

About

Internet, Server, Application and Network Monitoring

Internet Server Monitor is a server monitoring tool that enables system administrators to monitor servers and the network applications they host for both failures and recoveries. Minimize downtime by configuring the software to notify the on call system administrator when a server fails.

When a failure or recovery is detected, Internet Server Monitor can alert you remotely by email, pager or SMS, as well as on your desktop via system tray icon status and popup, sound, or message box. Failures and recoveries can optionally be logged to any Windows Event Log or your syslog server. Lastly, a process can be started.

Internet Server Monitor not only checks the availability of server applications but in most cases includes functionality to test the application performance. For example, an HTTP or Web monitor can be created to test the availability of the server and verify the returned URL or document contains the desired content.

Windows Server Monitoring

New in version 2008 is the ability to monitor Windows Services, CPU load, and memory utilization. Using WMI Internet Server Monitor polls the status of Windows Services running on remote computers. Depending on the service state, the monitor can optionally start or stop the service. CPU load and memory utilization are polled over time and alerts fired based on averages.

Monitoring Functions

HTTP (Web)	Checks HTTP and HTTPS servers/sites by connecting and optionally checking the URL content. Supports authentication and regular expressions.
SMTP (Outgoing Mail)	Checks SMTP mail servers by connecting and optionally sending an email. Supports SSL.
POP3 (Incoming Mail)	Checks POP3 mail servers by connecting and optionally authenticating. Supports SSL.
IMAP	Checks IMAP mail servers by connecting and optionally authenticating. Supports SSL.
FTP (File Transfer)	Checks FTP servers/sites by connecting and optionally authenticating.
ICMP (Ping)	Checks a remote host for availability by echoing data within a user defined timeout period.
TCP Ports	Checks if a port is responding and optionally checks its response against a text pattern.
DNS	Checks DNS servers by connecting and validating the IP address returned for a given address.
Microsoft SQL Server MySQL ODBC Data Sources	Checks the availability of a database by connecting and optimally running a SQL command.
Windows Services	Checks the status of Windows Services and optionally starts or stops the service depending on the state.
CPU Load	Checks the CPU load over a period of time.
Memory Utilization	Checks the memory utilization over a period of time.
NTP (Time Server)	Checks time servers by connecting, retrieving the current time, and optionally setting the time on the local server.
NNTP (News Server)	Checks news servers by connecting and optionally opening a news group.

Alert Notifications

When Internet Network Server Monitor detects a failure or recovery, any one or combination of the following alert notifications can be fired:

Email	Sends an email message.
Pager (SMS)	Sends a text messages using Clickatell's web email-to-SMS online gateway service or any third party email-to-SMS gateway.
Message Box	Displays a custom message box that stores alert history so your desktop does not fill with hundreds of messages.
Sound	Plays a sound.
Tray Icon	Updates the tray icon with the current global status.
Tray Icon Popup	Displays a balloon window above the tray icon that contains the failure or recovery.
Event Log Entry	Writes the failure or recovery to any Windows Event Log.
Syslog Message	Forwards the failure or recovery to your syslog server.
Start Process	Runs a program on the local server.

All alert notifications can be customized using variables.

Other Features

- Includes reports that detail the availability of your servers and history of each monitor.
- Logically group monitors for easy management and report organization.
- Configure periods to automatically stop monitoring.
- System tray icon status enables system administrators to quickly see the status of all monitors regardless of the assigned alert methods.
- Logs all monitor results to a text file and, optionally, to your syslog server.

Enterprise Architecture

Internet Server Monitor is built using a Windows Service, management interface application, and tray icon application for user interface alerts. Internet Server Monitor uses .Net thread pools enabling multiple monitors to run both asynchronously and simultaneously enabling the software to scale to hundreds of monitors per minute. No installation requirements on remotely managed computers.

System Requirements

Supported Operating Systems

Windows Vista, XP, 2003, or 2000 operating system.

Memory

512 MBs of available memory, 2 GBs suggested for large networks.

.Net Framework 2.0

The installation detects if .Net Framework 2.0 is already installed. If not, the framework is automatically downloaded from Microsoft and then installed.

Local administrator account

To install this software, you must have local administrator privileges. When scheduling the service to monitor network resources, the service must be run with local administrator rights. The first time the application is run, you will be prompted to assign administrator rights to the service.

Licensing

Corner Bowl Software offers 5 different licenses:

Desktop

This license allows you to install the software on a single workstation and create 20 server monitors. Please note, this license can not be installed on a Windows Server operating systems, however; the software can still remotely manage Windows Server computers.

Server

This license allows you to install the software on a single server or workstation and create 50 server monitors.

Unlimited

This license allows you to install the software on a single server or workstation and create an unlimited number of server monitors.

5 Pack

Includes 5 Unlimited licenses enabling your organization to load balance, install Internet Server Monitor on alternate networks or on various systems administrators' computers.

Enterprise

Includes 20 Unlimited licenses and includes an additional year of support and updates for a total of 2 years of support and updates.

Support and Maintenance

Your purchase of Internet Server Monitor includes:

- Email and phone support for 1 year.
- Product updates for both maintenance builds and major releases for 1 year.
- In addition, annual maintenance contracts can be purchased for 50% the original list price.

How to Tutorials

How to: [Receive desktop notification from a remote installation](#)

Receive Desktop Notification from a Remote Installation

This tutorial explains how to configure Internet Server Monitor in conjunction with Network Event Viewer in order to receive desktop alerts on a system administrator's workstation, for example tray icon balloon popups, when a server failure is detected from a remote installation of Internet Server Monitor running on a production server.

To accomplish this task we must configure Internet Server Monitor to send syslog message to the system administrator's workstation. Please note the software supports sending syslog messages to multiple workstations if necessary. Each workstation to display the desktop notifications (tray icon popups, sound, message box, etc) must install Network Event Viewer. Network Event Viewer will then be configured to fire the desktop action whenever a syslog message is received from the server Internet Server Monitor is installed.

Setting up Internet Server Monitor to send Syslog Messages to a remote Network Event Viewer Installation

Install Internet Server Monitor

Select New Monitor from the File menu.

From the General specify a name and type of monitor.

From the Monitor tab configure your monitor.

From the Schedule tab specify the frequency to test the server.

From the Actions tab, select Create New Alert.

From the right view of the Actions Manager, type Syslog next to the Name field. From the Type combo box select Syslog. Type the name or IP address of the remote server in the Server text box. Lastly, click Apply. Click the Close button to close the Actions Manager wizard.

You should now be back at the Actions tab within the Monitor Configuration Wizard. Under Available Alerts, double-click the Syslog action you just created.

Click the Finished button to close the wizard.

You have now successfully configured Internet Server Monitor to syslog failures and recoveries to your remote server.

Setting up Network Event Viewer to Receive Syslog Messages from Internet Server Monitor and Fire Actions

Install Network Event Viewer.

Select Options from the Tools menu item.

Select the syslog tab and check Listen for UDP syslog messages. Click OK.

From the Service menu item select Stop then Start.

The service is now ready to receive syslog messages. Before you can configure the action from the message you must generate a syslog message from the Internet Server Monitor system. To generate the first syslog message open Internet Server Monitor, select Configure Alerts from the File menu item, select the syslog action, and finally click either of the Test buttons. Lastly, go back to Network Event Viewer.

From Network Event Viewer Select File | New | Computer Configuration.

From the Computers tab navigate and check the server Internet Server Monitor is installed then click the Logs tab.

From the Logs tab, you should see the syslog log checked. If it's not checked or remote administration is turned off on the remote server, you will need to simply add the syslog log by typing syslog in the Add text box and then clicking the Add button.

Select the Actions tab then click the button with the Filter and screwdriver on it. From the Filters dialog,

click the New button. Type All Entries then Click OK. From the Filters dialog click Close.

You should now be back at the Configuration Wizard. From the Available Filters list double-click the All Entries filter you just created.

Click the button with the warning icon and wrench.

From the right view of the Actions Manager, type Tray Popup next to the Name field. From the Type combo box select Tray Popup. Click Apply then Close.

You should now be back at the Actions tab within the Configuration Wizard. Under Available Actions, double-click the Tray Popup action you just created.

Finally, click the Finished button.

The software will now throw popup messages when your server fails or recovers.

Registration

To register your software, visit <http://www.cornerbowl.com> and purchase a license. Once purchased, we will automatically email you a license key. After you receive your license key, select *Register* from the *Help* menu item. When prompted, specify the email address the license key was emailed to and the license key. Click *Submit*. Our software will transmit the email address, license key, and the active IP address's MAC address to our registration web service running on our web server. Once verified a digitally signed license file will be transmitted back to you. This file will automatically be saved to your program data directory. Licenses can be transferred to another computer upon request.

Update Service

All of our software supports automatic updates. At startup, each of our user interfaces downloads an XML file from our web server. Using version information, our software determines if an update is necessary. License information may be transmitted to our registration web service, also running on web server, to determine upgrade eligibility. If eligible, our software will download the latest version from our web server.

Each license comes with access to updates and major releases for 1 year. After that, you can purchase a maintenance contract that provides you access to updates and major releases for 1 more year.

About Corner Bowl Software

Who We Are

Corner Bowl Software is a privately held company located in Park City, Utah, USA. We have been developing and selling software specifically for Information Technology professionals for over 7 years now. Our products are designed, developed, and continually updated in direct response to user feedback. All of our software tools are developed and supported in Park City.

Our Software

Corner Bowl Software offers 4 distinct software tools that enable System Administrators to monitor and maintain their servers and workstations. We offer event log, text log, and syslog management applications as well as disk monitoring and server monitoring software tools. Our oldest and most popular applications are our event log management and disk monitoring applications (Network Event Viewer and SMART Disk Monitor). Both our text log and server monitoring tools (Text Log Monitor and Internet Server Monitor) are relatively new and quickly gaining traction. We welcome you to evaluate our software tools and very much appreciate feedback enabling us to update our applications to meet your demanding needs.

Development Cycles

Corner Bowl Software prides itself on producing high quality usable software that utilizes the latest user interface components. We receive feature requests on a daily basis and in response have implemented a development system that enables us to quickly add, test, and release new features. Over the years, we have worked closely with System Administrators during Sarbanes Oxley compliance audits providing them with new features that enable them to more quickly respond to auditor requests.

How to Contact Us

Our Address

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User Interface Components

The Internet Server Monitor user interface is made up of several views that enable you to configure monitors, logically group monitors, view summary reports, view monitor detail, view application output, and lastly view service output.

Monitors

This window enables you to navigate all configured monitors. From this view you can:

- Create a new monitor
- Modify a current monitor
- View a monitor's current status and history detail
- Disable or re-enable monitors
- Create logical groups
- Move monitors from one logical group to another
- View logical group summary reports

For more information, see [Monitors](#).

Output

This window displays application status messages.

Service Output

The windows service writes status messages to a log file in the program data directory. This window tails the log file and displays each status message. This file is located in the following directory:

- *Window XP/2000:* 'documents and settings\all users\application data\CornerBow\Internet Server Monitor\ism.log'
- *Windows Vista:* '\programdata\CornerBow\ Internet Server Monitor\ism.log'

Monitors

Monitors enable you to monitor remote servers and applications running on them. For example, you can monitor the availability of a server by creating a Ping monitor while also monitoring the status of the email server running on the server by creating a SMTP monitor that sends a test email. Upon failure an alert is fired.

To create a monitor

Select *New Monitor* from the *File* menu.

Follow the wizard.

To modify a monitor

From the Monitor view, select the monitor, right click and select *Properties*.

Follow the wizard.

To view a monitor's detailed history report

From the Monitor view, select the monitor, right click and select *Monitor Detail*.

To view a monitor's history via your web server

Open the index.html or [logical group].html file in your Internet browser. By default the files are located in c:\program files\Internet Server Monitor\html. Use the [Options](#) dialog to change the output location.

To move a monitor to another logical group

Use drag and drop to move monitors to and from logical groups. For more information, see [Logical Groups](#).

To delete a monitor

From the Monitor view, select the monitor, right click and select *Delete*.

For more information, see:

[Actions](#)

[Logical Groups](#)

[Summary Reports](#)

[Web Server](#)

Actions

Actions provide instant notification a server is down or a downed server is back online. Action configurations are global meaning, once created and assigned to a monitor, any modifications to the action definition propagate to each assigned monitor.

To create a new action

Select *Configure Actions* from the *File* menu.

To assign an action to a monitor

From the Monitors view, select the monitor, right click and select *Properties*.

Select the *Actions* tab.

Assign the appropriate actions.

For more information, see:

[Monitors](#)

Logical Groups

Logical groups enable you to group monitors by server or category. Once created, you can view summary reports that are limited to the assigned monitors.

To create a Logical Group

Select *New Logical Group* from the *File* menu. Once created, use drag and drop to move monitors from the Unassigned Logical Group to your new group.

To move a single monitor to another logical group

Use drag and drop to move monitors to and from logical groups.

To move multiple monitors to another logical group

Open the summary report that contains the monitors you want to re-assign.

Select all monitors of interest from within the summary report view

Using drag and drop, move the monitors from the summary report view to the target logical group.

To view a logical group's summary report

Right click the logical group and select *Summary*.

For more information, see:

[Monitors](#)

[Summary Reports](#)

Summary Reports

Although you can see the current status at a glance from the Monitors view, you can also view a detailed report of each monitor per logical group. This view enables you to see all errors at a glance without opening each monitor's detail report.

To view a logical group's summary report

Right click the logical group and select *Summary*.

To view a summary report via your web server

Open the index.html or [logical group].html file in your Internet browser. By default the files are located in c:\program files\Internet Server Monitor\html. Use the [Options](#) dialog to change the output location.

For more information, see:

[Logical Groups](#)

[Monitors](#)

Tray Icon

Icons in the lower right corner of Windows Taskbar are called Tray Icons. Tray Icons display application status. The Internet Server Monitor tray icon has three states:

Service Running

This is the normal state and indicates all monitors are operational.

Service Stopped

This state indicates the Internet Server Monitor service is not running. Either use the Windows Service Control Manager or Internet Server Monitor to turn the Internet Server Monitor service on. Once running, the icon will change to the Service Running state.

Notice

This state is displayed when ever a monitor has failed. Typically, you configure failures to send an email or fire some type of other alert.

To turn the tray icon off

Select *Close Tray Icon* from the *Service* menu.

To turn the tray icon on

Select *Start Tray Icon* from the *Service* menu.

Note: If you close the tray icon, the tray icon application will exit and you will no longer be able to receive user interface alerts. These alert types include, message box alerts, sound alerts, and tray icon popups.

Options

Use the options dialog to set configuration parameters.

To open the Options dialog, select Options from the Tools menu item.

The options dialog contains the following pages:

[Mail Connection](#)

[Web Server](#)

[Syslog](#)

Mail Connection

Mail Connection parameters are set via the Options dialog. To open the Options dialog, select Options from the Tools menu item. Once open, select the Mail Connection tab.

Server Information

Specify the name of the SMTP server. For example: mail.yourserver.com. If your server runs on a port other than 25, for example 2000, use the following format: mail.yourserver.com:2000

Logon Information

If your SMTP server requires authentication to send messages, specify your username and password.

Mail From Information

Optionally, specify the name and from address to appear in outgoing mail.

Testing Account Settings

When ever you change the mail server settings, it is a good idea to test the settings. To test the account settings, simply click the Test Account Settings button.

Syslog

Internet Server Monitor uses Syslog in 2 ways. First, you can configure a monitor to forward failures and recoveries to a syslog server. Second, the Text Log Monitor Windows Service optionally logs status messages to a syslog server.

Use the [Actions Manager](#) to create an action that forwards failures and recoveries to your syslog server.

Use the Options dialog to configure the Internet Server Monitor Windows Service to enable or disable syslog messaging as well as assign the host and facility to log to.

Configuring the Internet Server Monitor Windows Service to Syslog

Select Options from the Tools menu item.

Enabled

Check to forward service messages to your syslog server.

Host

Specify the host name of your syslog server. For example: yoursyslogserver.

Facility

Specify the syslog facility. The default value is Local1.

Note: If you change any settings, you must restart the service for the changes to take effect.

For more information, see:

[Actions](#)

RFC 3164 available at <http://www.faqs.org/rfcs/rfc3164.html>

Web Server

Internet Server Monitor automatically creates HTML pages that contain an index of all logical groups and monitors. When a logical group is selected, the summary report is displayed. When a monitor is selected, the monitor's detailed report is displayed.

Use the *Web Server* tab on the *Options* dialog to disable automatic HTML document generation or override the output directory.

To change the location to output the HTML files

Select *Options* from the *Tools* menu item. Select the *Web Server* tab.

Specify the location to output the HTML files.

Templates

Internet Server Monitor enables you to create your own HTML output templates. There are 3 different types of templates. They are: an index, a logical group summary report, and a detailed monitor report. The templates are stored under the installation directory in a sub-directory called 'html'. The default template filenames are: index.template, group.template, and monitor.template. Please do not modify these files. The templates are HTML files that contain special section tags starting with the letters 'CBS'. Each file contains replacement tags denoted with {}. Please use the supplied templates as a basis for creating your own templates.

Index Template

The index template requires the <CBS_GROUP> and the <CBS_MONITOR> tags. Please note the <CBS_GROUP> tag must wrap the <CBS_MONITOR> tag.

Detail Index Summary

In addition to the default index template is another template that includes monitor detail within the index. This template is called index_detail.template. Use this template when you want all the detail information found in the group.template to be included in the index. The index_detail template uses the <CBS_MONITOR> and <CBS_MONITOR_ALT> tags to enable alternating background or font colors. Please note the <CBS_GROUP> tag must wrap the <CBS_MONITOR> and the <CBS_MONITOR_ALT> tags.

Summary and Detail Templates

The summary report and monitor detail report templates require the <CBS_MONITOR_ODD> and the <CBS_MONITOR_EVEN> tags. Use these tags to display monitor information in alternating formats. For example, a gray background on all even entries.

The following insertion tags are supported:

{SUMMARY_A_HREF}	Inserts the URL to the index page.
{GROUP_IMG}	Inserts the URL to the logical group image.
{GROUP_NAME}	Inserts the name of the logical group.
{GROUP_STATUS}	Inserts the logical group's status as a string.
{GROUP_A_HREF}	Inserts the URL to the logical group page.
{MONITOR_IMG}	Inserts the URL to the appropriate image that denotes the monitors status.
{MONITOR_NAME}	Inserts the monitor's name.
{MONITOR_STATUS}	Inserts the monitor's status as a string.
{MONITOR_HOST}	Inserts the host name associated with the monitor.
{MONITOR_TYPE}	Inserts the type of monitor. For example: Http or Smtip.
{MONITOR_TIME}	Inserts the time the monitor executed.

{MONITOR_DURATION}	Inserts the duration the monitor execution required.
{MONITOR_MESSAGE}	Inserts the message the monitor execution saved.
{MONITOR_A_HREF}	Inserts the URL to the monitors detail page.

Change Service Login

Internet Server Monitor uses a service to execute scheduled functionality. This service is called Internet Server Monitor. In order for the Internet Server Monitor service to access network resources, it may need to run with domain administrator rights.

To change the service login credentials

Select *Change Service Login* from the *Service* menu item.

Specify a domain administrator username and password. Lastly, specify the domain. When you are finished, click the *Next* button. The service configuration will be modified with the appropriate rights and the service restarted.

Starting and Stopping the Windows Service

All monitors are executed via the Internet Server Monitor service. To aid in troubleshooting, the service can be started in verbose (debug) mode. In this mode, extra messages are logged.

To Start the Service

Select *Start* from the *Service* menu item.

If you are unable to start the service because of a login failure, you must reset the login credentials. For more information see [Change Service Login](#).

To Start the Service in Verbose Mode

Select *Start (Verbose)* from the *Service* menu item.

To Stop the Service

Select *Stop* from the *Service* menu item.

For more information, see:

[Change Service Login](#)

[Windows Service Log File](#)

Windows Service Log File

The Internet Server Monitor Service logs all significant activity to a log file called 'ism.log'. This information is invaluable when trouble shooting the service. This file is located in the installation directory. The default location is:

- *Window XP/2000*: 'documents and settings\all users\application data\CornerBow\Internet Server Monitor\ism.log'
- *Windows Vista*: '\programdata\CornerBow\ Internet Server Monitor\ism.log'

To View the Log File

Select *View Log* from the *Service* menu or select the toolbar button.



The entries are sorted from oldest to latest. The log file can also be viewed in any text editor.

To Clear the Log File

The service automatically truncates the log file to a little less than 1 MB every hour on the hour. The service will log an error when attempting to truncate the log file when the user interface is open. To manually clear or delete the entire log file, the service must be stopped and the user interface closed. Once the service is stopped and the user interface is closed, manually delete the log file. After the file has been deleted, re-start the service. For more information on starting and stopping the service see [Starting and Stopping the Windows Service](#).

For more information, see:

[Starting and Stopping the Windows Service](#)

Technical Support

If you have any problems with Internet Server Monitor you can contact our tech support by emailing us at:

support@cornerbowl.com

Please make sure you tell us as much information as you can about the problem you are experiencing, including any error or warning messages that may have been displayed.

Please include the following information with all support requests:

- The version you are running. This information can be obtained from the About box.
- The 'ism.log' file. This file is located in the installation directory. The default location is 'c:\program files\Internet Server Monitor'.
- The operating system version.
- If applicable, your license key.
- Description of your problem. Please provide as much information as possible so we can reproduce the problem if necessary.

We'll try to help you as fast as possible, usually in one or two business days.

If you have any comments or suggestions for the next releases, please feel free to post them to us.

Contact Information

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