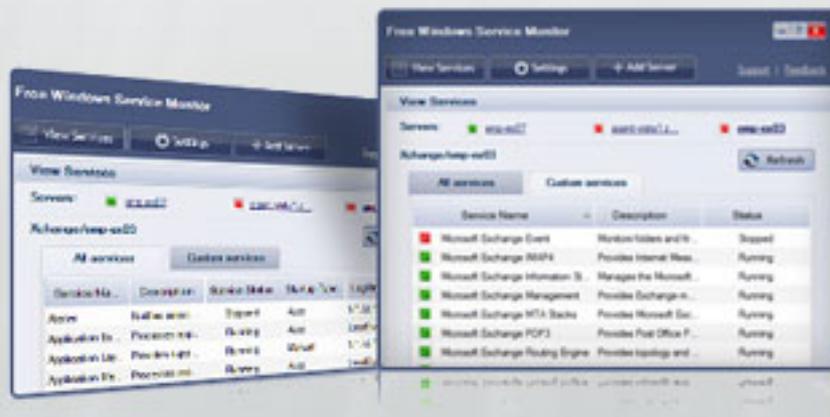


# ManageEngine Free Tools User Manual



Free Windows Service Monitor Tool

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## **Overview**

### **Free Windows Service Monitor**

The free "ManageEngine Windows Service Monitor" tool is a lightweight tool that monitors Windows Services from remote location. Free Windows Service Monitor tool monitors some of the important services that are running in the server. Some of the services monitored by this tool are Exchange Server services , Sharepoint services , MySQL services , MSSQL services , DHCP services and more. Administrator can add custom services also for monitoring. using this tool, 3 custom services can be added for monitoring.

The "ManageEngine Windows Service Monitor" can monitor the services of the 3 windows servers simultaneously. The best part is the tool is made available to you ,absolutely free of cost.

### **Key Benefits**

Free Windows Service Monitor tool makes the connection with Windows server and populates all the services that are running in the Windows server. Using the tool, Administrator can easily configure / modify status of services to "Start" or "Stop" or "Restart" state and also change the start-up mode of the Windows Services to "Auto" or "Manual" or "Disabled" mode.

It is a Agent-less monitoring tool, monitors and alerts the administrator when ever any services is out of gear . Using the tool, user can start / stop / restart the services remotely and tool also shows access rights and privileges of the local and network resources on the service.

"ManageEngine free Windows Service Monitor" tool serves as a real-time monitoring and smart configuration tool for Windows Services. For any windows service configuration need, this tool comes in handy for Windows Administrators.

## **Features**

### **Free Windows Service Monitor**

ManageEngine Free Windows Service Monitoring tool is a real time monitoring tool that helps the administrator to monitor the Windows Services of servers from remote location. Tool monitors 3 servers simultaneously.

### **Key Features of the tool**

Using the tool, Administrator can monitor 3 servers simultaneously. Service Monitor, once making connection with server, shows default services view and All services view. Auto detection of important services.

Once the tool makes connection with server, tool automatically detects the presence of following services :

- Exchange server - Tool monitors services of Exchange 2003 server, Exchange 2007 server, Exchange 2010 server
- MSSQL server - Tool monitors services used by Microsoft SQL 2005 Server and MSSQL 2008 server
- Sharepoint service - The services used by Sharepoint 2007 server and Sharepoint 2010 server are monitored.
- MYSQL - The services used by MySQL Server.
- Wmi services - Tool checks the services of Windows Management Instrumentation.(WMI)
- Telnet service - The services used by telnet server.
- DHCP - The services used by DHCP server.

Administrator can turn off monitoring certain services by un-checking, in-case, user do not want to monitor the service. This can be done from Settings page.

### **Custom services**

The user can manually add three custom service in addition to the default services present.

### **Monitoring the manually added services**

Tool gives the status of the services in an elegant graphical view.

## **Monitoring all the service**

The important parameters monitored in the all services view are

- Service Name : The name of the service.
- Description : The description of the service.
- Status : The running status of the service. It may be "Running" or "Stopped" or "Start Pending" or "Stop Pending" or "Continue Pending" or "Pause Pending" or "Paused" or Unknown"
- Startup Type : The start mode of the Windows Service. This may be "Boot" or "Auto" or "Manual" or "System" or "Disabled".
- Logon As : The primary security identity that determines the granted access rights and privileges of the local and network resources.

## **Change the status of the service**

Double clicking / Right clicking on any row will open the corresponding service details on separate window. The user can configure start mode (automatic, manual or disabled) and also the status (Start, Stop, Restart) of the particular service.

Delete the server

The tool allow the user to delete the server by clicking the delete button of the corresponding server in the settings page.

## **Refresh the server**

The current status of the services of a particular server can be obtained by clicking the refresh button. The added Windows servers will be refreshed at regular interval (Refresh Interval) which is configurable.

## **Retaining the settings**

The tool automatically saves the connected server information. During the restart of the tool, it automatically connects to the servers and populates the services. The configurations modified in the settings page can be saved by using the Save config button.

## Documents

### Free Windows Service Monitor Tool

The Free Windows Service Monitor monitors the Windows Services. Using the tool the administrator can monitor the services of 3 windows servers.

### Getting Started

#### Server Setting

Add server to start monitoring the Windows services.click the "Add Server" button and enter the following information in the add-server dialog

- Server Name/IP Address
- Domain/WorkGroup
- User Name
- Password

and click the connect button

Once, tool makes connection with windows server, the tool populates the following details..

- All Services
- Custom Services
- Default Services in the Settings Page

The tool once successfully connected to the server,automatically checks which services are present(like Exchange server services, Wmi services, Sharepont services and more..)

#### Settings page

Click settings button

This setting view has Default services monitor and Custom services monitor. Tool can monitor default services present in the windows server.

## **Default Services in the Settings Page**

By default, Tool monitors following services in a Windows server.

- Exchange server services
- MS SQL server services
- SharePoint services
- Mysql database services
- DHCP services
- Windows Management Instrumentation (WMI) services.
- Telnet services

The administrator can also un-check the default service if he does not wish to monitor it.

Add custom services

Adding the custom service:

The user can manually add three custom service in addition to the default services present

- The user has to enter the service name. The tool automatically displays the associated services so that the user can select from the list.
- In case the custom service manually added is a subset of the default services, the tool informs the user that the service is being monitored already.
- The user can only add three custom services

## **Services View**

Click View-service button, Tool will show all services details and custom services details.

## **All Services**

This view shows all the services present in the servers. Following details of each services is shown

- Service Name
- Description
- Service Status
- Startup Type and logon

## **Custom Services**

This view shows health of the services . It shows the status of Windows services which are monitored by the tool

## **Configure service**

Double click / Right click the services , configuration page will open. Administrator can change the state to stop / start / restart and start-mode to automatic, manual or disabled.

In case of any dependent services running, the tool automatically detects the dependent services running and the administrator can just stop the service without having to manually stop the dependent service.

## **Delete Server**

The administrator can delete the server by clicking the delete button in the settings page

## **Refresh Server**

To know the current status of the server,click the refresh button.

## **Refresh Interval**

The added Windows servers will be refreshed at regular interval(Refresh Interval) which is configurable.

## **Retaining Settings**

The following details are saved in the disk so that the parameters can be used when the tool restarts.During restart of the tool,the tool automatically connects to the server.

The following details are stored internally

- Server Name
- Domain Name
- User Name
- Password (Encrypted using Triple DES) encryption standard used.
- The default services in the settings page(if the configurations are saved)
- The custom services added in the settings page(if the configurations are saved)

## System Requirements

### Hardware

- CPU : 1 GHz (x86 processor) or 1.4 GHz (x64 processor) and higher versions.
- Memory : Atleast 512 MB of RAM
- Disk Space: Atleast 3 MB of disk space must be available before installation and less than 10 MB of disk space is needed after installation.

### Software

Microsoft Windows Operating Systems eg. Windows XP, Windows Vista, Windows 2003 & Windows 7.

Microsoft .Net Framework 2.0 / 3.0 / 3.5.

Note : If you do not have Microsoft .NET Framework, please download the required version from

<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en> ( Microsoft .Net Framework 2.0

<http://www.microsoft.com/downloads/details.aspx?FamilyID=10CC340B-F857-4A14-83F5-25634C3BF043&displaylang=en> ( Microsoft .Net Framework 3.0 )

## FAQ

### 1. Unable to connect to the host server?

Please check host server is running properly and check host server is behind firewall and also port 443 is accessible. If the server is behind firewall and if not accessible, then open the port by configuring firewall.

### 2. I have downloaded the tool but it is not running. what should i do?

Please check Dot Net Platform is installed in your system. Run the utility available in the bin directory, DotNetUtilities.exe, It will tell you the Dot Net version. If Dot Net platform is not available in the system, download the platform. Please see the software requirements page for downloading the platform.

### 3. Can I Monitor 1 server alone?

Tool monitors 3 server simultaneously. Yes, 1 server alone can be monitored also.

### 4. I cannot start or stop few services in the Windows server. What should I do ?

Some Windows services depend on other services to start or stop. So the tool displays the dependent services and tries to stop or start these services. However any of these services is dependent on some other services, the tool displays a message showing that these services needs to be started or stopped, before trying to start or stop the main services.

### 5. When I stop service, tool stops the service but after while the same service is started again. What is the reason?

Windows operating system will not allow some services to stop . Hence it automatically restarts those services.

### 6. Can I monitor more than 3 servers simultaneously?

To monitor more servers simultaneously please visit <http://www.manageengine.com/network-monitoring/> or send mail to [free-tools@manageengine.com](mailto:free-tools@manageengine.com)