# NETFORT
## know your network



**NETFORT LANGUARDIAN**

**SERVICES INSPECTOR**

**How to monitor servers, network devices and services for uptimes with Services Inspector and NetFort LANGuardian | Aisling Brennan**

With LANGuardian Services Inspector, you can monitor the status (available or not) and performance (response time) of specified devices and services on your network, generating graphical status information and alert data that can be used to generate alert emails. Services Inspector is a standard feature on LANGuardian.

Using Services Inspector, involves gathering information about the device or service you wish to monitor, adding a configuration entry to LANGuardian, viewing the status and optionally, configuring an alert.

## Configuration
To access Services Inspector, click on the *Settings* in the LANGuardian menu bar and select *Configure Service Inspector*.

The Configuration page displays a list of previously configured devices and services that are being monitored and an *Add new device* button. The following screenshot shows the principal components of the *Configuration* menu.

| Services Inspector | | | |
|---|---|---|---|
| **Add new device** | | | |
| Name | Address | Edit | Delete |
| web | 192.168.127.99 | | |
| web | 192.168.127.99:80 | | |

## Adding an entry for monitoring
To add an entry for monitoring a device or service, you will require the following information:
User defined name of the entry IP address of the device or device the service is running on
For a service, the TCP port number on which the service is listening

To create an entry to monitor a device or service, click on the *Add new device* button. This displays the *Create Entry* screen as shown below.

| Services Inspector | | | |
|---|---|---|---|
| Please choose a monitoring method: | | | |
| Method | Parameters | Description | Go |
| ICMP ping | IP Address | Send ICMP ping request to the IP address. If it responses, it is alive. | |
| TCP connect | IP address, port | Try to connect to TCP service on IP:port. If connect succeeds, the service is alive. | |

This page offers two options for monitoring either a device or a service, using IMCP pings or TCP connects respectively.

To monitor a device (a server, or a switch say), select the *ICMP ping* option. To monitor a TCP service, select the *TCP connect* option. Populate the required fields and click on Save.

The following example shows how to add an entry using a TCP connect, to monitor the NetFort web server.

The show on dashboard check box specifies if the name of the service should be highlighted on the dashboard if the service appears to be down. Click on *Save* to add the service to the list of monitored services.

After saving the entry it is shown in the list of configured devices and services.

**Viewing the list of entries**
The list of currently configured entries, has 4 columns displaying a user defined name for the entry, the IP address of the device or service, a button for editing the configuration and a button to delete the entry. To modify an entry, click on the *Edit* button to display the edit configuration page. To delete an entry click on the *Delete* button.

**Current status page**
The following screen shot shows the *Services Inspector Current Status* page.

Pings and TCP connects are initiated every five minutes. If a ping or TCP connect fails three times in succession, then the status of the entity is marked as unavailable and highlighted in red. It will remain in this status until a successful ping or TCP connect completes.

## Sending alerts

System down events are automatically generated when a system fails to respond to 3 pings or tcp connects. These events can be examined closely in the *Service Inspector :: Hosts Down* report.

| IP | Server Port | Description | Total |
|---|---|---|---|
| 192.168.127.99 | 0 | web | 23 |
| 192.168.127.99 | 80 | web | 23 |

The steps to generate an e-mail alert when a device or services is marked as unavailable are as follows:

1. Click on the Settings in the LANGuardian menu bar and select Configure the LANGuardian alerts, (email, delete, more…)
2. Click *Add marked signature*
3. Select *8, health_monitor* from the Application drop-down list and click Search
4. Click *Mark* to specify what action will be performed when this signature is recorded
5. Select *Send Email* to Send an email notification to the list of users specified in the Alert list

It's the recipients in the alerts email distribution list that will receive the Service Inspector alerts. You do not need to configure the how often interval as it does not apply.

The *Immediate Alert Configuration* page enables you to specify a time frame in minutes when these alerts are to be sent. Setting this parameter to 60 will restrict the email alerts to an hourly basis.



### Viewing Services Inspector information on the Dashboard

Summary status information from the Services Inspector is always displayed on the System Dashboard. The status indicates how many devices and services are up and how many are down. You can optionally list (highlighted in red) the names of those services that are down, by selecting the *Show in Dashboard* on the configuration page.



You are now ready to start using Service Inspector.