Server, and click **Next**. The setup shows installation settings.



7 Review the installation settings and click **Next** to begin the installation. The setup shows a message indicating that the installation is complete.

8 Click **Finish**.

Uninstalling Omtool Server Monitor

To uninstall Omtool Server Monitor:

1 Start **Add/Remove Programs**.

2 Select **Omtool Server Monitor** and click **Change/Remove**.

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3 Click **OK** to completely remove Omtool Server Monitor.

4 Click **Finish**.

Required configuration

Required configuration for AccuRoute Connectors for Filescan and Telco

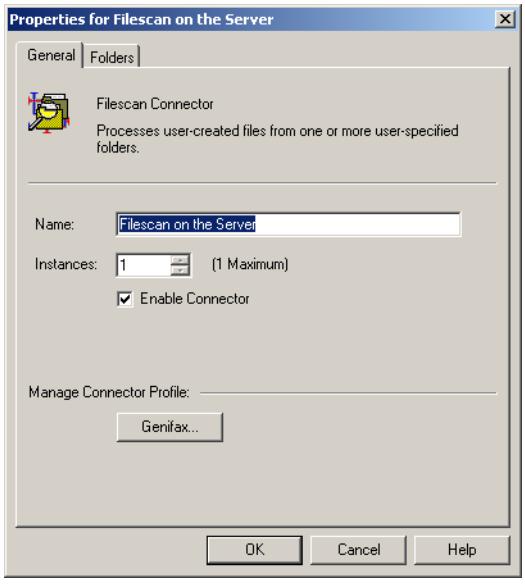
Omtool Server Monitor can run tests on folders associated with AccuRoute Connectors for Filescan and Telco. In order to run tests on these folders, the folders must be configured in UNC format. (UNC uses the format `\\computer\folder`. Drive letter mappings, such as `G:\folder\folder`, are not supported.) If an Omtool Server has either of these connectors, complete required configuration in this section.

> **Note** If you configure Omtool Server Monitor to run tests on a folder, verify that the Windows user account associated with the Omtool Server Monitor Service has sharing permissions on that folder and security permissions with read access.

Configuring the Filescan connector

To configure Filescan connector folders with UNC paths:

1 Click **Connectors** in the console tree and double-click the **Filescan** connector in the details pane.



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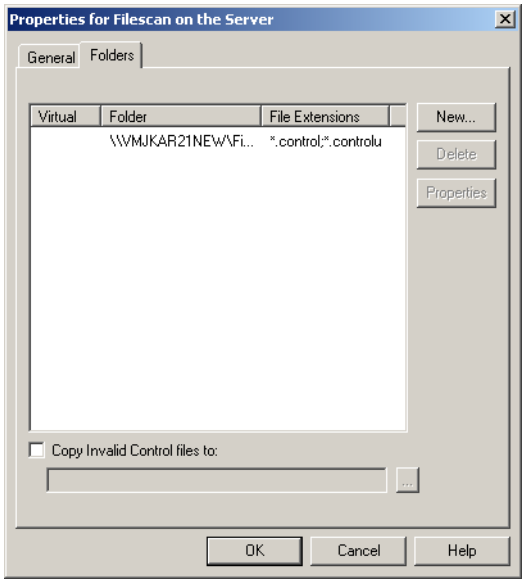
2 Click the **Folders** tab.



3 Verify that each folder has been configured with a UNC path. (If you need to change a folder configuration, select the folder and click **Properties**. Type the UNC path to the folder in the Folder to scan field and click **OK**.)

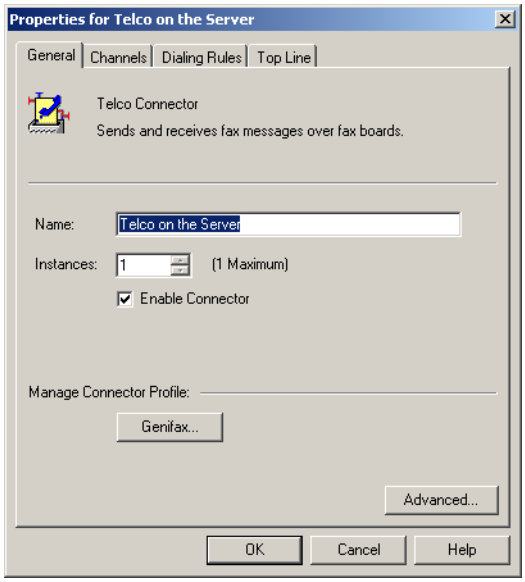
4 Click **OK** to save your changes to the connector.

Configuring the Telco connector

Use the following procedure to configure the Telco connector.

To configure the Telco connector folder with a UNC path:

1 Click **Connectors** in the console tree and double-click the **Telco** connector in the details pane.



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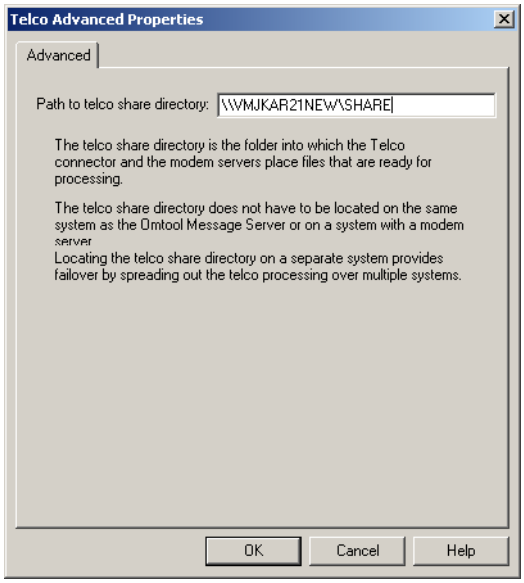
2 Click **Advanced** on the General tab.



3 Verify that the path to the Telco share directory is in UNC format. Change it if necessary, and then click **OK**.

4 Click **OK** to save your changes to the connector.

Configuring Omtool Server Monitor server properties

After you add an Omtool Server to the Server Monitor Administrator, right-click the server (or, highlight the server and click **Action** on the toolbar) to open the available options menu.

The available options are:

Properties - Select this menu item to configure options on the General and Suspend Monitor tabs.

Remove - Select this menu item to remove the server from the Server Monitor Administrator.

New - Select this menu item to create a new test.

Figure 2-A: **Omtool Server Monitor properties**

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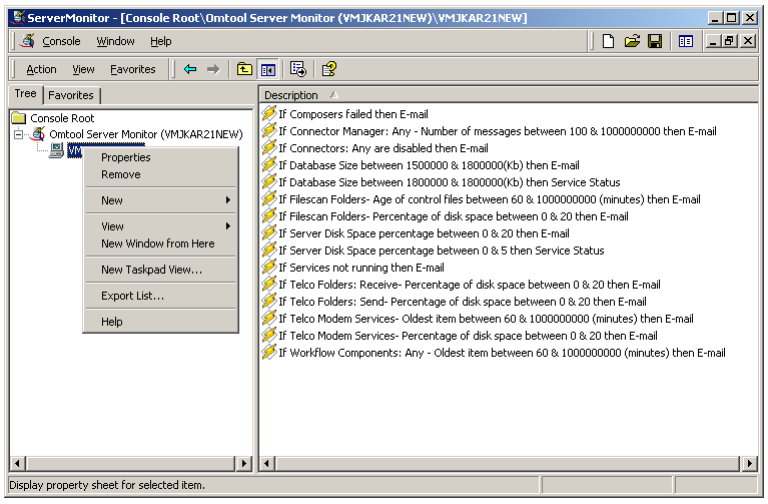

Clustering

When adding a clustered server to the Server Monitor Administrator, it must be active. The server icon in the Omtool Server Monitor Administrator changes when you add a clustered server.

If you are using a clustered server environment, please consider the following while configuring Omtool Server Monitor:

- You need to cluster a server before you add it to the Server Monitor Administrator.
- Make sure you add the preferred server in the cluster to the Server Monitor Administrator.
- If the failover time in a clustered environment exceeds 90 seconds, Omtool Server Monitor performs all actions specified in the Cluster Failover Action option located on the General tab of the server properties. It also performs all these actions if both the preferred and secondary servers are shut down.
- After control is moved from the preferred server to the secondary server, the test will be performed for the backup server, but the stored configurations are not updated with the backup server name.

Defining sender and recipient e-mail addresses

When you add a server to the Server Monitor Administrator, you are prompted to enter two e-mail addresses in the **Default Test Criteria** screen.

Figure 2-2: **Default Test Criteria screen**

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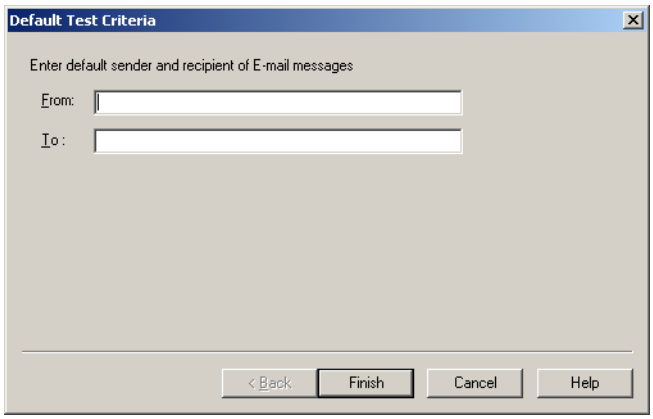

The e-mail address in the **From** field is used as the default sender's e-mail address whenever you add a new e-mail action for your test criteria.

The e-mail address in the **To** field is used as the default recipient's e-mail address whenever you add a new e-mail action for your test criteria.

Note The **From** and **To** e-mail addresses are also used for e-mail notifications of critical errors in a clustered environment.

Tip You can enter multiple e-mail addresses in the **To** field by separating each e-mail address with a semicolon (;), or you can enter a distribution list address. Distribution list aliases are not supported.

You can update the e-mail addresses in the server properties at any time, as well as override the default e-mail addresses when creating new test criteria.

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Defining server properties - the General tab

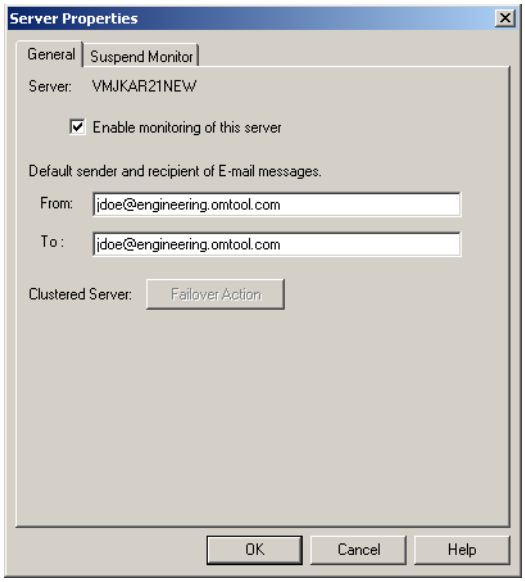
The General tab is where you define server properties in the Omtool Server Monitor.

Opening the General tab

Use the following procedure to open the General tab.

To open the General tab in the server properties:

Right-click the server and select **Properties**. (Or, highlight the server, click **Action** on the toolbar, and select **Properties**.) The **General** tab is selected by default.



On this tab, you can:

- Enable or disable monitoring of this server by selecting or clearing **Enable monitoring of this server**. The icon displayed in the Server Monitor Administrator changes based on your selection.
- Change the sender and recipient e-mail addresses. You defined these e-mail addresses when you added the server to the Server Monitor Administrator.
- Define actions for when a failover occurs.

Tip You can enter multiple e-mail addresses in the To field by separating each e-mail address with a semicolon (;), or you can enter a distribution list address. Distribution list aliases are not supported.

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Defining failover actions

In a clustered environment, you can define the actions that happen when a failover event occurs in the cluster. For example, you can define a Failover Action that sends an e-mail if the secondary server takes over from the preferred server.

To define Failover Actions:

1. Click **Failover Action** on the Server Properties General tab. The Cluster Failover Action screen appears.
2. Specify the actions to take when a failover occurs.

Complete the wizard for the action you specified.

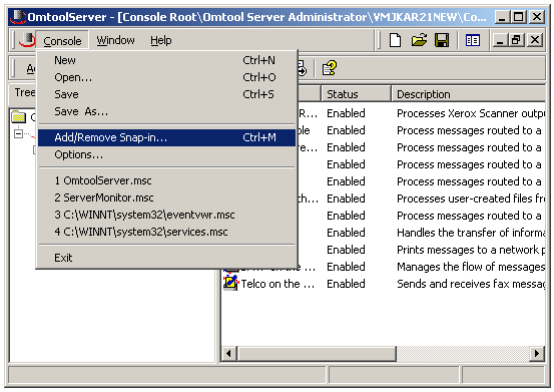
Optional configuration

Adding the Omtool Server Monitor Administrator snap-in to a Remote Administrator

If you have a Remote Administrator MMC, you can add Omtool Server Monitor to the MMC console.

To add Omtool Server Monitor to the Omtool Remote Administrator:

1. Open the Omtool Administrator.
2. Select **Console** and select **Add/Remove Snap-in**.



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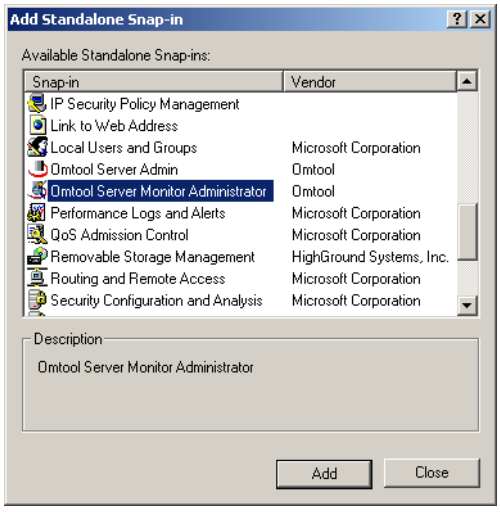
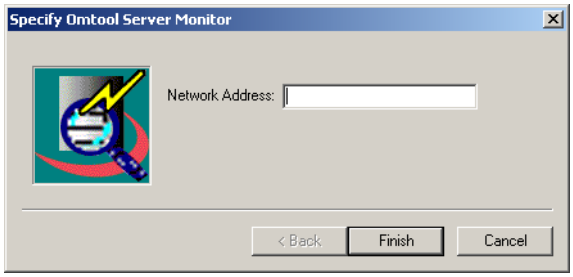
3 Click **Add** to view a list of available snap-ins.



4 Scroll down the list of available snap-ins, select **Omtool Server Monitor Administrator**, and click **Add**. The **Specify Omtool Server Monitor** window appears.



5 Enter the Network IP Address or name of the server you wish to monitor.

6 Click **Finish**, click **Close**, and then click **OK**.

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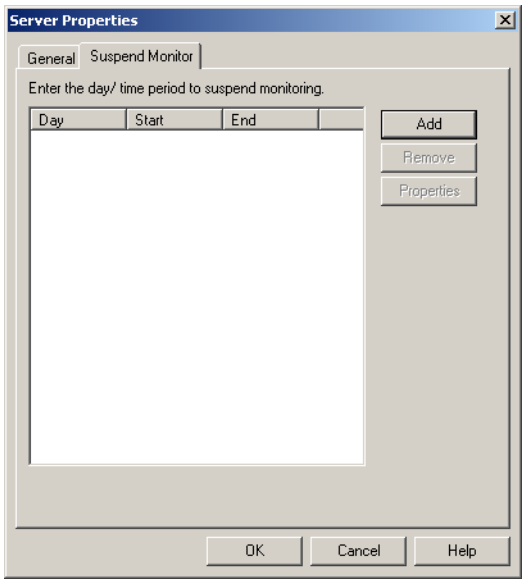
Defining server properties - the Suspend Monitor tab

The Suspend Monitor feature allows you to suspend monitoring of the server for specified dates and times.

To open the Suspend Monitor tab in the server properties:

Right-click the server, select **Properties**, and then Click the **Suspend Monitor** tab. (Or, highlight the server, click **Action** on the toolbar, select **Properties**, and Click the **Suspend Monitor** tab.)



The available options are:

Add - Allows you to enter new days and times to suspend monitoring.

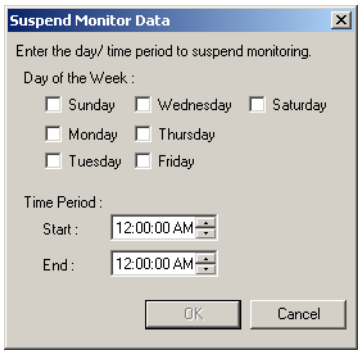
Remove - Allows you to delete single or multiple suspend monitoring specifications.

Properties - Allows you to modify specifications for an existing Suspend Monitor item. You can only modify one item at a time.

Adding a new suspend monitoring specification

To add a new suspend monitoring specification:

1. Click **Add** on the Suspend Monitor tab. The **Suspend Monitor Data** screen appears.



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2 Select the **Days of the Week** and the **Time Period** for which you want to suspend monitoring.

3 Click **OK**.

Removing a suspend monitoring specification

Use the following procedure to remove a suspend monitoring specification.

To remove a suspend monitoring specification:

1 Highlight an existing specification on the **Suspend Monitor** tab. You can also select multiple specifications using **CTRL-Click** and **Shift-Click.**

2 Click **Remove**.

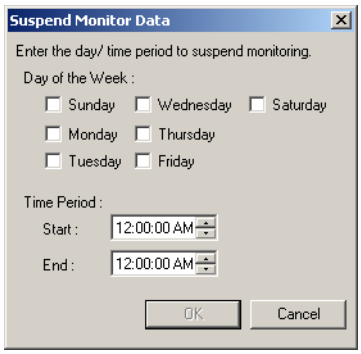
3 Read the **Are you sure you want to delete the selected item?** message. Click **Yes** to delete it or **No** to keep it.

4 Click **OK** to close the **Suspend Monitor** tab.

Modifying the specifications for an existing Suspend Monitor item

To modify a suspend monitoring specification:

1 Highlight the item on the **Suspend Monitor** tab and click **Properties**. The **Suspend Monitor Data** screen appears.



2 Make any changes needed and click **OK**.

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Section 3: Basic Features

This section includes:

Launching the Omtool Server Monitor Administrator (3-1)

Viewing Omtool Server Monitor Administrator properties (3-2)

Connecting to the Omtool Server Monitor Service (3-3)

Adding the Omtool Servers you want to monitor (3-3)

Configuring tests (3-4)

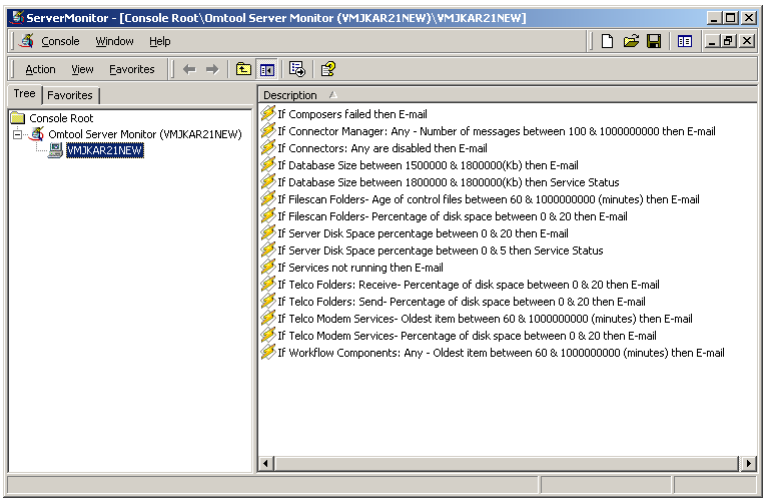
Configuring individual test screens (3-12)

Configuring shared test screens (3-24)

Launching the Omtool Server Monitor Administrator

To launch the Omtool Server Monitor Administrator:

1. Log onto the system where you installed the Omtool Server Monitor Administrator.
2. Click **Start** and select **Programs > Omtool Utilities > Server Monitor**. The **Server Monitor Administrator** screen appears.



When the Omtool Server Monitor Administrator starts, it attempts to detect the Omtool Server Monitor Service locally. If the Omtool Server Monitor Service is not installed, you see the following error: `Failed to connect to specified monitor service (0x80040154)`. Click **OK** on the message box and proceed to Connecting to the Omtool Server Monitor Service (3-3).

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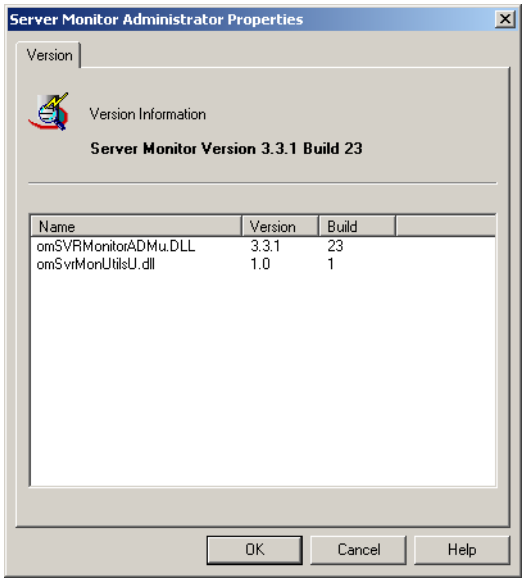
Viewing Omtool Server Monitor Administrator properties

To view Omtool Server Monitor Administrator properties:

In the console tree, right-click the Omtool Server Monitor object and select **Properties**. (Or, highlight the Omtool Server Monitor object, click **Action** on the toolbar, and select **Properties**. The **Version Information** screen appears.



The **Version Information** screen lists the version and build numbers of the program files. You can use this information to verify that you have the correct components installed.

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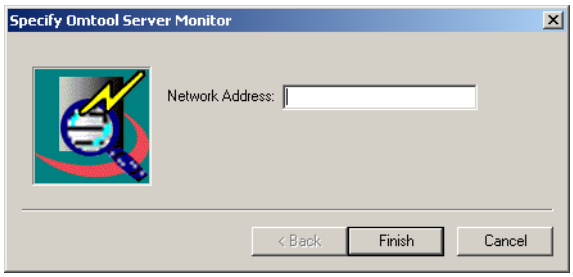
Connecting to the Omtool Server Monitor Service

You must connect to the Omtool Server Monitor Service only if the Omtool Server Monitor Administrator is on a different system than the Omtool Server Monitor Service. (If the Omtool Server Monitor Administrator and the Omtool Server Monitor Service are on the same system, skip this section.)

To connect to the Omtool Server Monitor Service:

1 Right-click in the details pane of the Omtool Server Monitor Administrator and select **Connect**. The **Specify Omtool Server Monitor** dialog box appears.



2 Type the network name or IP address of the system running the Omtool Server Monitor Service in the **Network Address field** and click **Finish**. The service appears in the console root as Omtool Server Monitor (<network address>).

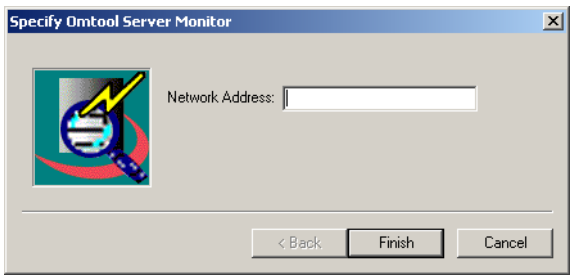
Adding the Omtool Servers you want to monitor

Note Each node under the console root represents an instance of the Omtool Server Monitor Service. Select a service that has been installed with the appropriate permissions to monitor the Omtool Server you want to add. The Specify Omtool Server to Monitor screen appears.

Tip You can add more than one server to the Server Monitor Administrator. When in a clustered environment, however, add only the preferred server.

To add the Omtool Servers you want to monitor:

1 In the console tree, right-click Omtool Server Monitor and select **Add Server**. (Or, highlight **Omtool Server Monitor**, click **Action** on the toolbar, and select **Add Server**.) The **Specify Omtool Server to Monitor** screen appears.



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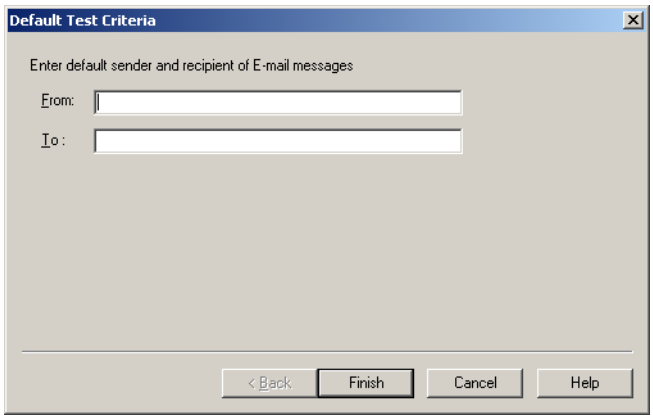
Note that each node under the console root represents an instance of the Omtool Server Monitor Service. Select a service that has been installed with appropriate permissions to monitor the Omtool Server you want to add.

2 Type the network name or IP address of the Omtool Server in the **Network Address** field and click **OK**. (If you are adding an Omtool Server that is part of an Omtool Server cluster, add the preferred server only.) The **Default Test Criteria** screen appears.



3 Specify the e-mail addresses that you want to use as defaults for this server. (After you have added a server, you can change the e-mail address on a per-test basis.)

From - Type the e-mail address of the account you want to use as the default source account for e-mail notification messages in the **From** field.

To - Type the e-mail address of the account you want to use as the default destination account for e-mail notification messages in the **To** field.

Separate multiple e-mail addresses with a semi-colon. For distribution lists, enter the fully qualified address. (Distribution list aliases are not supported.)

The **From** and **To** e-mail addresses are also used for e-mail notifications when failover occurs in a clustered environment.

4 Click **Finish**.

The Omtool Server Monitor Administrator adds the Omtool Server to the console tree and creates a set of default tests. Repeat this procedure if you want to monitor additional Omtool Servers.

Configuring tests

All tests reside in the details pane. Default tests are created when you add a server, but you can add new tests at any time.

Test are the core of Omtool Server Monitor. They define what events to monitor and what actions to take wen the test criteria is met. You can:

Modify - Modifies an existing test

Remove - Removes an existing test

Add - Adds a new test

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Understanding test criteria descriptions

The name that displays is the name you assigned to the test on the last screen of the **Create New Test Criteria** wizard. It is a good idea to make the test name as descriptive of the test as possible.

> **Note** The test name is set by default on the last screen of the **Create New Test Criteria** wizard. You can change this name at any time.

Working with the default tests

When you add a server to the Server Monitor Administrator, a set of default tests are created. Right-click a test (or, click **Action** on the toolbar) to open the available options menu. The available options are:

Properties - Opens the Create New Test Criteria wizard.

Delete - Deletes the selected test.

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The following default tests are created when you add a server to the Server Monitor.

Table 3-1:

Test type	Test criteria and actions
Composers	If compose verification fails, send an e-mail.
Connector Manager	If the number of messages in the queue is greater than 100, send an e-mail. **Note:** This test is applied for all configured connectors.
Connectors	If any of the connectors are disabled, send an e-mail.
Database Size	If the MSDE database size is greater than 1.5 GB and less than 1.8 GB, send an e-mail once every 24 hours. If the MSDE database size reaches 1.8 GB, stop the service. **Note:** These tests are generated only if MSDE is the installed SQL database.
Exchange Folder	If the number of messages in the queue is greater than 100, send an e-mail. This test is applied for both the MTS-OUT and MTS-IN folders. If the oldest message in the queue is more than 30 minutes old, send an e-mail. This test is applied only to the MTS-OUT folder. **Note:** These tests are generated only if the Exchange connector is installed.
Filescan Folder	If the percentage of free disk space is less than 20%, send an e-mail. If the age of control files is greater than 60 minutes, send an e-mail. **Note:** These tests are generated only if the Filescan connector is installed.
Server Disk Space	If the percentage of free disk space is less than 20%, send an e-mail once every 24 hours. If the percentage of free disk space is less than 5%, then stop all services.
Services	If any of the services are not running, send an e-mail.
Telco Folder	If the percentage of free disk space is less than 20%, send an e-mail. This test is applied for both the Recv and Send folders.
Telco Modem Services	If the percentage of free disk space is less than 20%, send an e-mail. If the oldest item in the queue (for the RecvLocal folder) is more than 60 minutes old, send an e-mail.
Workflow Components	If the oldest item in the queue is more than 60 minutes old, send an e-mail. This test is applied to all components.

Modifying a test

Installing Omtool Server Monitor creates a number of default tests. You can modify these tests to fit your environment.

Note Click Update if you want to replace a modified test name with the generated default name.

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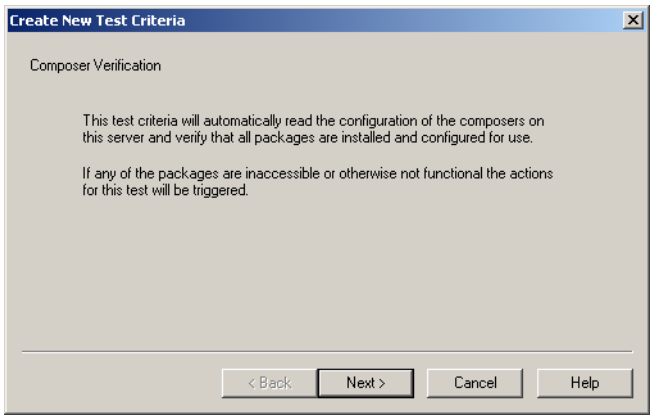
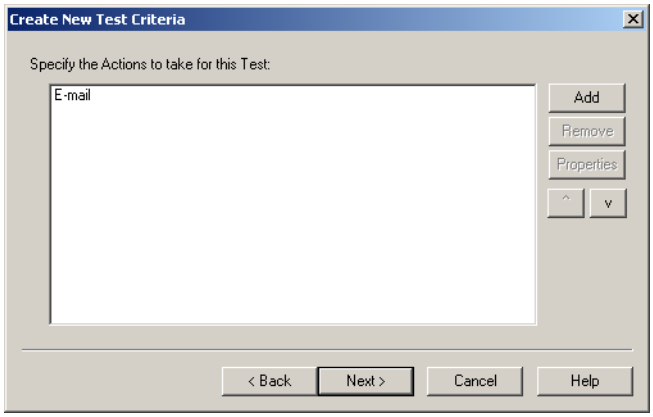
To modify an existing test:

1 In the details pane, double-click the test you wish to modify. (Or, right-click the test you wish to modify and select **Properties**.) The **Create New Test Criteria** screen appears.

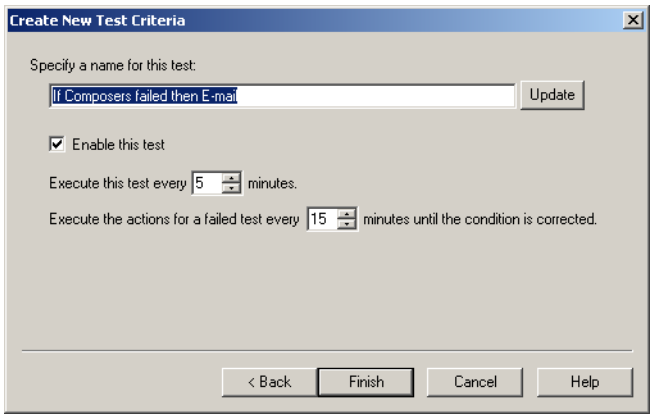
The **Create New Test Criteria** screen is different for each test.



2 Follow the instructions on the screen and click **Next**. The **Specify the Actions to take for this Test** screen appears.



3 Modify the **Specify the Actions to take for this Test** screen as needed and click **Next**. The final screen of the wizard appears.



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4 Complete the final screen of the wizard.

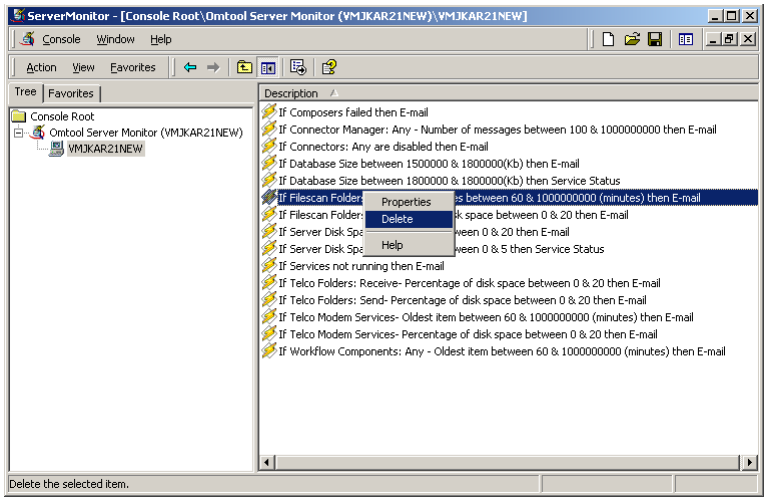
5 Click **Finish**.

Removing a test

Installing Omtool Server Monitor creates a number of default tests. If you do not wish to use a default test, you can remove it from the Omtool Server Monitor Administrator.

To remove a test:

In the details pane, right-click the test you wish to remove and select **Delete**. (Or, click the test you wish to remove, click **Action** on the toolbar, and select **Delete**.)



Using the test wizard

Whether you are modifying an existing test or creating a new one, you will use the test wizard to step through the configuration screens.
The first screen of the test wizard is different for every test. It can be an information screen or a configuration screen, depending on the test you are working with.

For example, the Composer test wizard opens with an information screen, while the Database Size test wizard opens with a configuration screen.

***Figure 3-1:* Composer test wizard**

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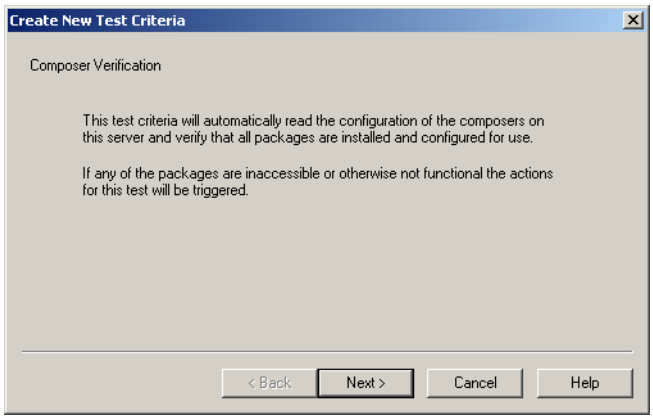
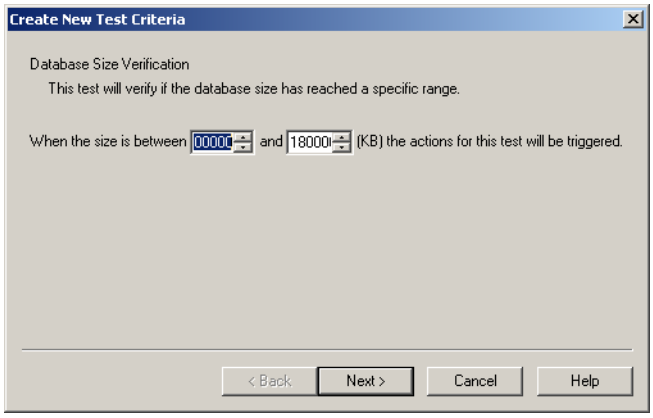


Figure 3-2: **Database Size test wizard**



The remaining screens on the wizard include the same options for each test.

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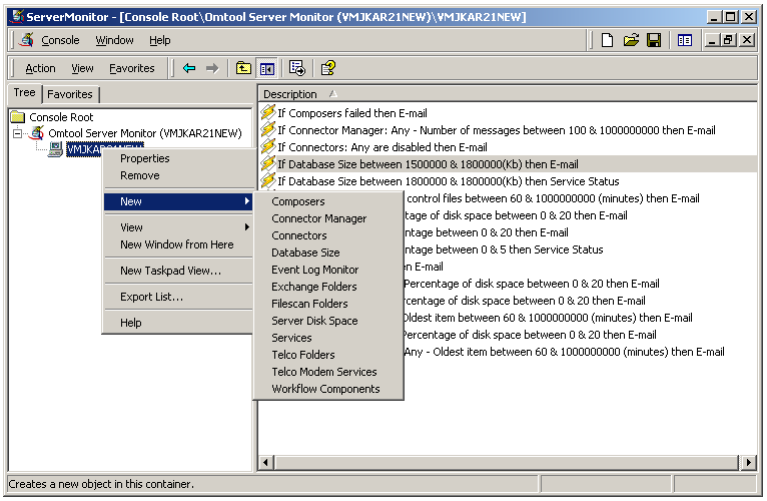
Adding a new test

Default tests are created when you add your server. If a default test does not meet your needs, however, you can add a new test at any time.

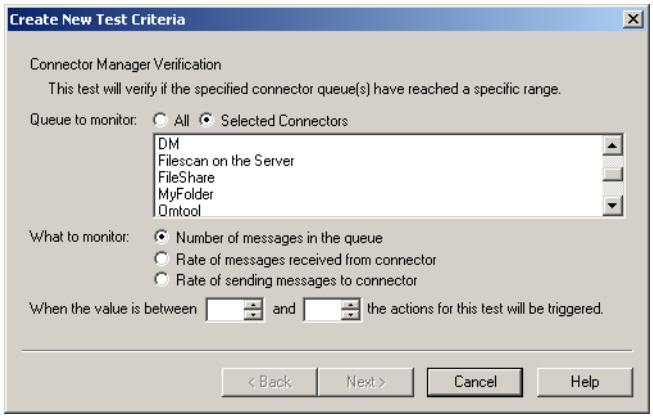
To add a new test:

1 In the console tree, right-click the Omtool Server you wish to monitor and select **New** from the menu that appears. (Or, highlight the Omtool Server you wish to monitor, click **Action** on the toolbar, and select **New**.)



2 Select the type of test you wish to create from the menu that appears. The **Create New Test Criteria** screen appears.

The **Create New Test Criteria** screen is different for each test.



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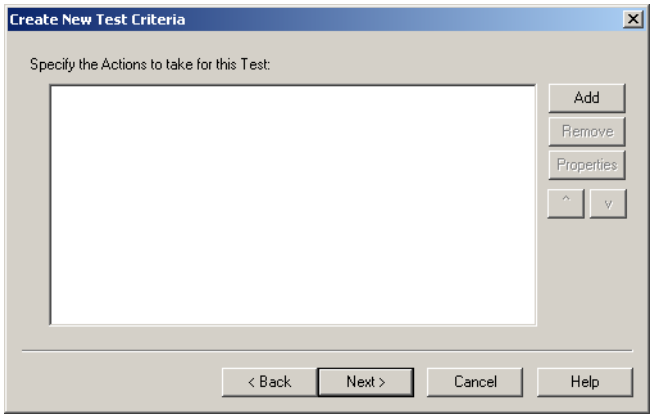
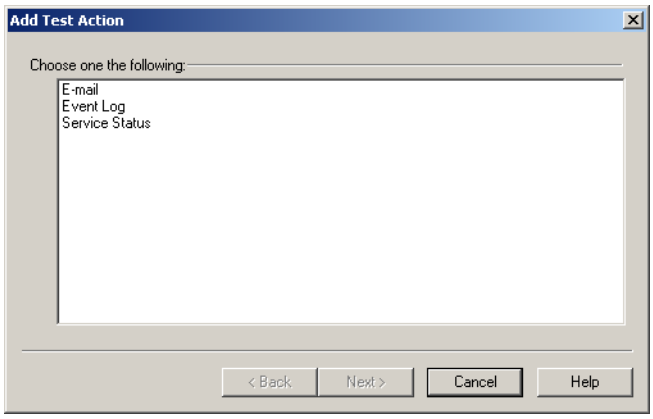
3 Follow the instructions on the screen and click **Next**. The **Specify the Actions to take for this Test** screen appears.



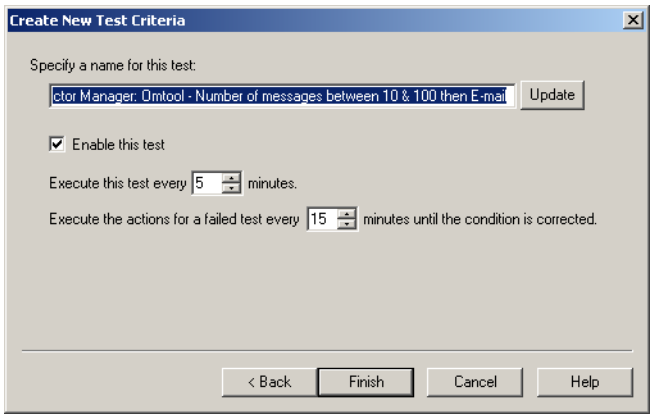
4 Click **Add**. the **Add Test Action** screen appears.



5 Select an action and click **Next**.

The screen that appears next depends on the action you selected.

6 Modify the action screen as needed, click **Finish**, and then click **Next**. The final screen of the test wizard appears.



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7 Complete the final screen of the wizard.

8 Click **Finish**.

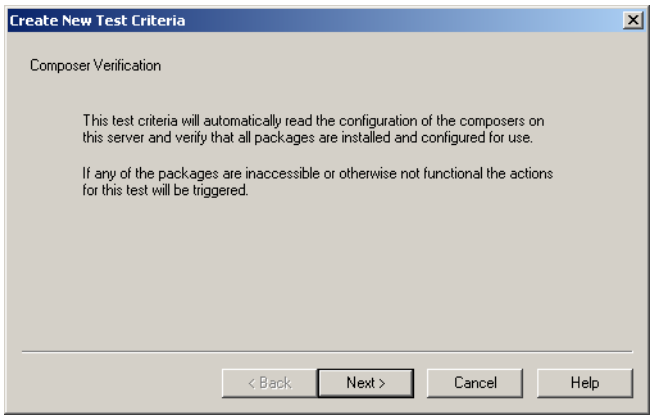
Configuring individual test screens

The first screen of the test configuration wizard is different for each new test. A description of each test is included in the following sections.

Composers

The Composers test checks that all conversion engines for each enabled Composer server is running correctly. If any of the Composers meet the test criteria, the actions defined in the test are triggered.

Figure 3-3: **Composer Verification screen**



Click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Connector Manager

The Connector Manager test allows you to test single, multiple, or all connectors for the number of messages in the queue, the rate of messages received from the connector, or the rate of messages sent to the connector.

Note If you select the Selected Connectors option, you must select at least one connector before you can complete the screen.

Figure 3-4: **Connector Manager Verification screen**

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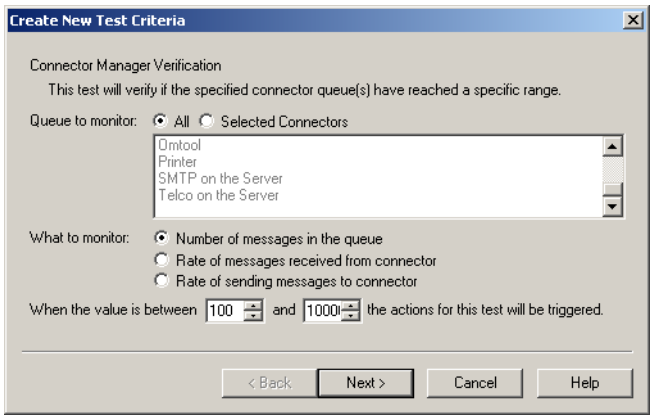

Monitor options

You can select from the following options:

Queues to monitor - You can select **All** or **Selected Connectors**.

What to monitor - You can monitor one of the following. You can only select one option per test.

- Number of messages in the queue
- Rate of messages received from the connector
- Rate of sending messages to the connector

Tip If you want to monitor all three options, create three tests.

Criteria

After you select your monitoring criteria, enter a minimum and maximum value in the spin boxes. When the value falls between the two values, the action for the test will be triggered.

For example, if you are monitoring the **Number of messages in the queue**, you set the minimum at 10, and the maximum at 100, the specified actions are triggered if the number of messages in the queue is between 10 and 100. After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Connectors

The Connectors test allows you to test single, multiple, or all connectors. This test verifies that the selected connectors are enabled. If they are disabled, the specified actions for this test are triggered.

Note If you select the **Selected Connectors** option, you must select at least one connector before you can complete the screen.

Figure 3-5: **Connector Verification screen**

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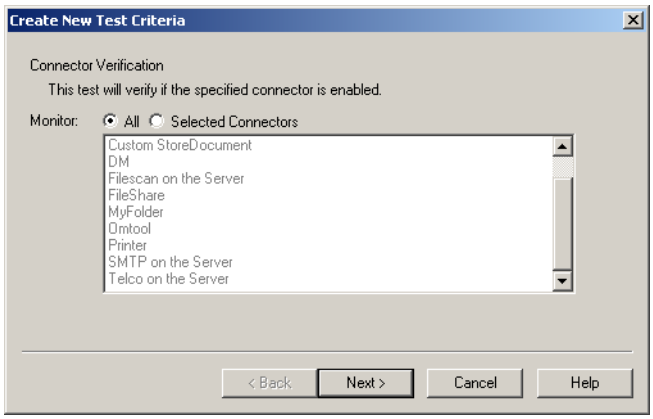
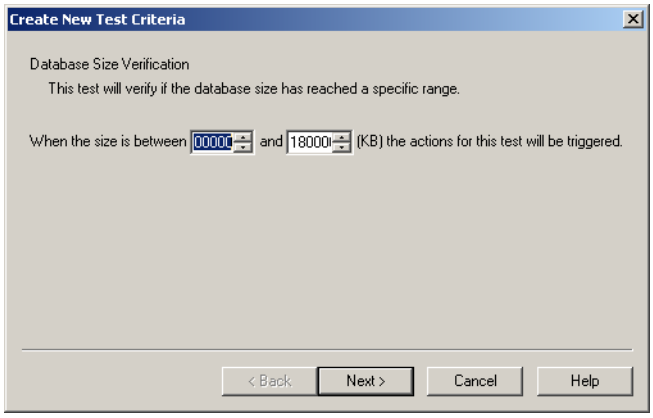


After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Database Size

The Database Size test checks to see if the database size falls between a minimum and maximum size (in kilobytes).

Figure 3-6: **Database Size Verification screen**



Enter a minimum and maximum value in the spin boxes. When the value falls between the two values, the action for the test will be triggered.

After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

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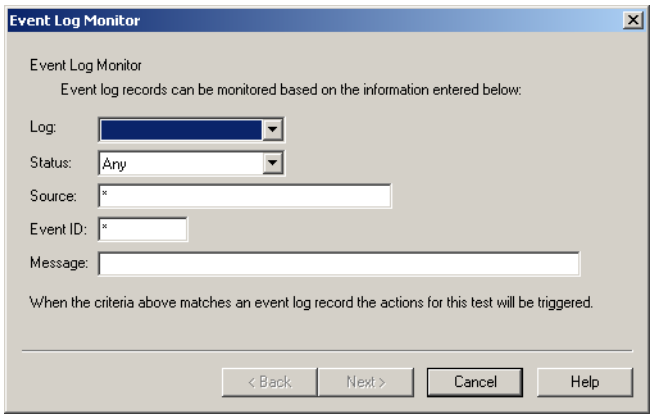
Event Log Monitor

The Event Log Monitor test allows you to configure what information you want to retrieve from the Event Log. You can retrieve information based on the log type, the Event Log status, the source, or the Event ID, as well as specify a wildcard text search on the Message field.

Note This test retrieves information from the Event Log located on the Omtool Server you are monitoring.

Figure 3-7: **Event Log Monitor screen**



Log

Select what type of log you wish to retrieve information from:

- Application
- Security
- System

Status

Select what type of status message you wish to retrieve from the specified log.

- Any
- Informational
- Warning
- Error

Source

You can select to retrieve information for all applications, you can specify an Application Name, or you can use a wildcard search.

Event ID

You can select to retrieve all Event ID's, you can specify a specific ID #, or you can use a wildcard search.

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Message

Note You are required to enter a value in the Message field before you can complete this screen.

This is a required field. You can enter an asterisk (*) for a global search, or you can enter a specific value to narrow the scope of the information you receive.

Variables

The following variables are used in the Message body:

%SERVER% - This variable maps to the name of the server you are monitoring.

%CATEGORY% - This variable maps to the test category, for example: Composers or Connector Manager.

%TESTDESCRIPTION% - This variable maps to the test name itself. You define the test name on the final page of the wizard.

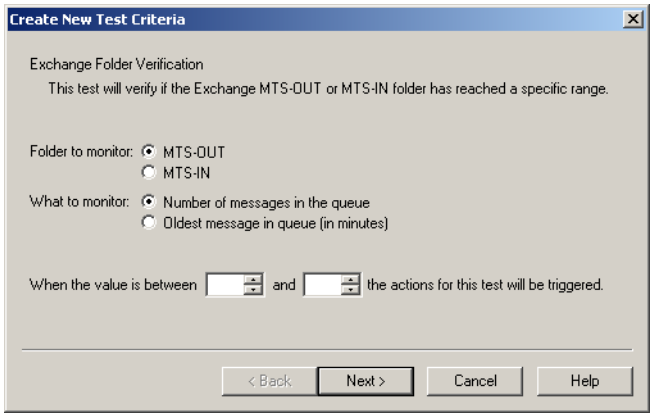
%PROBLEM% - This variable maps to the list of issues generated during testing.

After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Exchange Folder

The Exchange Folder test monitors the Exchange folders MTS-OUT and MTS-IN for the number of pending messages in the queue. It monitors the MTS-OUT folder for the oldest item in the queue. If you select the MTS-IN folder, the Oldest message in queue (in minutes) option is disabled.

Figure 3-8: **Exchange Folder Verification screen**



Folder to monitor

You can select which folder to monitor:

- MTS-OUT
- MTS-IN

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What to monitor

You can select to monitor either the:

- Number of messages in the queue (for the MTS-OUT folder only)
- Oldest message in queue (in minutes)

Criteria

After you select your monitoring criteria, enter a minimum and maximum value in the spin boxes. When the value falls between the two values, the action for the test will be triggered.

After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Filescan Folder

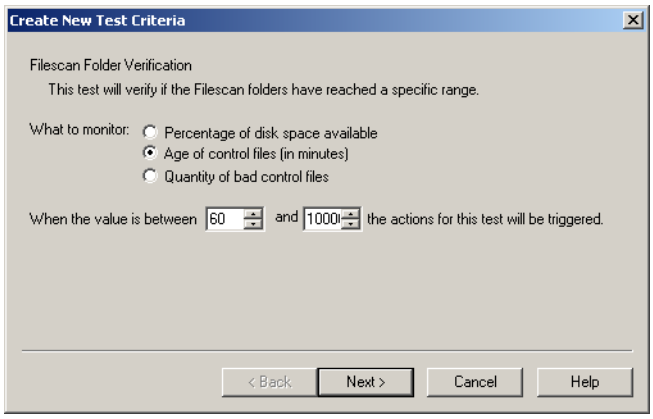
The Filescan Folder test allows you to verify the percentage of free disk space, the age of control files (in minutes), of the quantity of bad control files.

Important When you create the Filescan connector on the Omtool Server, you must share the Filescan folder, and you must configure it in UNC format. For example: `\\ServerName\Filescan`

Omtool Server Monitor finds the bad control files, regardless of where they are stored (in the scanned folder or the specified invalid control files folder).

If you are using virtual control files, the Age of control files (in minutes) option is applied to the scanned files, rather than the virtual control files.

Figure 3-9: **Filescan Folder Verification screen**



What to monitor

You can select to monitor:

- A Percentage of disk space available
- Age of control files (in minutes)

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- Quantity of bad control files

Criteria

After you select your monitoring criteria, enter a minimum and maximum value in the spin boxes. When the value falls between the two values, the action for the test will be triggered.

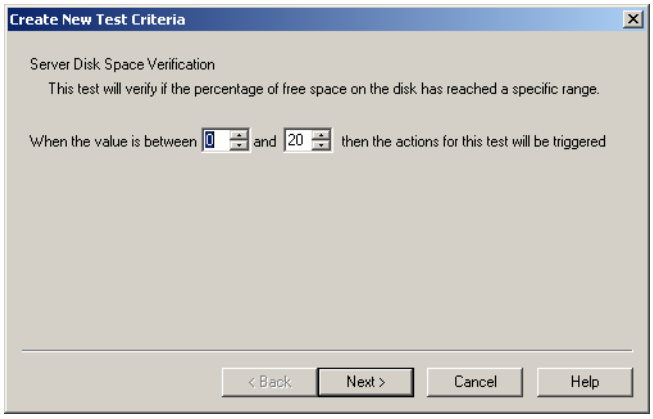
For example, if you select to monitor **Age of control files [in minutes]** and set the minimum at `5` and the maximum at `10`, the actions for the test will be triggered when a control file is between five and ten minutes old.

After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Server Disk Space

The Server Disk Space test allows you to verify if the percentage of free disk space falls between the specified minimum and maximum values.

Figure 3-10: **Server Disk Space Verification screen**



After you select your monitoring criteria, enter a minimum and maximum value in the spin boxes. When the value falls between the two values, the action for the test will be triggered.

After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Services

The Services test verifies that all required Omtool Services are running properly on the server you are monitoring.

Figure 3-11: **Services Verification screen**

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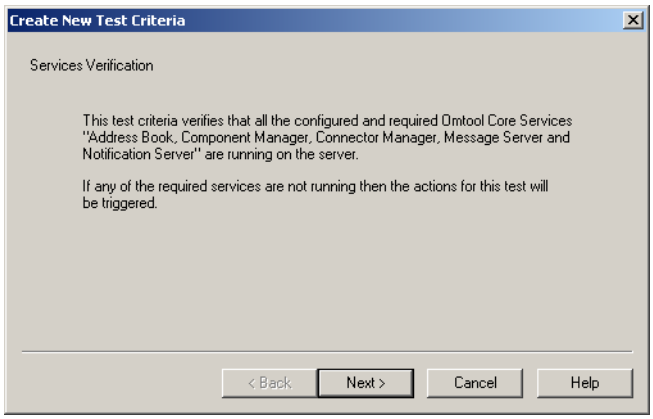


The required Omtool Services are:

- Omtool Address Book Manager
- Omtool Component Manager
- Omtool Connector Manager
- Omtool Message Server
- Omtool Notification Server

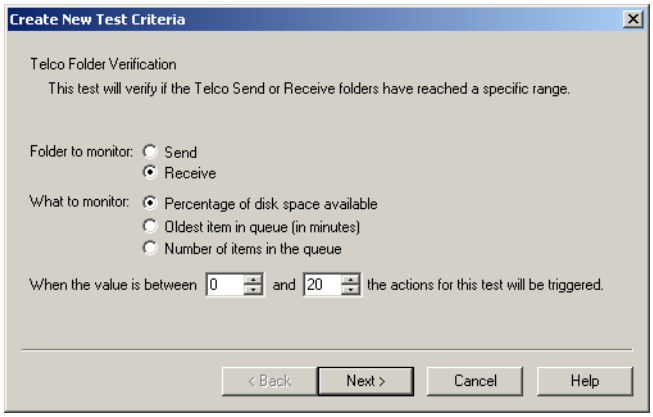
Click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Telco Folder

The Telco Folder test allows you to verify the percentage of free disk space, the oldest item in the queue for the Send or Receive folder, or the number of pending items in the queue.

Important When you create the Telco connector on the Omtool Server, you must you must configure the Telco folders to use UNC format by clicking the Advanced button on the General tab of the Telco connector properties. For example: `\\ServerName\`AccuRoute

Figure 3-12: **Telco Folder Verification screen**



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Folder to monitor

You can select which folder to monitor:

- Send
- Receive

What to monitor

You can select to monitor:

- Percentage of disk space available
- Oldest item in queue (in minutes)
- Number of items in queue

Criteria

After you select your monitoring criteria, enter a minimum and maximum value in the spin boxes. When the value falls between the two values, the action for the test will be triggered.

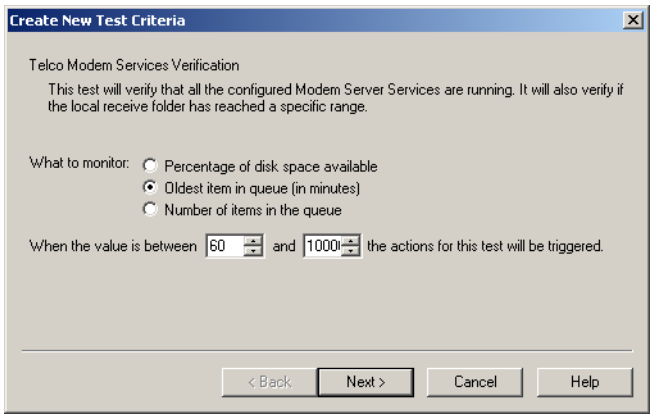
After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Telco Modem Services

The Telco Modem Services test verifies if the Modem Service is running on the monitoring server. If it is not running, the actions for this test are triggered. This test also checks for the percentage of free disk space, the number of pending items in the queue (in minutes), or the oldest item in the queue for the RecvLocal folder.

Important When you create the Telco connector on the Omtool Server, you must you must configure the Telco folders to use UNC format by clicking the Advanced button on the General tab of the Telco connector properties. For example: `\\ServerName\`AccuRoute

Figure 3-13: **Telco Modem Services Verification screen**



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What to monitor

You can select to monitor:

- Percentage of disk space available
- Oldest item in queue (in minutes)
- Number of items in the queue

Criteria

After you select your monitoring criteria, enter a minimum and maximum value in the spin boxes. When the value falls between the two values, the action for the test will be triggered.

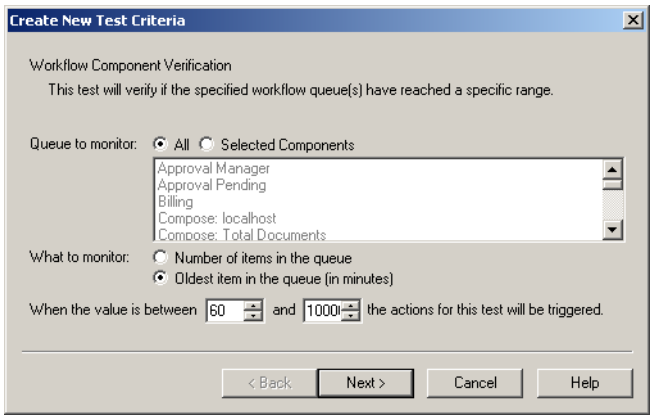
After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

Workflow Components

The Workflow Component test allows you to verify single, multiple, or all components.

> **Note** If you select the Selected Components option, you must select at least one component before you can complete the screen.

Figure 3-14: **Workflow Component Verification screen**



You can verify the following components with this test.

Table 3-2: **Workflow components**

Component	Description
Approval Manager	The Approval Manager component checks messages to determine if they require processing for Fax Review and Approval when the feature has been enabled to function as Fax Approval. A fax requires Fax Approval processing if the sender requested the fax be held for approval or if all faxes sent by the sender require approval (based on settings in the Registered Users database).
Approval Pending	The Approval Pending component holds messages that are currently waiting for an approval manager to view and approve.

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Table 3-2: Workflow components

Component	Description
Billing	The Billing component extracts billing information from messages and populates a table in the AccuRoute database with this information. This feature works in conjunction with CostRecovery.
Compose: localhost	The Compose component converts input (source) files from one file type into another file type (the final file format). When the file is part of a fax message, the final file format is TIF. The Omtool Server supports virtually all file formats for the source files. Compose: localhost is the Compose component that is running on the local server. Any Remote Composers that are running will appear in the Workflow Component test criteria screen as Compose: servername.
Compose: Total Documents	The Compose component converts input (source) files from one file type into another file type (the final file format). When the file is part of a fax message, the final file format is TIF. The Omtool Server supports virtually all file formats for the source files. Total Documents is the counter for the total documents processed by Compose components for all installed composers.
Compose: Total Recipients	The Compose component converts input (source) files from one file type into another file type (the final file format). When the file is part of a fax message, the final file format is TIF. The Omtool Server supports virtually all file formats for the source files. Total Recipients is the counter for the total recipients processed by the Compose component.
Delivery Pending	The Delivery Component holds messages that are in the modem sending queue waiting to be sent. This is a required component that the Omtool Server uses automatically. You do not need to configure any settings to use this component.
Dispatch	The Dispatch component determines the final system destination for each message. The final system destination is the part of the Omtool Server system that routes a message to its intended recipient (also known as the recipient destination). The intended recipient is an e-mail address, fax number, folder name, or printer name. The Dispatch component also normalizes the phone number for outbound faxes.
Embedded Directive Manager	The Embedded Directive Manager component reads any embedded directive IDs found on inbound fax messages and decodes the information contained in the IDs. This information is used in the routing of returned registration requests for Secure Delivery.
FaxCenter Routing	The FaxCenter Routing component holds messages that have been routed to FaxCenter for manual routing by a FaxCenter user.
Lookup Manager	AccuRoute uses the Lookup Manager component to match DID/DTMF extensions to the appropriate AccuRoute user. This component uses the Windows 2000 Active Directory to find matches in the recipient's record in the Microsoft Exchange Server Administrator (in the Fax field on the Phone/Notes tab).
Maintenance	The Maintenance component removes old fax messages from the History folder. You can set the number of days the component keeps messages before removing them.
Notification	The Notification component delivers notification about the status of a message to the person who sent the message. Notification is sent for outbound messages only, or messages that originate within the Omtool Server system.
Preview Manager	The Preview Manager component determines if the sender of each message has requested a preview of that message. If the sender has requested a preview, the Omtool Server holds the message in the Preview Pending component after the message is processed until the sender either approves or declines the message, or until the message expires.

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***Table 3-2:* Workflow components**

Component	Description
Preview Pending	The Preview Pending component holds fax messages when the sender has requested a preview of the message. After the Omtool Server completely processes a message, it goes into the Preview Pending component. The Omtool Server sends an e-mail to the AccuRoute user who sent the fax containing a link to the preview of the fax. The preview of the fax waits in the Preview Pending component until the sender either approves or declines the message. If approved, AccuRoute sends the message; if declined, AccuRoute moves the message to the History folder and no further processing takes place.
Recipient Registration Manager	The Recipient Registration Manager component determines if the sender of each message has requested that the message be sent to secure destinations only. If the sender has requested Secure Delivery, the Omtool Server holds the message in the Recipient Registration Pending component and faxes the recipient a notification message informing him or her of the need to register with your company. When the recipient registers, you or another administrative person must manually release the fax to that recipient.
Recipient Registration Pending	The Recipient Registration Pending component holds faxes that the Recipient Registration Manager component has determined require recipient registration for Secure Delivery. Faxes are held until you or another administrative person manually releases the fax, which should happen only when the recipient has contacted your company to register as a secure destination.
Review Manager	The Review Manager component checks messages to determine if they require processing for Fax Review and Approval when the feature has been enabled to function as Fax Review. A fax requires Fax Review processing if the sender requested the fax be held for approval or if all faxes sent by the sender require approval (based on settings in the Registered Users database)
Review Pending	The Review Pending component holds messages that are currently waiting for an approval manager to review.

Monitor options

Tip If you want to monitor both options, create two tests.

You can select from the following options:

Queues to monitor - You can select All or Selected Components.

What to monitor - You can monitor one of the following. You can only select one option per test.

- Number of messages in the queue
- Oldest item in the queue [in minutes]

Criteria

After you select your monitoring criteria, enter a minimum and maximum value in the spin boxes. When the value falls between the two values, the action for the test will be triggered.

After you configure the test criteria, click **Next** to proceed to the Specify the Actions to take for This Test (3-24) screen.

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Configuring shared test screens

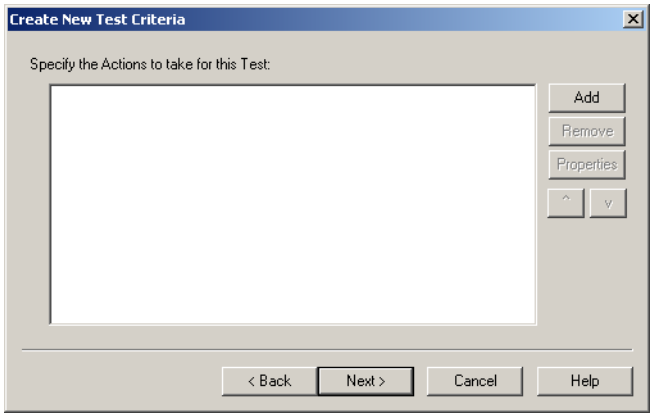
The additional screens of the test configuration wizard are the same for each test. Please see the following sections for a description of each screen.

Specify the Actions to take for This Test

After you complete the initial configuration screen for your test, the **Specify the Actions to take for this Test** screen appears. If the test meets the criteria, the specified action for that test is triggered.

Note You can specify more than one action for each test.

Figure 3-15: **Specify the Actions to take for this Test**



From this screen, you can:

Add - Add a new action to your test.

Remove - Remove an action from your test.

Properties - Modify the properties for an action

Select Actions

When you click **Add on the Specify the Actions to take for this Test** screen, the **Add Test Action** screen appears.

Note You can specify more than one action for each test.

Figure 3-16: **Add Test Action screen**

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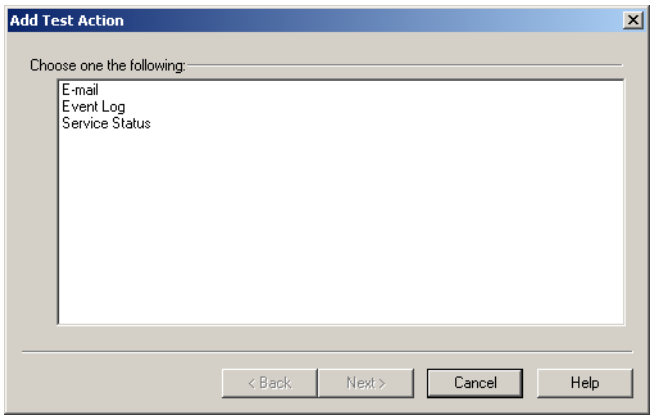


You can select one of three actions:

E-mail - Sends an e-mail to the specified recipient e-mail addresses. Multiple recipient e-mail addresses are allowed.

Event Log - Sends a configurable text message to the event log with the specified status.

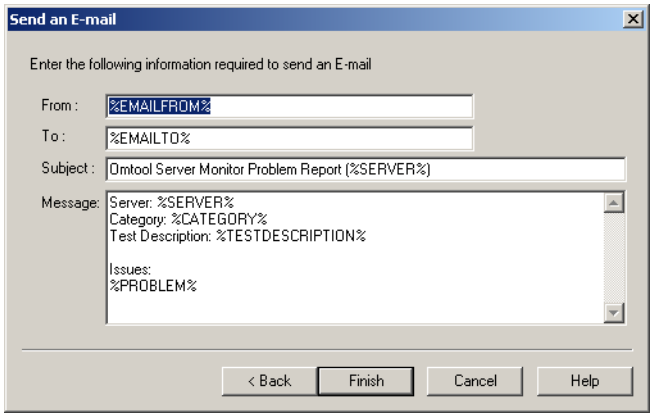
Service Status - You can select to stop single, multiple, or all services.

After you finish adding actions, click **Next** to proceed to the final screen of the wizard.

Send an e-mail

When you select the E-mail action, the **Send an E-mail** screen appears.

Figure 3-17: **Send an E-mail screen**



This action sends an e-mail to the specified recipient e-mail addresses. Multiple recipient e-mail addresses are allowed.

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Note You defined the default **From** and **To** e-mail addresses when you added the server to the Sever Monitor Administrator. You can override the defaults on this screen, otherwise, do not change the values.

Tip You can enter multiple e-mail addresses in the To field by separating each e-mail address with a semicolon (;), or you can enter a distribution list address. Distribution list aliases are not supported.

After you configure the **Send an Email** screen, click **Finish** to proceed to return to the **Specify the Actions to take for This Test** screen.

Variables

The following variables are used in the Subject and Message body:

%EMAILFROM% - This variable maps to the default From e-mail address.

%EMAILTO% - This variable maps to the default To e-mail address.

%SERVER% - This variable maps to the name of the server you are monitoring.

%CATEGORY% - This variable maps to the test category, for example: Composers or Connector Manager.

%TESTDESCRIPTION% - This variable maps to the test name itself. You define the test name on the final page of the wizard.

%PROBLEM% - This variable maps to the list of issues generated during testing.

E-mail message text

The following messages are generated when you select the E-mail action and the action is triggered. Any text within < > are the variables, the value of which is generated during execution of the program. Any text within [ ] is conditional text, depending on the test settings.

Table 3-3: **E-mail action messages**

Test	Message
Composers	Failed to start conversion engine <Conversionengine name> on <package name> - <error string>.
Connector Manager	The number of items on workflow queue for <connectorname> has reached <value> Rate of messages received from connector <connectorname> is between <value> and <value> Rate of sending messages to connector <connectorname> is between <value> and <value>
Connectors	Connector <connectorname> is disabled.
Database Size	Database size has reached <value> kb
Event Log Monitor	This test pulls information from the Event Log based on the test properties, and delivers the result in an e-mail.
Exchange Folder	The number of messages on <foldername> folder has reached <value> Folder <foldername> contains <value> item(s) that are between <value> and <value> minutes old

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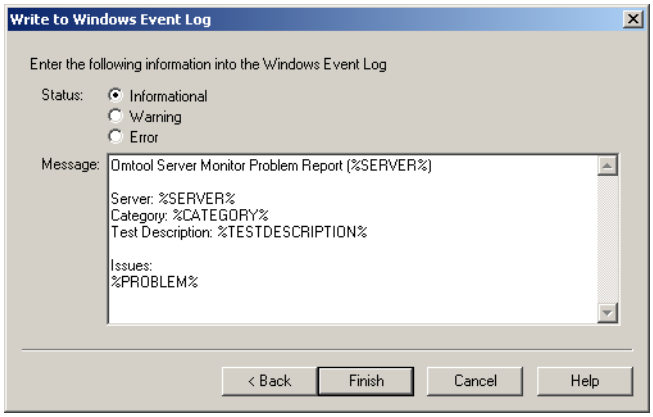
Table 3-3: **E-mail action messages**

Test	Message
Filescan Folder	Free disk space on <foldername> is at <value> percent. Folder <foldername> contains <value> [virtual extension (or) control] file(s) that are between <value> and <value> minutes old Folder <foldername> contains <value> bad control file(s)
Server Disk Space	Free disk space on <foldername> is at <value> percent.
Services	Omtool Service <service name> is not running
Telco Folder	Free disk space on <foldername> is at <value> percent. Folder <foldername> contains <value> item(s) Folder <foldername> contains <value> item(s) that are between <value> and <value> minutes old.
Telco Modem Services	Free disk space on <foldername> is at <value> percent. Folder <foldername> contains <value> item(s) Folder <foldername> contains <value> item(s) that are between <value> and <value> minutes old.
Workflow Components	The number of items on workflow queue for <component name> has reached <value> The oldest item on workflow queue for <component name> has reached <value> minutes

Write to the Windows Event Log

When you select the Event Log action, the **Write to Windows Event Log** screen appears.

Figure 3-18: **Write to Windows Event Log screen**



This action sends a configurable text message to the Event Log with the specified status. Enter your configurable text in the **Message** field.

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Note You must enter a message in the Message field before you can complete the screen.

After you configure the **Write to Windows Event Log** screen, click **Finish** to return to the **Specify the Actions to take for This Test** screen.

The three available status options are:

Informational - Writes to the Event Log with the type: Information

Warning - Writes to the Event Log with the type: Warning

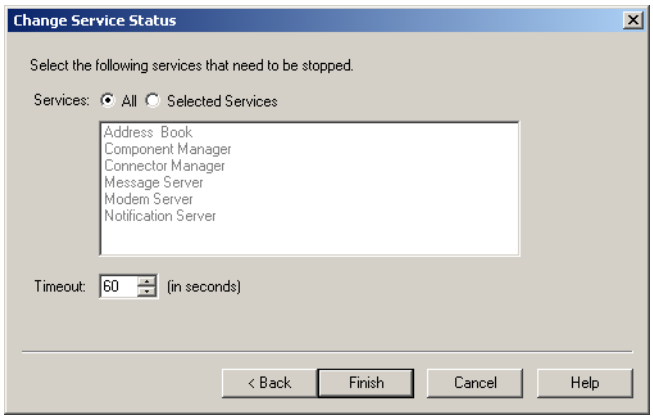
Error - Writes to the Event Log with the type: Error

Note Omtool Server Monitor writes events to the Event Log located on the server that is running the Omtool Server Monitor Service.

Change Service Status

When you select the Service Status action, the **Change Service Status** screen appears.

Figure 3-19: **Change Service Status screen**



This action stops single, multiple, or all Omtool services.

Note If you select the Selected Services option, you must select at least one service before you can finish the screen.

Note In a clustered environment, this action stops the specified services. The Cluster Manager Service, however, starts the services again, usually within 45 seconds.

In the **Timeout** field, select the amount of time (in seconds) for the timeout value. The timeout value is the amount of time it should take for the service to stop before the Server Monitor writes a message to the Event Log. For example, if you are stopping the Address Book service and you have chosen a 60 second timeout, if the Address Book service has not stopped at the end of 60 seconds, the Server Monitor will write a message in the Event Log.

After you configure the **Change Service Status** screen, click **Finish** to return to the **Specify the Actions to take for This Test** screen.

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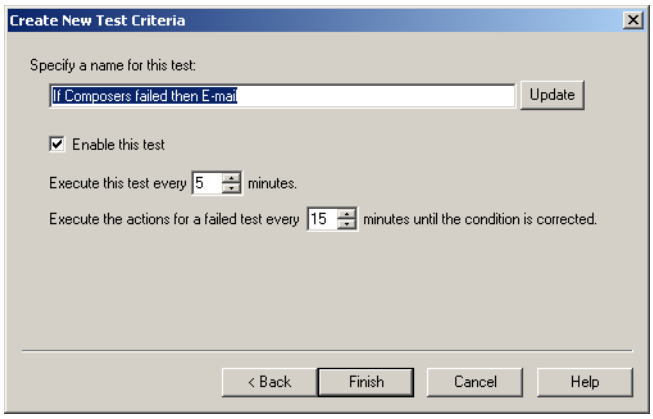
Note Stopping services can cause other applications to experience problems.

Completing the test wizard

After you finish specifying the actions to take for the test, you need to configure the properties for the test on the final screen of the wizard.

Figure 3-20: **Create New Test Criteria screen**



Note Click Update if you want to replace a modified test name with the generated default name.

The available options on this screen are:

Specify a name for this test - A default name is generate for each test type. You can change the default or accept it.

Enable this test - Select **Enable this test** to enable the test. Clear **Enable this test** to disable the test. The icon in the details pane changes so you can easily tell if a test is enabled or disabled.

Enabled:

Disabled:

Execute this test every x minutes - Use this spin box to set the minimum time for executing this test. The default is five minutes.

Execute the actions for a failed test every x minutes until the condition is corrected - Use this spin box to set the minimum time for executing the actions when a test meets the specified criteria. The default is 15 minutes.

Note The action is taken the first time the test criteria is met, and every X minutes after that if the criteria continues to be met.

Click **Finish** to complete the wizard and add the test to the details pane of the Server Monitor Administrator.

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Section 4: Troubleshooting

This section includes:

1607 error (4-1)

Configuration file (4-1)

Connecting to the Omtool Server Monitor Service (4-1)

Clustered environments (4-2)

The information in the following sections will help you troubleshoot Omtool Server Monitor.

1607 error

If you receive a 1607 error when installing Omtool Server Monitor, make sure you are not installing to a Windows Server that is running in Terminal Server Application mode. This is not a supported environment.

Configuration file

All settings for Omtool Server Monitor are contained in the `omsvrmonitor.config` file. When the Server Monitor Services opens, it reads the settings contained in this file.

The omsvrmonitor.config file is located in the `...\Omtool\ServerMonitor` directory.

> **Note** In a clustered environment, when control passes to the secondary server, tests continue to be performed. The `omsvrmonitor.config` file, however, is not updated with the secondary server's name.

Connecting to the Omtool Server Monitor Service

When the Omtool Server Monitor Administrator starts, it attempts to detect the Omtool Server Monitor Service locally. If the Omtool Server Monitor Service is not installed, the following error occurs: Failed to connect to specified monitor service (0x80040154). Click **OK** on the message box and proceed to Connecting to the Omtool Server Monitor Service (3-3).

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Clustered environments

If you have declared a preferred server, the preferred server must be active when you add it to Omtool Server Monitor.

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