

Windows Service Monitoring

Overview

SNMPC 9.0.7 includes support for discovering and monitoring Windows services. You can predefine a list of Windows Services into an 'Application' definition (e.g. NMS = Service1+Service2+.....).

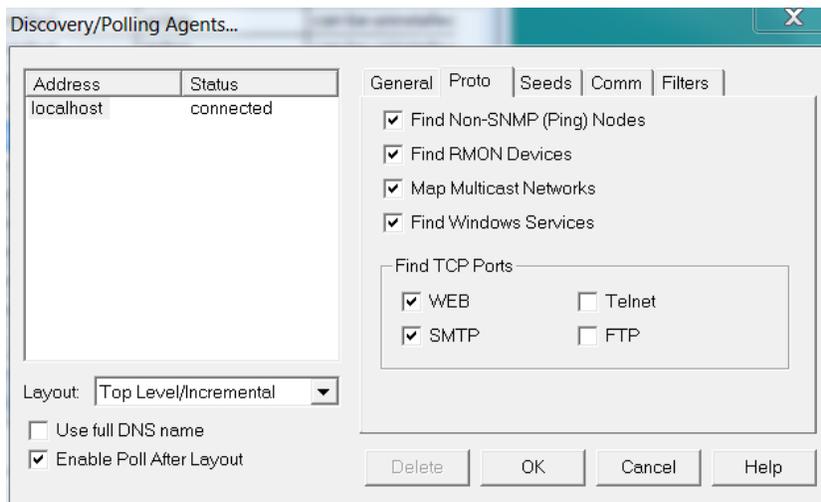
SNMPC will discover which servers are running an Application and generate alerts when any monitored service fails. Applications can be defined either via a GUI or directly in the SNMPC.ini file.

Prerequisites

The Windows Server must have the SNMP service enabled. You can verify the Windows SNMP agent is enabled by right-clicking on the Server icon and selecting the Servers→Windows→Service Table... menu.

Enabling Windows Service Discovery

As default the Windows Service discovery is disabled. To enable this functionality open the Config→Discovery/Polling... menu and select the Proto Tab. The Find Windows Services option should be checked.



The SNMPC discovery engine will detect an SNMP enabled Windows based server. When the Find Windows Services option is enabled the discovery engine will compare the list of defined Applications against the list of services running on the server. When it discovers a match it will automatically configure SNMPC to monitor the Application and generate alerts should any of the services fail.

Once an application has been discovered and is monitored any Service failure will generate an alarm. The following shows an example log entry for when a monitored Windows Service has failed.

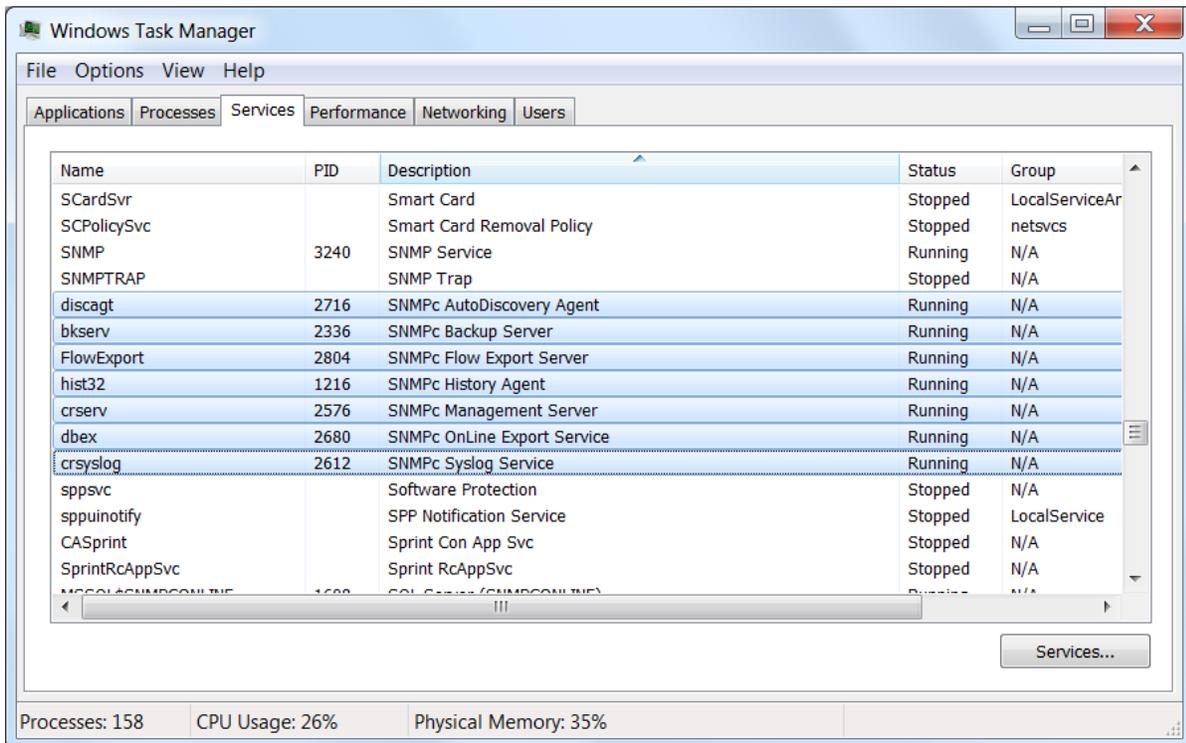


Defining a Windows Service Application (Overview)

SNMPc uses the Windows Service 'Description' to identify the Windows Service. In the image below the SNMPc Discovery Agent service is defined as

Name: discagt
 PID: 2716
 Description: SNMPc AutoDiscovery Agent
 Status: Running
 Group: N/A

The service description text "SNMPc AutoDiscovery Agent" would be used in SNMPc to identify this service.



Example

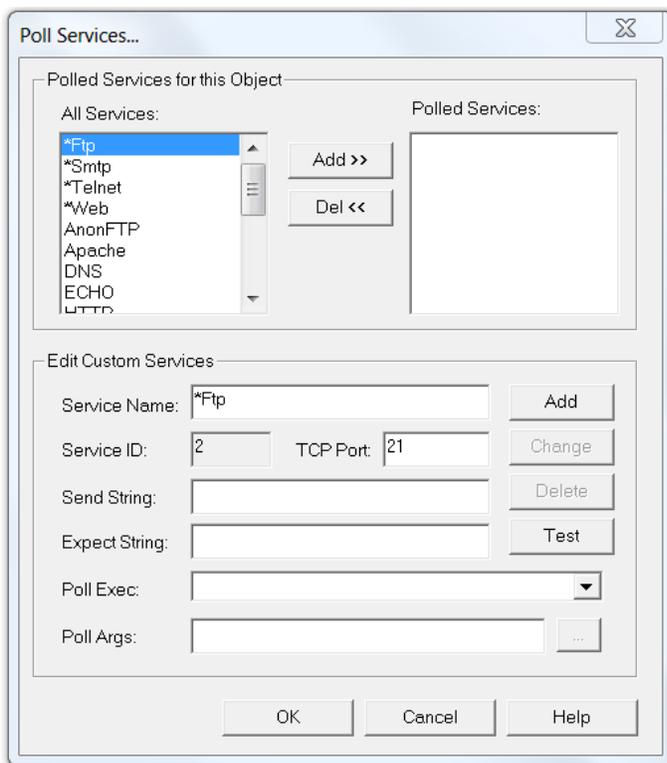
The following example show how to define a new Application called 'NMS'. It will monitor all 7 SNMPc services. These Services are highlighted in the previous Task Manager image. The descriptions for the services are:

- SNMPc AutoDiscovery Agent
- SNMPc Backup Server
- SNMPc Flow Export Server
- SNMPc History Agent
- SNMPc Management Server
- SNMPc OnLine Export Service
- SNMPc Syslog Service

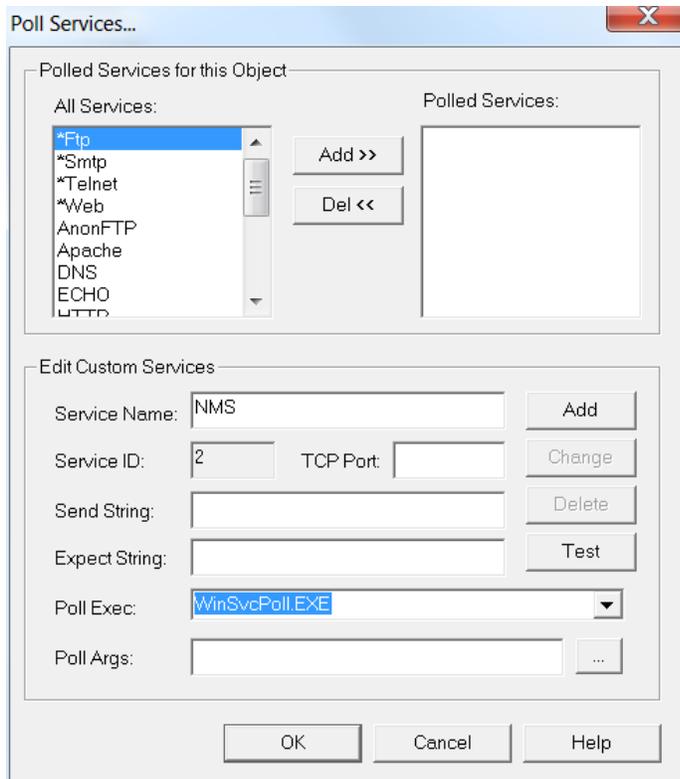
Defining a Windows Service Application (GUI)

To manually define the NMS Service

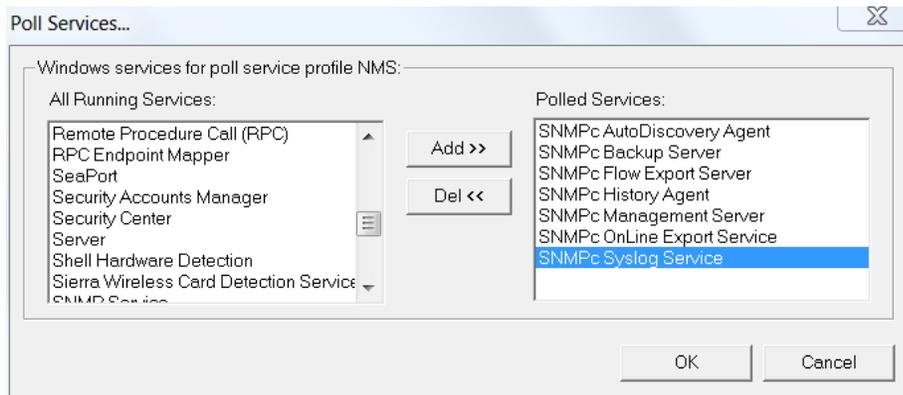
- 1) Right-click on the server icon and Select Properties... In the resulting window select the Attributes Tab and double-click on Service Polling. A new Poll Services... window will appear



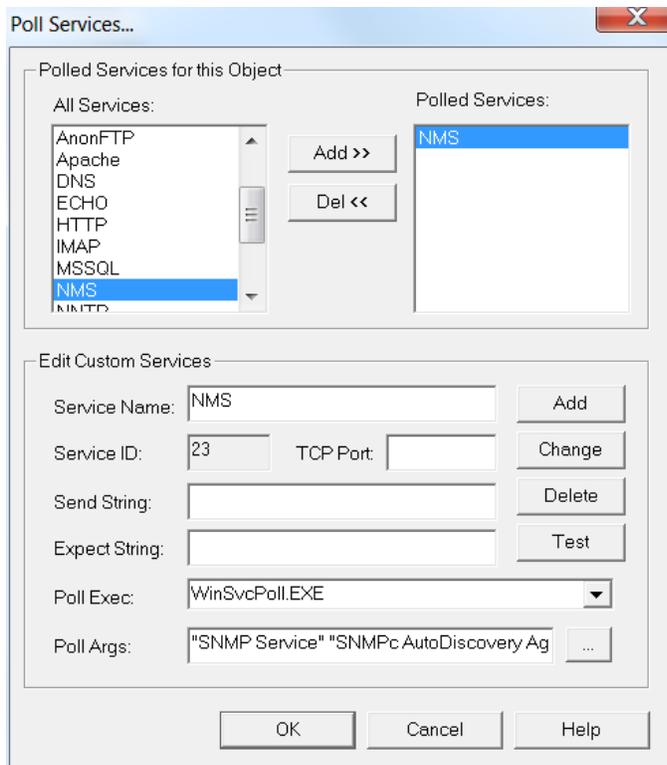
- 2) Define a Service Name (NMS in this example). From the Poll Exec field select the pulldown and choose the predefined WinSvcPoll.exe option.



- 3) Select the ... button beside Poll Args to bring up the list of Windows Services present on the server. Use the Add>> option to define the list of services in the Application. The image below shows the 7 'NMS' services to be polled



- 4) Select OK to close the Poll Services... window. Then Add the Custom Service so it is listed under the All Services list. The newly defined Application is now available to be selected or discovered for any device. The definition is also added to the SNMPc.ini file. To manually enable polling for the Application highlight the name and select Add>>. The Application is now listed under Polled Services.



Manually Defining a Windows Service Application (SNMPc.ini)

Application definitions can be manually added to the SNMPc.ini file. They are created under the [Services] section. The general format is

```
SVCXX=myAppName,,,,"$WinSvcPoll.EXE$" "$ServiceDescription1$" "$ServiceDescription2$"
```

Where XX is a unique number

So with the 7 Windows Services that made up the NMS Application definition the entry would be:

```
Svc23=NMS,,,,"$WinSvcPoll.EXE$" "$SNMPc AutoDiscovery Agent$" "$SNMPc Backup Server$"
"$SNMPc Flow Export Server$" "$SNMPc History Agent$" "$SNMPc Management Server$" "$SNMPc
OnLine Export Service$" "$SNMPc Syslog Service$"
```

Things to Note

SNMPC is using a Microsoft SNMP table to monitor the state of the Windows Services. The table status is updated by the agent every 60 seconds. Therefore there is a small time window between when a service fails/changes state and when it can be detected by the service monitor

You can define up to 256 Applications to be monitored. Each icon can be configured to monitor 16 Application definitions.

There is a 256 character limit when defining the application. If you have an application that comprises many services you should split the application definitions into appropriate sections.