

The basis for this method of determining a program's function is an output file, which characterizes the course of the program's execution. An email with log-file, delivered to CM server, is analyzed and based on the set criteria, it's then evaluated if the program executed the operation successfully or incorrectly.

Settings on CM portal

Defining the email address for sending of messages to CM server

View of external programs on CM portal

Notification in errors

Ways of obtaining logs from third-party programs

There are two ways logs can be delivered to CM Server for evaluation.

- 1. <u>The application has a custom option to send emails, and therefore it's able to send the log to</u> <u>CM Server</u>
- 2. <u>The application saves the log on disk, C-Monitor can capture its increase and subsequently</u> <u>sends it to CM Server.</u>

Settings on CM portal

All settings are carried out at Admin zone -> External programs, and they're in two levels.

- 1. Definition/ parameters of external program type with criteria for success / failure
- 2. Assignment of the defined type of external program to a computer and definition of intervals, in which the log should be received on CM Server (schedule)

Definition - parameters of external programs

Here you define the way of processing of the received log. CM Server must exactly know the type of the received log, i.e. from what program it comes from. The log will then be evaluated accordingly, by assigned criteria. If you have the same program on more computers, and its success will be evaluated equally as well, then you only make one definition for all. (You'll use this definition for processing of logs from more PCs in schedules of external programs).

Explanation to selected items in the dialog for Adding type of External program

The program's result is sent - there are possibilities:

1. As a separate email, which means that the expected email is generated by the monitored application

2. in email from C-Monitor, which means that the log file was received by C-Monitor, and sent it crypted to CM Server. There's a warning, that the message's subject must contain CM-ID and license number. A few lines below is described, where you should enter these required information in C-Monitor.

Other items should be **clear** enough.



Logs from 3rd-party programs (external programs)

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	Admin zóna Prehliadanie a Customer Desk Vyhodnotenie		Spráw	ca: Test - Spravca 🕜
Zballf viello - Rozballf viello	Parametre externých programov			2.
 Havné menu 	Meno programu Popis programu	Hfadat		Pridat
 Použivatelia 	in the program is the			
Admin. nästroje	Informàcie o externom programe			Uložit 🦘 📩
+ C-Monitor klient	Meno programu "			- onen
Komunikàcia	Popis programu			
 Externé programy 	Výsledok programu je posielaný ako sanostatný enal			
Parametre ext programov 1.	Email z C-Monitora musí v predmete správy obsahovať CM-ID a licenčné číslo PC, inak	nebude správne rozpoznaný		
Rozvity ext programov	Triedenie správy			
 Archiv 	Nastavte kritéria, podľa ktorých bude správa priradená k tomuto externému programu			
+ Parametre	Tip: Priradenie správy k jednotlivým počítačom sa nastavuje v rozvrhoch pre externé pro Ak chcete skontrolovať viacej fráz, tak jednotlivé frázy zadajte do uvodzoviek. Napriklad: "			
	Správa bude zaradená k tomuto externému všetky z nasledujúcich zadaných podmienok programu, ak spílňa	•		
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	Prijimateľ emailu obsahuje	všetky fišzy	viac ako 💌 0	krát
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	Text správy obsahuje	všetky frázy 💌	viac ako 💌 0	krát
Image: Parar	netre pre zadofinovanje ovto	rného programi	viao ako 🖉 🛛	krół

Schedules of external programs - assignment of log file to a computer

A basic organization element of CM is a computer with assigned CM-ID. Each type of error (except the second part of C-Desk) is bound to a computer. This logic remains in External programs as well. It means, that even if you want to receive logs from a computer that is not in CM, you must realize the evaluation bound to some computer with CM-ID.

The reason why this section is called Schedules of external programs, is that the log must be sent periodically. The log is expected within an interval, defined in the schedule, and if it's not received, then you can tell that there's been an error, which needs to be solved.

Creation of schedule to an external program begins by selection of the computer, which the evaluation will be bound to. In case the logs are sent through C-Monitor, you must select the computer, which sends the logs, otherwise they won't be evaluated.

Explanation to selected items in the dialog for Adding schedule of External program

- 1. **Task name** this is a name that can exactly describe the thing that' being verified. It doesn't have to be a general name.
- 2. **Task description** optional field with a purely informational purpose
- 3. Type of external program select the type. which you've defined in the previous step here
- 4. **The error will be sent** an option to limit email receivers. Error settings of external programs can be found at Admin zone -> Parameters -> Error settings and select the item External programs
- 5. **Execution time, Period, Interval of the message delivery ...** represents the time, when the program is executed and expecting to receive the log. If error evaluation is going to be in day-long intervals, the exact hour is not really relevant. Please note, that the execution time has to be set manually on the computer's side as well, and it has to be equal to that listed on CM Server
- 6. **Filter of email messages** use to distinguish the specific application, which you're monitoring. In case the log is sent from C-Monitor, then use only the items Email subject, name of attachment for the distinction. Other items are entered by C-Monitor, and are not suitable to this purpose. Although, you must always enter something, otherwise the message won't be assigned to this schedule.



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Zballf dello - Rozballf dello	🔯 Rozvrhy exte	rných program	ov						
 Hlavné menu 	Spoločnosť	Počítač	Používateľ	Operator					
+ Použivatella	Zobraziť len počítače s nasta	venými úlohami externý	ch programov		Hfadat				
Admin. nästroje	Počítač KRTNB01						Uložir	•	*
 C-Monitor klient 	Spoiočnosť	Your Compa	ny Name						
Komunikácia	Stav	Zapnutý v CM							
Externé programy	Meno počítača v sieti Sieť	FUUI Workgroup: /	OMIN						
Parametre ext programov	Použivateľ	admin							
Reportive externation	Vybranā úloha								÷
Archiv	Stav	Zapru	Ŋ	×					
+ Parametre	Meno úlohy *								
	Popis úlohy								
	Typ externého programu *								
	Porucha bude poslaná	len op	erstorovi						1
	Čas spūšťania								
	Čas spúšťania	00:00		Interval doručenia správy	6 hod				
Image: Rozvrh ex	terného prog	ramu	Det la	Dei ersöğtanla	EPon EÚto Es	Str 🗐 Štv 🗐 Pla			

Defining the email address for sending of messages to CM server

The email address, which needs to be entered for sending of messages to CM server can be found in C-Monitor client's settings of any computer, which is registered on your CM Server, in the section Admin zone -> C-Monitor client -> open any PC, section Parameters for email communication between C-Monitor client and CM server as you can see on the next image.

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Zhalff viello 🕈 Rozhalff viello	3 Nastavenie C-I	Monitora na PC							q	
 Havné menu 	Spoločnosť	Počitač & Umiestnenie	Použiv/Ema		_					
Záloaznici	Licencia	vmiestnenie 💌	05		Hladat					
Počítače Audit SW a evidencia HW	Parametre pre emailovú kom	unikáciu medzi C-Monit	or klientom a CM se	rverom						^
- Použivateka	SMTP server 1	sntp1server.sk		SHITP port 1	25					
Néj profil Zákaznicke kontá Používateľská história	SMTP použivateľ 1 SMTP typ autentifikácie 1	Žedne	×	SIITP hesio 1 SIITP timeout 1		sek.				
– Admin. nästroje	SMTP server 2	antp2server.ak		SHITP port 2	25					
Inštalácie a skripty	SMTP použivateľ 2			SHTP hesio 2						
Udržiavanie PC	SMTP typ autentifikācie 2	Jednoduchá	•	SHTP timeout 2		sek.				
C-Monitor kilent <u>Nastavenia C-Monitor na PC</u> Roovitry a stav úloh Watches - nastavenia	Interval posielania a prijimania sprāv v C-Monitore Adresa odosielatefa pre sprāv z C-Monitor-a	15	ſ	Min, interval posielania a prijimania správ v C-Mor Email, adresa CM Serve systémové emaity z C-M	nitore	min.	6			
Aktualizácia C-Monitor kl.	Nastavenia pre posielanie not	ifikačných správ z klien	ta C-Monitora mime	CM servera (napr. Wate	thes)		Aktualizovať	na počitači	•	
Verzie Licencie	Odosielať notifikačné emailov správy z klienta C-Illonitor	⁶ Priame odostelanie z kla	inte cez SMTP 3,4, rea	p. SMTP 1.						

Image: Určenie emailovej adresy pre odosielanie správ do CM servera

Takeover of the log to CM server through C-Monitor

If the log should be sent by C-Monitor, there are several options, which depend on these two questions :



- 1. Can the application be executed by C-Monitor through a scheduled task in C-Scheduler
 - 2. Is it necessarry to send the log file in encrypted form

The application can be scheduled via C-Monitor, the log has to be sent in encrypted form.

For this case, set on CM Server in type of ext, program "The program's result is sent - in email from C-Monitor."

Then open C-MonitorConsole -> Scheduler, select creation of new task (the PLUS icon) and fill the required fields :

1. In tab **General**

Name (Description) - custom name of the task

Command line - the application's executing command also with parameters. If it's a name that contains spaces, then enter the entire path with name of the program into quotes and then write parameters. It's important not to forget to sign the program with the key icon. **StartUp directory**

Interval (execution period) in relation to dala in the tab Advanced

2. In tab **Accounts**

if the application should be executed under another user than C-Monitor is running.

3.In tab **Results**



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Nodify Task	1.04			×
General	Accounts	Advanced	Conditions for Execution	Security
Do Before E	xecution	Result File(s)	On Task Finish	E-Mail
Wait for exe Result File C:\PROGRAM:		d archive it and (or) s	end it via E-Mail	
Delete Befor	re Execution	🔽 Get only Re	esult File addition	
🔲 Delete After	Execution			
📃 Capture Scre	een from Console A	pplication To Result (or Te	emporary) File	
Keyboard	Input for Console /	Application is not required		
🔘 Get Keyb	oard Input for Cons	ole Application from file		
				``
Use text	below as Keyboard	Input for Console Applica	tion	
				<u>^</u>
				~
Conversion				
None				•
			ОК	Cancel

Image: Záložke Results v nastavení C-Monitor pravidelnej úlohy

tick wait for execution result and archive it or send it via email

Result file - direct to file, in which the record, which is going to be evaluated, is created/supplemented

Get only Result File addition - if it's a file, which will constantly be supplemented by new records, then you should only send the additions

4. In tab **Archive**

Send result (or temporary) File with subject (empty means "do not send") - license number in curly braces and the string, according to which you'll be assigning



to external programs. The license number can be obtained on several places, for instance from CM Sever at Admin zone -> C-Monitor client -> Licenses then open the given PC's license, where it's the first line. Another option is through the application apklite.exe stored in the root directiory of C-Monitor directory on the computer.

Leave the tab E-mail blank. Logs sent from the computer should now be assigned correctly.

The application can be scheduled via C-Monitor, the log doesn't need to be sent in encrypted form.

In this case, ther'll be two major changes towards the previos case.

1. For this case, set on CM Server in type of ext. program **The program's** result is sent - as a separate email."

2. An email from C-Monitor will be sent, using the settings in the tab E-Mail and we'll perform :

In tab Archive

Send result (or temporary) File with subject (empty means "do not send") - leave blank

V záložke **E-Mail**

From - any valid email address, to which a notification can **be delivered**, in case sending of the mail to CM Server fails

To - collecting email address of CM Server. You can find it for example at C-Monitor setting on PC, where you'll find an item **Address where messages from C-Monitor are delivered**

Subject, Text - this is an item of your choice, though it must correspond with the settings in type of External programs and Schedule (they certainly cannot be an obstacle to correct assignment on CM Server)

Compress attachments with ZIP compression - definitely keep it unticked for this case, CM Server wouldn't be able read the attachment, as compression isn't expected for delivery of logs to external programs.

The application cannot be scheduled via C-Monitor, the log has to be sent in encrypted form.

This case cannot be solved, but we don't think that you would ever need it.

View of external programs on CM portal

Logs from external programs are evaluated on CM server, and you may view the settings at CM portal, in the section Presentation and Evaluation -> Presentation -> Zones -> External programs.



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Upozornenia		Spoločnosť	Počítač & Umiestnenie	Použivateľ				
Poruchy História porúch	Externé programy 💌	Operátor OS	Zoradiť podľa	MHD 💌 Zoradiť ako zadané počítače 🗌 Len onli	Vzostupne 💌	н		
Poruchy na počítačoch	•							
Zobrazenia Zóny	Zóna Externé programy	[zobrazená 1 položka]						
Watches (Online monitoring)	Parameter	1. MDT SV02						
Počítače	History	Show history						
Online informácie	Network Name	MEDP-BS						
Internet bandwidth monitor	User	-						
Zmeny na počítači	Location	Bratislava						
Foto dokumentácia	Quest vRanger 5 [62]	1. MDTSV02						
Manažerské informácie	Filter	from contains 'vranger@m	ed.sk' and body of email c	ontains 'Replicate 'MEDP-VC"				
Reporty	Status	OK						
Prenesené dáta na ADSL a FW	Saved in cm	18.08.2012 02:09:24						
Frenesene Galaria ADGL a Fir	Subject	vRanger Backup & Replication	Replication Job: 1 successful	0 failed, 0 aborted, 0 canceled				
	From	vranger@med.sk						
	То	administrator@med.sk						
	Email	extprog 120818 0207 1						

Image: Zobrazenie externých programov v zónach

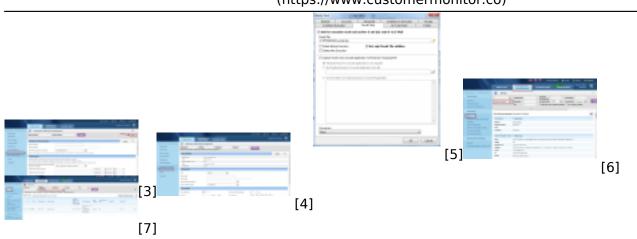
Notification in errors

In errors (Presentation and Evaluation -> Warnings -> Errors) is information about failures of monitoring of external programs.

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		Prehliadanie a Vyhodnotenie	Customer Desk	Communicator						Opesidor: Mone operatora	C
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Zobrazenia	MOTSV02 - MED : Zoznam p	orachových stavov [20	brazenó 1 položka (Potvrdiť označené poruch	w li
Zóny Walches (Online monitoring) Počítače Online internácie	X • M Üroveň	Trvanie paruchy P	opis porechy		Výsledok vyhodnatenia alebo predpokladaný čas vykosania	Externý program	CN-ID počitača	Heno počitača v nieli	Posilivatet	Spoloč nost"	
Internet bandwidth monitor Zmery na počítači Foto dokumentácia	13812487	106 23h 35m 17h <u>Es</u>	terné programy		05.86.2012 - ERROR	Quest vRanger 5 - trans contains 'vranger@med.ak and body of email contains 'Backap 'eax2.med.loca?		MED		MED, a.r.a.	Detail
Hanažerské informácie											
Reporty Presesené díšta na ADSL a FW											

Image: Zobrazenie v poruchách na CM portáli Date: 03/03/2012External Links: <u>Sledovanie zmien súborov</u> [1]<u>Poslanie pridaného obsahu log-súboru Operátorovi</u> [2]Images:





Links

- [1] https://www.customermonitor.co/node/572
- [2] https://www.customermonitor.co/node/762
- [3] https://www.customermonitor.co/sites/default/files/parametre%20externych%20programov.png
- [4] https://www.customermonitor.co/sites/default/files/rozvrh%20ext.%20programov.png
- [5] https://www.customermonitor.co/sites/default/files/externe%20programy.png
- [6] https://www.customermonitor.co/sites/default/files/cm%20portal.png
- [7] https://www.customermonitor.co/sites/default/files/chyby_4.png