

Network Device Monitor

Manual

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Introduction

Network Device Monitor, NDM for short, allows a network administrator to poll and scan multiple network devices at set intervals to ensure they are operational. Should a device fail and not provide a response to NDM's request, an alert is generated. These alerts comprise a popup, an email notification and client PC notification for immediate response. A client application is provided. All errors, or non-responses, are logged with other logging enhancements available.

Minimum Recommended Requirements

Windows 98, Me, 2000 or XP (Should operate fine under 95 and NT)

PIII type processor 333 MHz or faster

256 Mb RAM

1 megabyte of hard disk space (for program only)

Network access with appropriate routing for all devices

Evaluation version of NDM (NetDevMon.exe). (AKA, unregistered).

If you have an unregistered, (the evaluation), version of Network Device Monitor, it is pretty crippled. However, it will allow you to poll two devices along with one client NDMClient.exe) access. More than one client can connect, but only one client will receive the alert information and display it. Email alerts are disabled and a Nag screen always nags you.

If you like NDM, please purchase a license. It is only \$59.95 US and comes with two (2) client access licenses. Additional Client access licenses are only \$10.00. Information on how to obtain licenses and methods of payment can be found on our web site.

Installation

There are two (2) setup files for NDM. *NetDevMonv1.X.XSetup.exe* is the setup file for the main monitor/server. *NDMClientv1.X.X.exe* is the client application which can be installed and run from any networked PC. In the installation files, we are assuming version 1 (v1) and the X's represent minor version and release numbers. In both installations, you must accept the EULA and please keep the defaults to keep updates simple. You can add a desktop icon and a start bar icon if you desire.

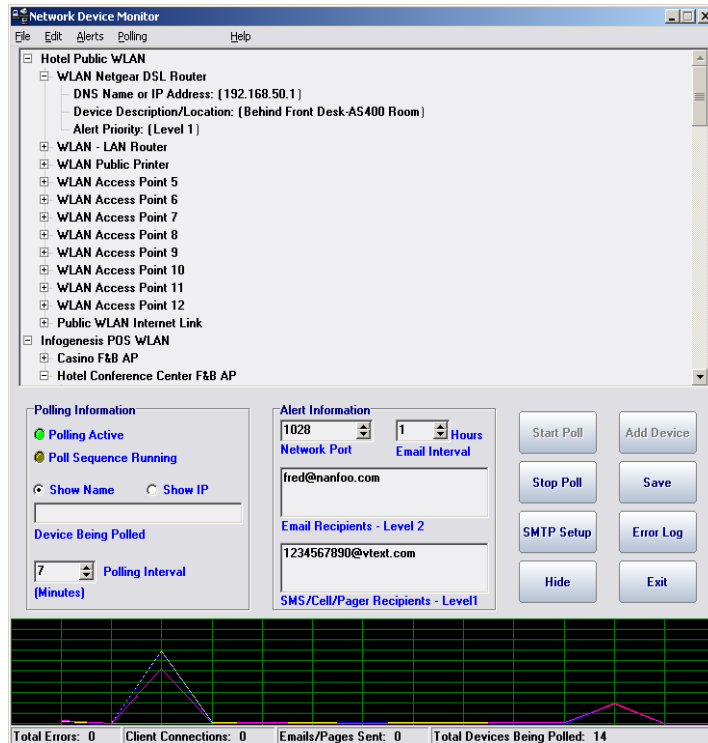
Run the main Network Device Monitor setup file, hereafter called NDM, on your 'server' PC or that one PC which is connected, either by routing or by being multi-homed, (multiple network cards), so that all devices connected to your networks are accessible from this one PC.

Even though NDM has email alerts and popup alerts on the server itself, there are times when email is not checked frequently enough or the server monitor is not checked often enough. Therefore a networked client application was designed that connects to NDM and will popup immediately when a problem is detected. Therefore you or one of your technicians can be notified immediately! Clients are licensed and the main version allows for two clients to access NDM.

To install NDMClient, simply run that installation file on a client PC which is connected via a network (or Internet) to your NDM server. If you connect via the Internet, make sure you have your firewall configured so that the correct port is opened and forwarded to your server so that NDMClient can access NDM.

Setup

Setting up NDMS is fairly easy and straightforward. When you first run NDM, some example devices and configurations are shown for you. This includes some fake email addresses and fake SMTP (email) server settings.



above, you can edit Campus LAN Routers and its children, or branches, Backup WAN Router and Main WAN Router.

All of your devices must have an IP address, such as 192.168.0.1 or a resolvable DNS name such as jcitssystems.com. By clicking the child item DNS Name or IP Address, you can edit the name or IP. You can do the same for the Device Description/Location and enter whatever you desire. The last child or branch is Poll This Device? ‘Yes’ will poll it and of course ‘No’ will not poll it. This is real handy when you have a device temporarily out of service!

In order to truly set up your devices on your network, it is suggested that you delete each of the example trees by right clicking the main branch or main group description and delete each one.

To enter your first Group and Device, go to File -> Add Parent Group and Device. An input box asks for a group name. Enter your group name. You can group all of your devices under common groups or classes. Once a group name is entered another input box pops up asking for a specific device name which should be ‘human understandable’. In the examples provided a group name is ‘Campus LAN Routers’ and device names are ‘Backup WAN Router’ and ‘Main WAN Router’;

Once that is completed you have your first group and first device. Click on the DNS Name or IP Address branch and you can enter the address.

By clicking the + icon in the tree window, you will expand the tree. When it shows a – icon, clicking will close that branch of the tree.

By right clicking on the example ‘Server’ in the tree you will have a menu appear with the options of **Edit, Delete and Cancel**.

Choosing **Edit** will allow you to change that branch’s name. **Delete** will delete the entire branch. This includes the ‘root’ and the children. **Cancel** closes the menu.

You can only edit the names of the main trunk or root items and the secondary branch or child items. In the picture

To enter more devices under this group, simply click the Add Device button or go to File -> Add New Device. You can also add a single new group by clicking, File -> Add Parent Group.

Email

Next, setup some real email addresses which are to receive alerts. With your mouse, highlight one of the fake email addresses and either delete it using the delete key on your keyboard or overwriting with a legitimate email address. You can add as many email addresses as you need in order to receive alerts of any failed (non-responsive) device.

Now, you do not want an email alert sent every time the failed device is polled. That could be sixty emails in an hour if you have your polling interval set at one minute. Set the Interval (hours) at an appropriate number of hours to wait before another email is generated. Click the Email Alert checkbox so that it is checked. This enables email alerts so that emails will be sent.

Setup your email or SMTP, server so that emails can be sent. Click on Edit -> Email (SMTP) Setup or the SMTP Setup button and a dialog opens.



In the SMTP Server edit box, enter your outgoing email server's address either as an IP or a qualified DNS name. In the next edit box, enter just your email domain name so that any email alerts sent will have the correct domain name. Emails sent from NDM will be from;

Network_Device_Monitor@MyCo.com

Of course MyCo.com is the example given. MyCom.com will be changed to your email domain.

If your email server requires authentication, please enter a legitimate email user name and the correct password. Then check the SMTP Requires Authentication check box.

Your email alerts are now setup!

Alert Server

To set up NDM as an Alert Server, simply click the 'Alert Server' check box and enter a valid TCP/IP port number. We do not allow you to use ports below 1024 but you can go anywhere above 1024 to any available port number.

Some ports may generate antivirus or PC firewall alerts and may try to block its access. You will need to know how to adjust your PC firewall and antivirus software to allow what ever port you select.

Popup Alert

Popup Alert, when checked, will popup an alert message on the server when a device fails.

Polling Interval

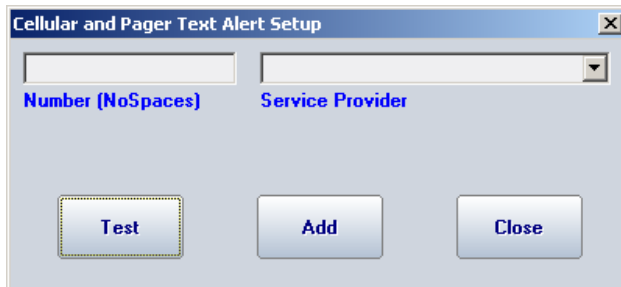
The Polling Interval is set by scrolling up or down the number of minutes you want between device polls. This ranges from one minute to 480 minutes or eight (8) hours between polls. It is simply your choice.

Polling Information can be set to show you the IP address of the polled device or the IP address returned from a DNS check or to show the name of the device you have given in the main device tree window.

When polling is running, the green Polling Active LED or light is lit. When an actual poll is being performed, the yellow Poll Sequence Running LED or light is lit.

SMS Cell/Pager Setup

Clicking on this menu item will bring up a new window which allows you to enter cellular, pager or other messaging telephone numbers which you want to have receive Priority Level 1 Alerts.



Your cell phone **must** be enabled for SMS, paging, email or text messaging in order to receive such alerts.

The telephone numbers entered are usually 10 digits, (in the US), but some paging and cellular companies use special numbers or PINs. Some paging companies may use just a

special pager number. Therefore, you **MUST** know what number to enter in order to receive such text alert messages.

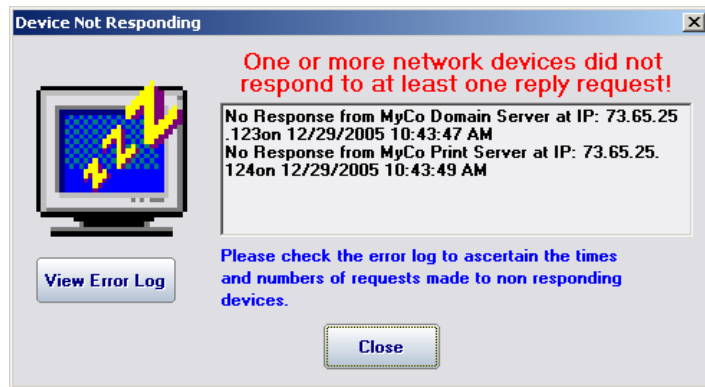
The next box is a drop down list that contains over 225 cellular and paging companies. Simply choose your company. Should multiple company names appear, you will have to test your number. Before doing so, however, make sure that you **setup SMTP** with a proper domain name and SMTP email server address.

Before adding a number to the list, it is always wise to test it to ensure everything is OK and that you receive the test message.

In order for SMS Alerts to be enabled, you must check the menu:

Alert > Enable SMS/Text Alerts

to enable this function.



HINT: If you want to receive SMS alerts for a priority 2 Alert, simply cut and paste the information, (which was automatically entered for you), from the SMS Recipients box into the Email Recipients box.

You can also directly enter an SMS telephone number@yourcellservice directly into the SMS Recipients box.

Features

Saving Your Setup. Backup and Restore

Once your configuration is complete, it is best to save it! Clicking the Save button or clicking File -> Save Configuration under the main menu will save the configuration in the program's main installation directory.

File -> Backup Configuration allows you to backup the current configuration to some other directory. File -> Restore Configuration allows you to browse to your backup directory and will restore the last backup configuration files.

Anytime NDM is properly closed, the current configuration is saved. Manual means to save your configuration is always a good idea and save it often while configuring NDM.

Error Log

To view the error log, simply click the 'Error Log' button or File -> View Error Log. Notepad opens the error log so that error log entries can be copied, changed, notes made etc. So make sure you have notepad installed. It is installed in a default Windows installation.

On Run, Start Poll and Hide

Going to File -> On Run, Start Poll and Hide checks the menu item so that on a restart, NDM will automatically start polling devices and hide itself in the system tray. The system tray is located in the lower right hand portion of your Windows desktop. Double clicking the NDM icon will show NDM. Right clicking the NDM icon will present you with a menu to Show or Exit NDM.

The 'Hide' button and File -> Hide, will hide NDM and make it run in the system tray.

Edit

Edit -> Reset Info/Email resets the statistics for the number of errors and emails sent in NDM's information labels at the bottom of NDM's main window.

Edit -> Log Alerts. Clicking this item will place a check next to it and will add to the error log what alerts were issued when any device fails. Failed devices are ALWAYS logged. This adds some assurance that an email was sent or a popup issued etc.

Edit -> Log Poll Sequence. Clicking this item will place a check next to it and will log each and every poll sequence.

Edit -> Log Poll Sequence Starts and Stop. Clicking this item will place a check next to it and will log each poll sequence start and stop with time etc.

Alerts

Clicking this menu item allows you to enable the various alert types and their Priority Level. Level 1 is the highest priority and Level 4 the lowest.

[Enable Server Alert Popups](#) [Level 4](#)

[Enable Network Client Alerts](#) [Level 3](#)

[Enable Email Alerts](#) [Level 2](#)

[Enable SMS/Text Alerts](#) [Level 1](#)

Polling

The Polling menu item has Start and Stop menu items. This starts and stops polling and is the same as clicking either the Start Poll or Stop Poll buttons. You cannot add devices or groups or edit any information until polling is stopped.

Help

Help -> Help (if available) will display the main help file.

Help -> About will display basic information about NDM and the version number and copyright notice.

Help -> Registered To will display the registered owner/user information, license number and number of client access licenses purchased.

Response Graph

The Response Graph shows the round trip responses of ICMP Pings and any round trip port responses. The graph will automatically expand to the number of devices being polled. This number should be greater than 1 in order for the graph to work correctly.

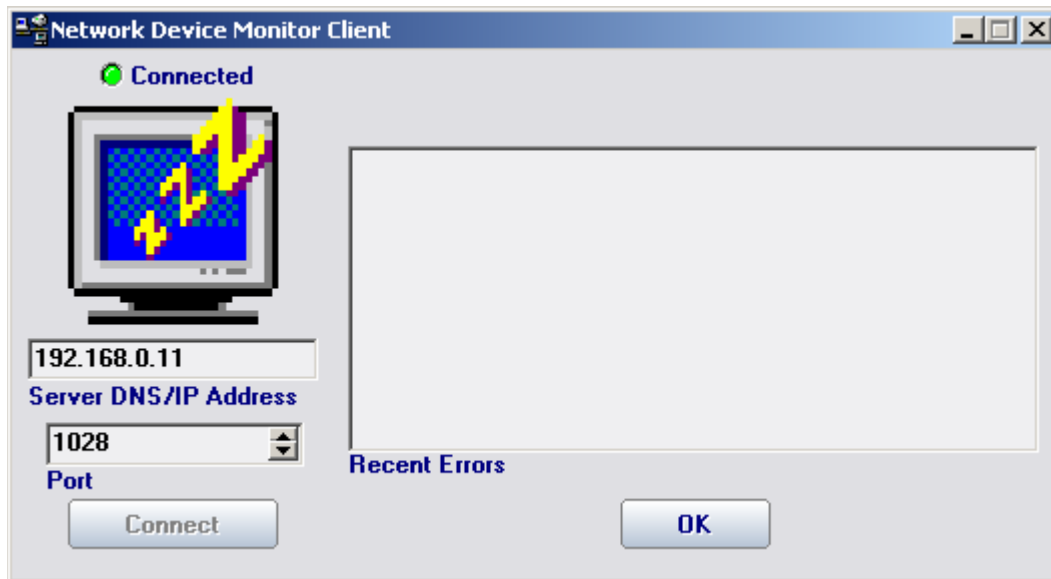
The scale of the graph is 500ms. Any device that does not return within this time or does not respond will show a response time of 500ms. It was felt that this was visually better than a 0ms response which looks similar to a fast 10ms response on a local network device.

The graph will hold, in different colored lines, eight, (8), responses. You can see at a glance if all responses are similar or if there is a rise in times which may be signaling a potential problem or bottleneck.

One minor annoyance is that you cannot clear the graph unless you close NetDevMon.exe and rerun it.

NDM Client

NDMClient.exe is easy to setup. When run for the first time it will present you with its alert window with a sleeping PC.



This is what pops up when a device failure occurs except that there is a report of what failed and when in the Recent Errors window.

Setup

To setup the NDM Client, enter the IP address or qualified domain/DNS name of the NDM Server and select the correct port. The same port **MUST** be used on both client and server. Once set, click the Connect button. If a connection is made, the green Connected LED or light, will be lit and NDMClient will automatically hide itself and run in the system tray. Right click the NDMClient tray icon and you can Show the window or Exit. If you need to ascertain the version information, click the About in the tray menu or click on the sleeping computer. Both methods will bring up the About box.

Clicking the OK button clears the Recent Errors window and hides itself back into the system tray. If a connection failure occurs, an error will be provided in the Recent Errors window and the green Connected LED will not be lit.

You will notice that once connected, the Connect button is disabled. If you need to change IP or port numbers, as soon as you edit either item, the Connect button will be re-enabled.

Support

Should you need support please contact

support@jcitssystems.com

or write to:

Support
JCITS Systems, LLC
PO Box 1222
Show Low, Arizona 85902-1222

Sorry, but we do not provide telephone support unless a time is previously arranged. Nor will we return support phone calls.

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