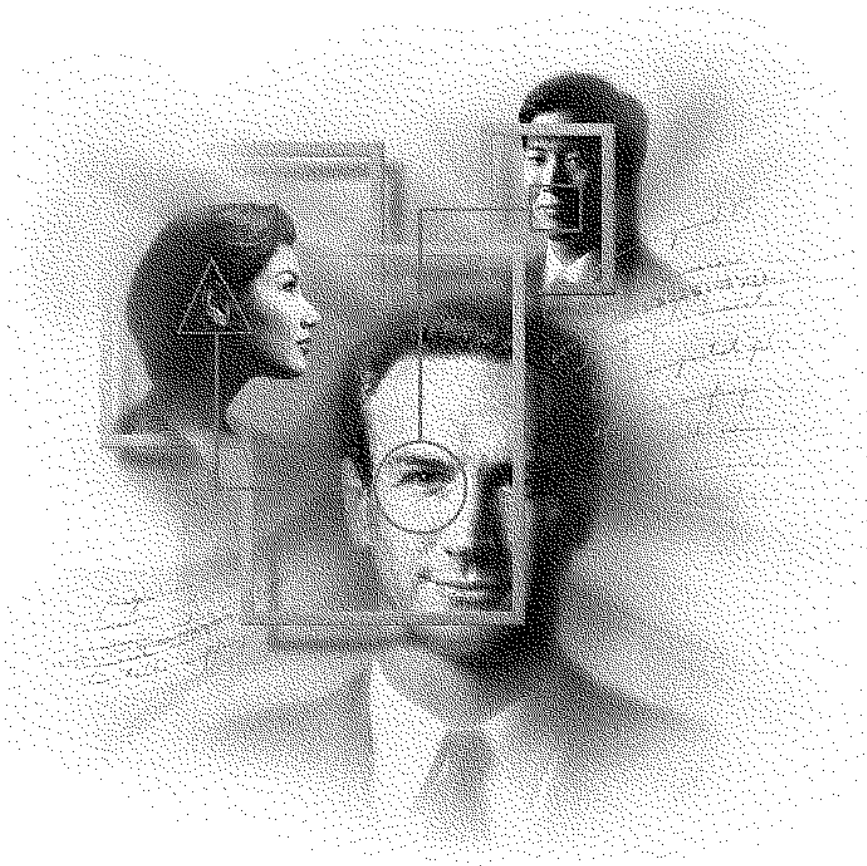


VERSION 5.5

GroupWise Monitor



GroupWise®

GATHER, ACCESS, AND COMMUNICATE INFORMATION

Novell®

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GroupWise Monitor

GroupWise[®] Monitor is designed to allow administrators to see the health of their GroupWise system at a glance. The program is designed to run continuously and provide basic statistical information. Using SNMP, GroupWise Monitor gathers information about GroupWise agents such as an agent's uptime, number of errors, and number of messages processed. These statistics are displayed within GroupWise Monitor along with any changes to an agent's status.

This guide covers the GroupWise 5.5 version of GroupWise Monitor. If you have installed the GroupWise 5.5 Enhancement Pack version of Monitor, see the Monitor Quick Start card on the [GroupWise 5.5 Enhancement Pack page \(http://www.novell.com/documentation/lg/gw55ep/docui/index.html\)](http://www.novell.com/documentation/lg/gw55ep/docui/index.html). Do not use this guide with the Enhancement Pack version of GroupWise Monitor.

1

Overview of SNMP and GroupWise Monitor

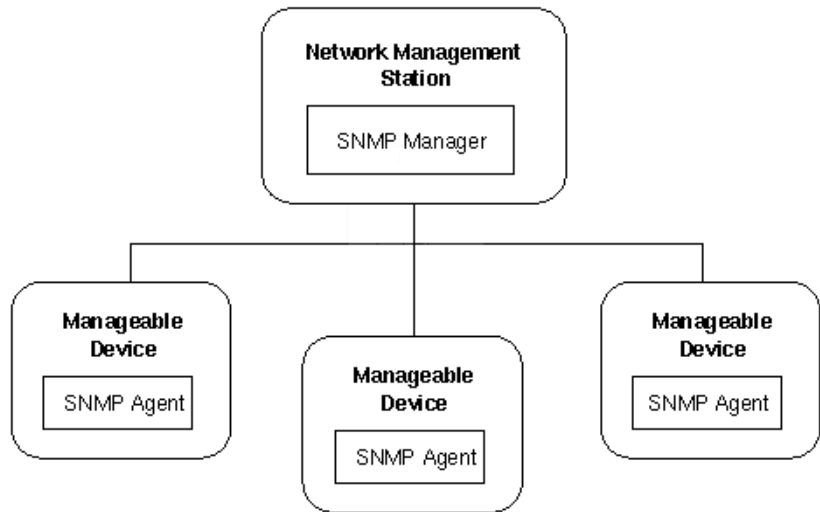
This guide covers the GroupWise[®] 5.5 version of GroupWise Monitor. If you have installed the GroupWise 5.5 Enhancement Pack version of Monitor, see the Monitor Quick Start on the GroupWise 5.5 Enhancement Pack page. Do not use this guide with the Enhancement Pack version of GroupWise Monitor.

This section explains the basics of Simple Network Management Protocol (SNMP), GroupWise applications that are SNMP-enabled, and the function of GroupWise Monitor.

- ◆ [“What is SNMP?” on page 11](#)
- ◆ [“GroupWise Applications that Support SNMP” on page 12](#)
- ◆ [“Role of the GroupWise Monitor” on page 13](#)
- ◆ [“Hardware/Software Requirements” on page 14](#)

What is SNMP?

The Simple Network Management Protocol (SNMP) is a computer network monitoring and control protocol. Information is exchanged between SNMP agents and an SNMP management console. The SNMP management console, such as Novell[®] ManageWise[®], is software that supports communication with SNMP agents. The management console can be a networked workstation or other device running the software. The agents are hardware and software processes that report information about each network devices such as hubs, routers, and servers.



The agents return information defined in a Management Information Base (MIB). The MIB is an ASCII data structure that defines the information gathered and properties that can be controlled on the SNMP agent. Some management consoles, like ManageWise, require the MIB information to be compiled before an SNMP agent can be managed.

GroupWise Applications that Support SNMP

The following table lists SNMP-enabled GroupWise components and their corresponding MIB files. Only the NLM™ and Windows NT* versions of these programs are SNMP-compliant. GroupWise Monitor will work with any GroupWise components that are SNMP-compliant as well as third-party SNMP-enabled devices. The MIB files can be found under the directory where the program was installed.

GroupWise Program	MIB Name
Message Transfer Agent (MTA)	GWMTA.MIB
Post Office Agent (POA)	GWPOA.MIB
Administration Agent	GWADA.MIB
GroupWise 4.1 Message Server (MS)	WP.MIB

GroupWise Program	MIB Name
GroupWise 4.1 Post Office Server (OFS)	WP.MIB
GroupWise 4.1 Administration Server (ADS)	WP.MIB
API Gateway	GWAPI.MIB
Async Gateway	NGWASYNC.MIB
Fax/Print Gateway	GWFAQ.MIB
GroupWise Internet Agent	GWIA.MIB
MHS Gateway	WP.MIB
OV/VM Gateway	GWOVVM.MIB
Pager Gateway	GWPAGER.MIB
SMTP/MIME Gateway	GWSMTP.MIB
SNADS Gateway	GWSNADS.MIB
X.400 Gateway	NGWX400.MIB

Role of the GroupWise Monitor

The GroupWise Monitor is designed to allow administrators to see the health of their GroupWise system at a glance. The program is designed to run continuously and provide basic statistical information. Using SNMP, GroupWise Monitor gathers information about GroupWise agents such as an agent's uptime, number of errors, and number of messages processed. These statistics are displayed within GroupWise Monitor along with any changes to an agent's status. For example, when an agent goes down, GroupWise Monitor will display this status change and notify the administrator through a variety of Agent Alerts.

GroupWise Monitor integrates with ManageWise. GroupWise Monitor appears as a menu item under the Tools menu in ManageWise, and some ManageWise features can be executed from GroupWise Monitor's Tools menu.

Hardware/Software Requirements

The following table lists the hardware and software required to run GroupWise Monitor.

Hardware/Software	Recommended
Hard disk space	10 MB
ManageWise	2.1 or higher
Windows*	3.1 or 95

Novell recommends applying the available updates to ManageWise. For more information about available updates see the [Novell Support Connection[®]](http://support.novell.com/misc/worldwide.htm) (<http://support.novell.com/misc/worldwide.htm>).

2

Setting Up Groupwise Monitor

This section details the steps required to set up, configure, and start GroupWise® Monitor.

This guide covers the GroupWise 5.5 version of GroupWise Monitor. If you have installed the GroupWise 5.5 Enhancement Pack version of Monitor, see the Monitor Quick Start on the [GroupWise 5.5 Enhancement Pack page \(http://www.novell.com/documentation/lg/gw55ep/docui/index.html\)](http://www.novell.com/documentation/lg/gw55ep/docui/index.html). Do not use this guide with the Enhancement Pack version of GroupWise Monitor.

- ◆ “Installing GroupWise Monitor” on page 15
- ◆ “Starting GroupWise Monitor” on page 16
- ◆ “Discovering GroupWise Agents” on page 16

Installing GroupWise Monitor

GroupWise Monitor is included on the GroupWise CD and is installed to the software distribution directory when you set up your GroupWise system. You must either install from a CD drive accessible to the installation computer or from the software distribution directory specified during the GroupWise system installation.

The GroupWise Monitor files are in the \ADMIN\MONITOR directory on the CD or in the software distribution directory. The default location for the software distribution directory is:

server\volume:SOFTWARE\ADMIN\MONITOR.

To install GroupWise Monitor:

- 1 From Windows* 95/98, click Start > Run.

or

From the Windows 3.1 Program Manager, click File > Run.

- 2 Type the path to the GroupWise Monitor setup program. In the following examples E represents the letter of your CD drive, and J represents a network drive.

CD Directory Example: E : \ADMIN\MONITOR\SETUP . EXE

Software Distribution Directory Example:

J : \SOFTWARE\ADMIN\MONITOR

- 3 Follow the prompts.

The setup program will install GroupWise Monitor into the \MW\NMS\BIN\MONITOR directory. You can use the Browse button to specify a different directory location.

Starting GroupWise Monitor

GroupWise Monitor can be started in two different ways. First, since GroupWise Monitor integrates with ManageWise[®], it appears as a menu item under the Tools menu in ManageWise. Second, GroupWise Monitor is installed as an icon in the program group specified during the installation. The default is the ManageWise program group.

To start GroupWise Monitor:

- 1 From the ManageWise console, click Tools > GroupWise Monitor.

If the GroupWise Monitor station is running Windows 3.1, additional configuration is needed to support SNMP traps. For traps to be sent under Windows 3.1, the Windows 3.1 workstation needs to be running SPK_SKTS.NLM. Verify that the following line is included after the LOAD IPX.NLM line in your STARTNET.BAT file:

```
LOAD CLIENT32_PATH\SPX_SKTS.NLM
```

GroupWise Monitor operations can be modified by using startup switches. See [Appendix B, “Startup Switches,” on page 81](#) for more information.

Discovering GroupWise Agents

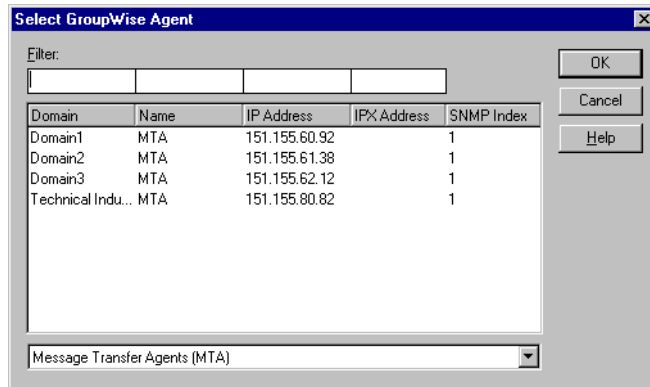
The first time GroupWise Monitor is started, no agents are defined in the Agent list. GroupWise Monitor will discover GroupWise 5.x agents

automatically by following the steps below. GroupWise 4.x agents must be added to the list manually. See “[Adding Agents to the Active List](#)” on page 33.

The Discover Agents feature will discover agents within the GroupWise system and list them according to agent type (MTA, POA, ADA, and so forth). From this list the administrator can pick and choose the agents to be displayed within GroupWise Monitor.

To discover GroupWise agents:

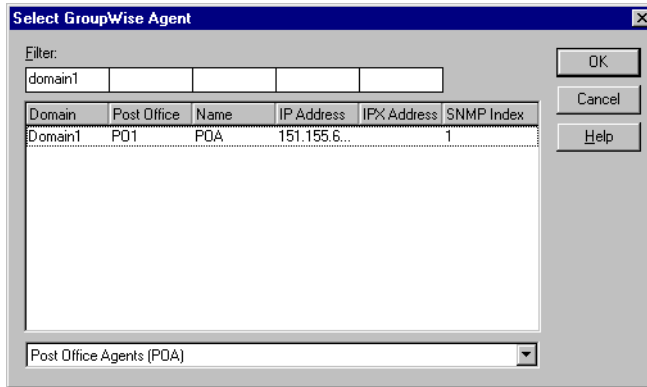
- 1 From GroupWise Monitor, click File > Discover Agents to display the Select GroupWise Agent dialog box.



- 2 Fill in the fields:

Filter: To limit the number of agents displayed, you can filter the agents by domain, agent name, and/or the IP or IPX™ address. To filter by one of these attributes, click the box above the field name and type the string for which you want to filter the Agent list.

For example, to filter by domain, click the box above the Domain heading. Type the name of the domain, such as, domain1. The list will display only those agents within domain1 of the selected Agent Type. In the example below, the selected Agent Type is Post Office Agents.



Domain: Displays the name of the domain to which the agent belongs.

Post Office: Displays the name of the post office to which the agent belongs. This column does not appear when Message Transfer Agent (MTA) is selected from the agent type drop-down list.

Gateway Type: Displays the name of the gateway to which the agent belongs. This column only appears when Gateways is selected from the agent type drop-down list.

IP Address: Displays the IP address of the machine where the agent is running.

IPX Address: Displays the IPX address of the machine where the agent is running.

SNMP Index: Each time an agent is loaded on a device, it is assigned a unique index number. This field is helpful in locating the correct agent on a device where several instances of an agent are loaded.

Agent Type: The drop-down list at the bottom of the dialog box allows you to filter the list by agent type. Click the down-arrow and select the agent type you want to display.

3 Select the agents from the list. Use the CTRL key to select multiple agents.

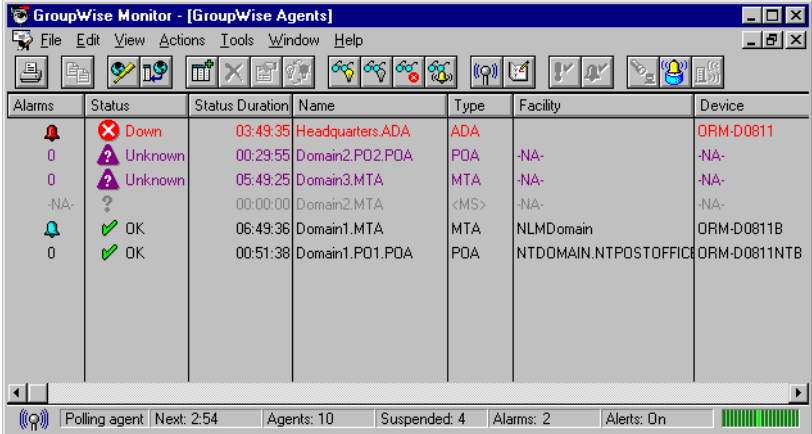
4 Click OK when your selection is done.

The agents selected will be added to the Active Agents list.

3

Understanding the GroupWise Monitor Screen

The GroupWise® Monitor screen is divided into three areas: Toolbar, Agent List Screen, and Status Bar.



The screenshot shows the GroupWise Monitor application window with a menu bar (File, Edit, View, Actions, Tools, Window, Help) and a toolbar. The main area contains a table with the following data:

Alarms	Status	Status Duration	Name	Type	Facility	Device
0	Down	03:49:35	Headquarters.ADA	ADA	-NA-	ORM-D0811
0	Unknown	00:29:55	Domain2.P02.PQA	PQA	-NA-	-NA-
0	Unknown	05:49:25	Domain3.MTA	MTA	-NA-	-NA-
-NA-	?	00:00:00	Domain2.MTA	<MS>	-NA-	-NA-
0	OK	06:49:36	Domain1.MTA	MTA	NLMDomain	ORM-D0811B
0	OK	00:51:38	Domain1.P01.PQA	PQA	NTDOMAIN.NTPOSTOFFICE	ORM-D0811NTB

At the bottom of the window, a status bar displays: Polling agent: Next: 2:54, Agents: 10, Suspended: 4, Alarms: 2, Alerts: On, and a progress indicator.

Toolbar

Use the toolbar as a shortcut to features in the menus. To see a description of a toolbar button, move the mouse pointer over the button.



Many of the items on the toolbar can also be accessed by selecting an agent in the agent list and clicking the right mouse button.

Agent List Screen

The Agent List screen displays the agents to be monitored along with information and statistics about each agent. GroupWise Monitor information displays -NA- for not available information and statistics. For an explanation of each column, see [“Columns Displayed in Agent List” on page 20](#). Administrators can also adjust column size and sort the list according to their own preferences.

Adjusting the Column Size

To adjust the column size:

- 1** From GroupWise Monitor, position the cursor on the column divider to the right of the column title. The cursor will change.
- 2** Click and drag the column divider to the desired width.









Sorting the Agent List

To sort the Agent List:

- 1** Double-click the title of the column with which you want to sort the list.






Columns Displayed in Agent List

The following section explains the different columns used in the Agent Lists. The graphic is a sample Agent List. To see additional columns, use the scroll bar at the bottom of the Agent List to scroll to the right.

Alarms	Status	Status Duration	Name	Type	Facility	Device
	 Down	03:49:35	Headquarters.ADA	ADA		ORM-D0811
0	 Unknown	00:29:55	Domain2.P02.P0A	P0A	-NA-	-NA-
0	 Unknown	05:49:25	Domain3.MTA	MTA	-NA-	-NA-
-NA-		00:00:00	Domain2.MTA	<MS>	-NA-	-NA-
	 OK	06:49:36	Domain1.MTA	MTA	NLMDomain	ORM-D0811B
0	 OK	00:51:38	Domain1.P01.P0A	P0A	NTDDOMAIN.NTPOSTOFFIC	ORM-D0811NTB





Alarms

The table below shows the alarm icons and a description of the alarms that appear in the Alarms column.

Alarm Icon	Severity Level	Description
	Informational	An informational message for which no action is required.
	Minor	A problem that can wait until normal working hours to fix.
	Major	A serious problem that requires prompt attention, but is not as urgent as a critical alarm because its effect is local.
	Critical	An urgent problem that requires immediate attention. For example, a server or router that is non-operational.
	Unknown	An alarm type that GroupWise Monitor does not track or one that has no severity level associated with it.

Status

The Status column displays the current condition of an agent. The four possibilities are listed below. When an agent's status changes, the exclamation point icon is placed next the current state of the agent. These notifications can be cleared using the Acknowledge feature. See [“Acknowledging Agent’s Status Change” on page 38](#) for more information.

Status Icon	Description
	The agent is not running or is down.
	The agent's status cannot be obtained.
	The agent is waiting to be polled by GroupWise Monitor.
	The agent is running.

Status Duration

The length of time an agent has been at the indicated status. The time format is *days:hours:minutes:seconds*.

Name

The name of the agent. To edit this field, see [“Modifying Agents in a List” on page 35](#) for more information.

Type

The type of agent running. To edit this field, see [“Modifying Agents in a List” on page 35](#) for more information.

Facility

The name of the GroupWise facility (domain, post office, or gateway) being serviced by the agent.

Device

The SNMP system device name.

Uptime

This column indicates the amount of time an agent has been up and running. The time format is *days:hours:minutes:seconds*.

If an agent was running and its status changes, the column reports the last uptime value. If an agent was not running when GroupWise Monitor started, NA is reported, meaning the value was not available.

Processed

The number of messages processed by the agent.

If an agent was running and its status changes, the column reports the last value. If an agent was not running when GroupWise Monitor started, NA is reported, meaning the value was not available.

Errors

The number of errors occurring with an agent. If an agent was running and its status changes, the column reports the last value. If an agent was not running when GroupWise Monitor started, NA is reported, meaning the value was not available.

Version

The version of the agent.

Address

The IP node address of the agent. To edit this field, see [“Modifying Agents in a List” on page 35](#) for more information.

Each time an agent is loaded on a device, it is assigned a unique index number. This field displays the unique index number. This number is helpful in locating the correct agent on a device where several instances of an agent are loaded. To edit this field, see [“Modifying Agents in a List” on page 35](#) for more information.

Community Name

The SNMP community name for the agent. To edit this field, see [“Modifying Agents in a List” on page 35](#) for more information.

Description

Any comments entered about the agent. This description may have come from the agent’s description entered in the GroupWise system, or it may have been entered by the administrator. Administrators may edit this field in GroupWise

Monitor to add comments about the agent. Comments may include the administrator in charge of the agent, location of the agent, and so forth. Any changes to this field are not passed to the GroupWise system. To edit this field, see [“Modifying Agents in a List” on page 35](#) for more information.

Last Error

Displays the last error, if any, GroupWise Monitor encountered when attempting to poll the agent.

Status Bar

The Status Bar displays information about the current status of GroupWise Monitor.



Status Bar Icon Description



The poll antenna only appears when GroupWise Monitor polls the agents in the list. This is known as an "SNMP GET."

Next:

Counts down to the next poll.

Interval:

Displays the poll interval set under Options.

Agents:

Indicates the total number of agents registered with GroupWise Monitor.

Suspended:

Indicates the number of agents suspended from the active list.



Green indicates automatic polling is activated. Polling is deactivated when this is dimmed.

4

Setting Up Polling

Information about the GroupWise® agents in the list is updated periodically by polling the agents. Polling will happen automatically unless you suspend polling or you force polling to take place.

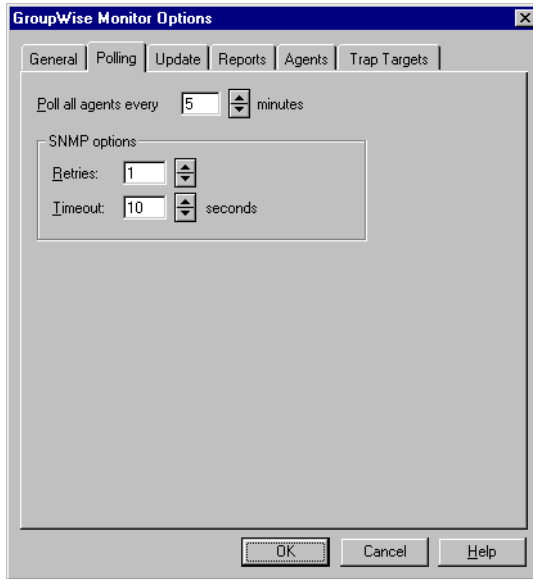
- ♦ [“Setting Polling Options” on page 25](#)
- ♦ [“Stopping, Starting, and Forcing Polling” on page 26](#)

Setting Polling Options

The Polling options let you adjust the polling frequency, the number of times GroupWise Monitor should attempt to poll an agent, and the number of seconds GroupWise Monitor should wait for an agent to respond.

To modify the options:

- 1 From GroupWise Monitor, click Tools > Options > Polling to display the polling page.



2 Adjust the fields:

Poll All Agents Every: Set this field to a number from 1 to 999 for the number of minutes between each polling cycle. The default is 5 minutes.

Retries: Set this field to a number from 1 to 99 for the number of times GroupWise Monitor should retry an unresponsive agent each polling cycle.

Timeout: Set this field to a number from 1 to 99 for the number of seconds GroupWise Monitor should wait before a timeout.

Stopping, Starting, and Forcing Polling

If necessary, you can disable automatic polling. This is useful while troubleshooting the Groupwise system. You can also force polling to take place in order to update the agent statistics.

Stopping Polling

- 1 From GroupWise Monitor, click Actions > Stop Poller.

The green Poller Monitor and Next poll countdown fields are dimmed.

Starting Polling

- 1 From GroupWise Monitor, click Actions > Start Poller.
The Poller Monitor turns green to show it is active.

Forcing Polling

- 1 From GroupWise Monitor, click Actions > Poll Now.
The polling antenna icon appears at the bottom of the screen.

5

Understanding and Using the GroupWise Monitor Lists

This section discusses the use of Agent Lists to oversee the health of your GroupWise® system more effectively. The section addresses the different type of lists, moving agents to and from the Active and Suspended lists, and viewing a list of alarms for GroupWise agents.

- ◆ [“Different Agent Lists” on page 29](#)
- ◆ [“Suspending Agents from the Active List” on page 31](#)
- ◆ [“Resuming Polling for Suspended Agents” on page 31](#)
- ◆ [“Viewing Agent Alarms” on page 31](#)

Different Agent Lists

GroupWise Monitor uses three different lists to help manage agents. They are the Active list, Problem list, and Suspended list. Each list is described below.

To view the different lists:

- 1** From GroupWise Monitor, click View > Agents.
- 2** Click the agent list you want to view. The selected agent list will be displayed at the forefront.

Active List

This list is displayed when GroupWise Monitor starts. The list shows all agents that are actively being polled. It does not include agents on the Suspended list.

Alarms	Status	Status Duration	Name	Type	Facility	Device
0	Down	03:49:35	Headquarters.ADA	ADA		ORM-D0811
0	Unknown	00:29:55	Domain2.P02.PQA	PQA	-NA-	-NA-
0	Unknown	05:49:25	Domain3.MTA	MTA	-NA-	-NA-
-NA-	?	00:00:00	Domain2.MTA	<MS>	-NA-	-NA-
0	OK	06:49:36	Domain1.MTA	MTA	NLMDomain	ORM-D0811B
0	OK	00:51:38	Domain1.P01.PQA	PQA	NTDOMAIN.NTPOSTOFFIC	ORM-D0811NTB

Problem List

This list filters the Active list to display only those agents whose status is down or unknown.

Problem Agents								
Alarms	Status	Status Duration	Name	Type	Facility	Device	Uptime	Processed
0	Down	00:09:54	Domain1.P01.PQA	PQA	-NA-	-NA-	-NA-	-NA-
0	Unknown	00:09:54	Domain2.P02.PQA	PQA	-NA-	-NA-	-NA-	-NA-
0	Unknown	00:09:53	Domain3.MTA	MTA	-NA-	-NA-	-NA-	-NA-

Suspended List

The Suspended list displays agents the administrator wants to stop polling but does not want to delete from GroupWise Monitor. This may be useful for agents that have been taken down for maintenance. In order to keep the Active list uncluttered, suspended agents are moved to this list. Since these agents are not actively polled, the entire list is dimmed.

Suspended Agents						
Status	Name	Type	Facility	Device	Version	Description
?	Domain1.MTA	MTA	-NA-	-NA-	-NA-	
?	Headquarters.Manufactu	PQA	HEADQUARTERS.MARK	ORM-D0811	5.20 [6/19/1997]	
?	Technical Industries.Pay	PQA	-NA-	-NA-	-NA-	

Suspending Agents from the Active List

To stop monitoring an agent in the Active Agent list for a period of time without deleting it:

- 1** From GroupWise Monitor, go to the Active list and click the agent you want to suspend.
- 2** Click View > Suspend.

The agent is removed from the Active list and placed on the Suspended list. See [“Different Agent Lists” on page 29](#) for more information.

Resuming Polling for Suspended Agents

To resume monitoring an agent in the Suspended list:

- 1** From GroupWise Monitor, go to the Suspended list and click the agent you want to resume monitoring.
- 2** Click View > Resume.

The agent is removed from the Suspended list and placed on the Active list. See [“Different Agent Lists” on page 29](#) for more information.

Viewing Agent Alarms

GroupWise Monitor watches for traps sent by GroupWise agents and places the traps in its own Alarm Monitor list. This enables administrators to view all the traps associated with the mail system in one list. An alarm appears in the list until the administrator quits GroupWise Monitor. The list will hold a maximum of 400 alarms. When the list is full, GroupWise Monitor will drop the oldest alarm in the list in order to add a new alarm.

A detailed listing of the alarms GroupWise agents may generate is found in GWALARM.HLP. This file is installed to the *software_distribution\AGENTS\SNMP* directory specified during the installation of the GroupWise system.

- 1** From GroupWise Monitor, click View > Alarm Monitor to display the Alarm Monitor list.
- 2** Double-click an alarm to launch the ManageWise[®] Alarm Report for the device where the agent is running.

6

Adding, Deleting, and Modifying Agents in the Lists

The following items will assist you in fully utilizing the agent lists feature. For more information about the different agent lists, see [Chapter 5, “Understanding and Using the GroupWise Monitor Lists,”](#) on page 29.

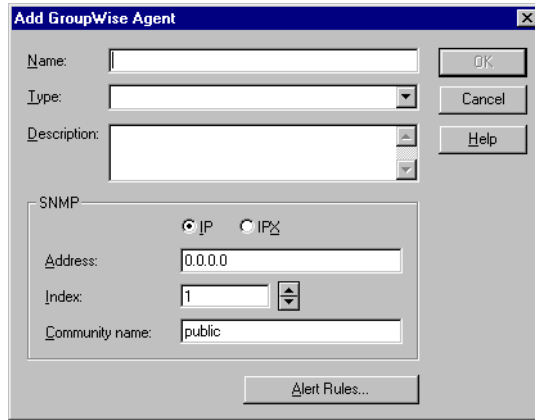
- ◆ [“Adding Agents to the Active List”](#) on page 33
- ◆ [“Deleting Agents from the List”](#) on page 35
- ◆ [“Modifying Agents in a List”](#) on page 35
- ◆ [“Viewing Agent MIB Information”](#) on page 36
- ◆ [“Acknowledging Agent’s Status Change”](#) on page 38
- ◆ [“Manually Updating an Agent’s Properties”](#) on page 38

Adding Agents to the Active List

Agents can be added to the Active list using the Discover Agents feature explained in [Chapter 2, “Setting Up Groupwise Monitor,”](#) on page 15, or manually by providing an agent’s name, agent type, and network address. An agent can be added to the list only once.

To manually add a GroupWise® agent to the Active list:

- 1 From GroupWise Monitor, click Edit > Add to display the Add GroupWise Agent dialog box.



2 Fill in the fields:

Name: Type the name of the GroupWise agent.

Type: Use the drop-down list to choose the type of agent. For more information on agent types, see [“Registering Agent Types” on page 68](#).

Description: This field displays the agent’s GroupWise system description. Administrators may edit this field in GroupWise Monitor to add comments about the agent. Comments may include the administrator in charge of the agent, location of the agent, and so forth. Any changes to this field are not passed to the GroupWise system.

IP, IPX: Click the radio button adjacent to the appropriate protocol for this agent.

Address: Enter the appropriate node address format for the protocol chosen.

IP: 0 . 0 . 0 . 0

IPX: 000000:111111111111 where 000000 represents the 6-digit network segment and 111111111111 represents the 12-digit node address.

Index: Each time an agent is loaded on a device, it is assigned a unique index number. This field is helpful in locating the correct agent on a device where several instances of an agent are loaded.

Community Name: The default community name is inserted into this field. To change the name, type the new community name for this agent. The community name is case-sensitive. For more information about

setting the default community name, see “[Configuring General Information](#)” on page 41

Alert Rules: Click to configure Agent Alert Rules. See “[Configuring Agent Alert Rules](#)” on page 54 for more information.

If an agent is selected in the list, the Add feature copies that agent’s properties into the Add GroupWise Agent dialog box. This is useful when adding agents with similar properties like the same network address.

The agent is added to the list with an unknown status until the next polling cycle.

Deleting Agents from the List

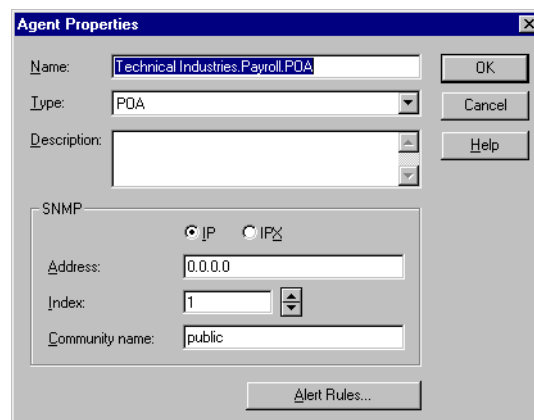
When an agent is no longer a part of the GroupWise system or when you want to remove an agent from the list:

- 1 From GroupWise Monitor, click the agent you want to delete.
- 2 Click Edit > Delete.
- 3 Click Yes in the confirmation dialog box.

Modifying Agents in a List

To make changes to an agent already in the list:

- 1 From GroupWise Monitor, click the agent you want to modify.
- 2 Click Edit Properties to display the Agent Properties dialog box.



3 Modify the agent's properties:

Name: Type the name of the GroupWise agent.

Type: Use the drop-down arrow to choose the type of agent. For more information on agent types, see [“Registering Agent Types” on page 68](#).

Description: This field displays the agent's GroupWise system description. Administrators may edit this field in GroupWise Monitor to add comments about the agent. Comments may include the administrator in charge of the agent, location, and so forth. Any changes to this field are not passed to the GroupWise system.

IP, IPX: Click the radio button adjacent to the appropriate protocol for this agent.

Address: Enter the appropriate node address format for the protocol chosen.

IP: 0 . 0 . 0 . 0

IPX: 000000 : 111111111111 where 000000 represents the 6-digit network segment and 111111111111 represents the 12-digit node address.

Index: Each time an agent is loaded on a device, it is assigned a unique index number. This field is helpful in locating the correct agent on a device where several instances of an agent are loaded.

Community Name: The default community name is inserted into this field. To change the name, type the new community name for this agent. The community name is case-sensitive. For more information about setting the default community name, see [“Configuring General Information” on page 41](#).

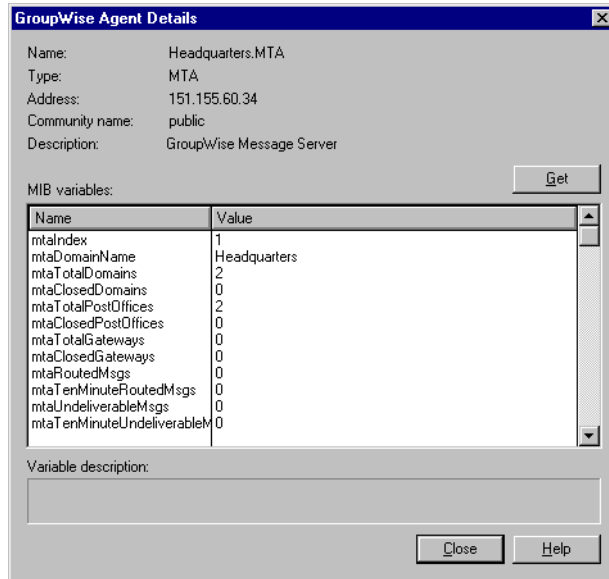
Alert Rules: Click to configure Agent Alert Rules. See [“Configuring Agent Alert Rules” on page 54](#) for more information.

Viewing Agent MIB Information

Agent Details shows the agent's properties and MIB variables. The details allow you to do an SNMP GET to gather current information about the agent.

To view an agent's MIB information:

- 1 From GroupWise Monitor, click an agent in the list.
- 2 Click View > Details to display the GroupWise Agent Details dialog box.



Agent Information: The top section of the screen gives specific information about the agent.

- ◆ Name - Displays the agent's name.
- ◆ Type - Displays the type of agent, such as MTA or POA.
- ◆ Address - Displays the address of the device where the agent is installed.
- ◆ Community Name - Displays the SNMP community name to which the agent belongs.
- ◆ Description - Displays any information entered in the description field of an agent.

MIB Variables: The table displays the name of the variable in the agent's MIB, along with the corresponding value of the variable retrieved after the last poll.

Variable Description: A description of the selected variable is presented in this box.

GET: To update the information in the SNMP MIB variable table, click the GET button. GroupWise Monitor will send a GET request to the agent and update the variables in the table.

This information is also available by double-clicking the agent in the list.

Acknowledging Agent's Status Change

When an agent's status changes, an exclamation icon appears to the left of the status icon in the Status column. When the agent sets off an alarm, an alarm icon appears in the Alarms column. These icons remain visible until the administrator acknowledges the changes.

To acknowledge an agent's change in status:

- 1 From GroupWise Monitor, click the agent you want to acknowledge. Hold the Ctrl key to mark multiple agents.
- 2 Click View > Acknowledge > Changes.

To acknowledge an agent's alarm,

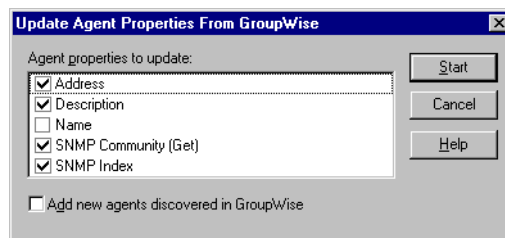
- 1 From GroupWise Monitor, click the agent you want to acknowledge. Hold the Ctrl key to mark multiple agents.
- 2 Click View > Acknowledge > Alarms.

Manually Updating an Agent's Properties

GroupWise Monitor can automatically check for changes to agent properties in the domain database and display those changes. The administrator can also update agent properties manually. The Update Agent Properties option updates any changes made to an agent's name, description, address, or SNMP index for agents discovered from the GroupWise database. Agents added to GroupWise Monitor manually will not be updated. See [“Discovering GroupWise Agents” on page 16](#) for more information.

To manually update an agent's properties:

- 1 From GroupWise Monitor, click File > Update Agent Properties. Check the boxes for the agent properties you want to update in the Update Agent Properties From GroupWise dialog box > click Start.



Agent Properties to Update: Check the boxes next to the attributes you want GroupWise Monitor to update when a change is found in the domain database.

Add New Agents Discovered in GroupWise: If you check this box, GroupWise Monitor will check the domain database for newly added agents and automatically add agents discovered since the last update to the active agent list.

GroupWise Monitor will access the domain database, retrieve any changes to the agents since the last time the agents were updated, and display the new information for the properties selected.

7

Configuring GroupWise Monitor Options

Use the following options to customize GroupWise[®] Monitor operations.

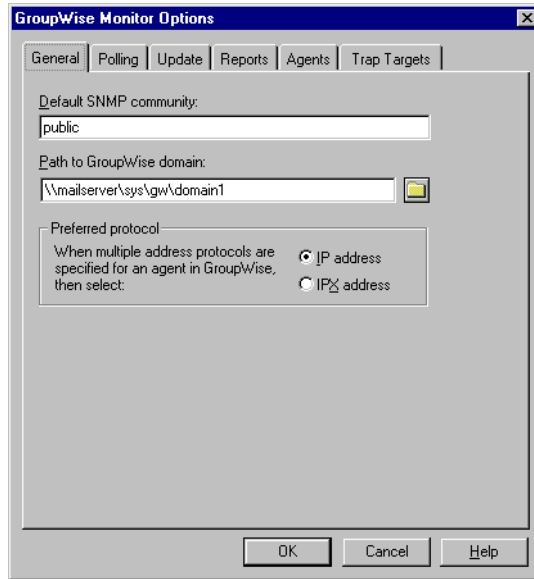
- ◆ “Configuring General Information” on page 41
- ◆ “Configuring the Update Interval” on page 42
- ◆ “Configuring the Trap Target List” on page 44
- ◆ “Registering Agent Types” on page 46

Configuring General Information

The General Information page of the GroupWise Monitor Options dialog box allows you to define global information about the default community name used by SNMP and the domain GroupWise Monitor should use to discover agents.

To configure items on the General Information page:

- 1 From GroupWise Monitor, click Tools > Options to display the GroupWise Monitor Options dialog box. The General tab is displayed by default.



2 Fill in the fields:

Default SNMP Community: This specifies the community name that GroupWise Monitor should use whenever a community string is not available. The default is public. The community name is case-sensitive.

Path to GroupWise Domain: This specifies the path to the domain database that GroupWise Monitor should use when discovering agents in the GroupWise system. Use the folder icon to browse for the database location.

Preferred Protocol: If the GroupWise database contains an IP and IPX™ address for an agent, GroupWise Monitor will choose the preferred protocol specified here. If only one protocol exists in the database, GroupWise Monitor will use that protocol regardless of the preferred protocol designated.

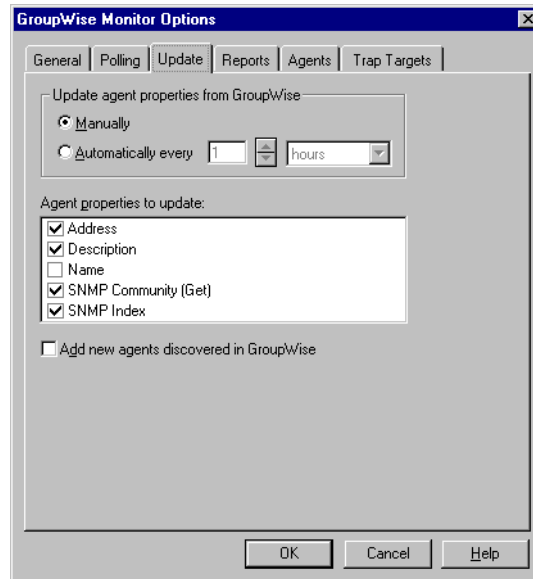
Configuring the Update Interval

GroupWise Monitor can automatically check for changes to agents' properties in the domain database and display those changes. The administrator can also update agent properties manually. The Update Agent Properties option updates any changes made in the domain database to an agent's name, description, address, or SNMP index. See [“Discovering GroupWise Agents”](#)

on page 16 for more information. Agents added to GroupWise Monitor manually will not be updated.

To configure items on the Update page:

- 1 From GroupWise Monitor, click Tools > Options to display the GroupWise Monitor Options dialog box.
- 2 Click the Update Tab.



- 3 Fill in the fields:

Manually: This option allows the administrator to manually update the agent information by using the Update Agent Properties option under the File menu. This method is preferred to alleviate unnecessary network traffic.

Automatically: GroupWise Monitor will automatically update the agent information at a specified interval of time.

Number: Type a number from 1 to 999 for the number of time units GroupWise Monitor should wait before updating the agent information.

Units: Use the drop-down list to specify the unit of time GroupWise Monitor should use.

Agent Properties to Update: Check the boxes next to the information GroupWise Monitor should update when a change is found.

Add New Agents Discovered in GroupWise: If you check this box, GroupWise will update the Active list and add new agents that have been discovered since the last refresh. GroupWise Monitor will access the domain database, retrieve any changes to the agents since the last time the agents were updated, and display the new information for the properties selected.

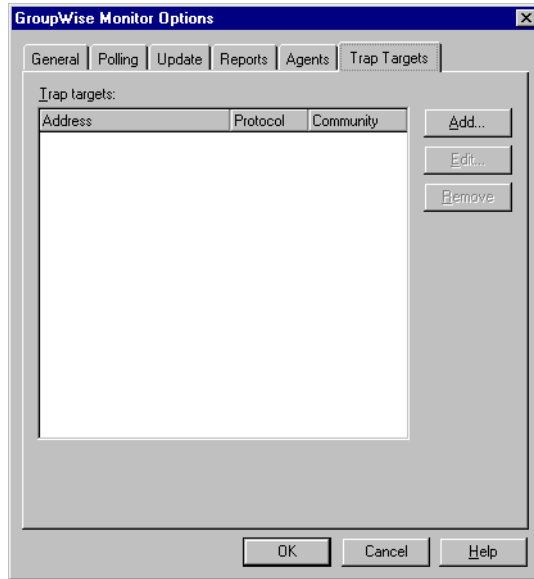
Configuring the Trap Target List

The Trap Target List is a list of devices where GroupWise Monitor should send traps. By default, GroupWise Monitor will send a trap to the workstation on which GroupWise Monitor resides. If ManageWise[®] is on that workstation, it will receive the trap and no additional trap configuration is needed.

If ManageWise is not on the same workstation as GroupWise Monitor, or if there are other devices you want to have receive traps from GroupWise Monitor, complete the following steps.

Adding Trap Targets

- 1** From GroupWise Monitor, click Tools > Options to display the GroupWise Monitor Options dialog box.
- 2** Click the Trap Targets tab to display the Trap Targets table.



Trap Targets: This table displays additional trap targets that have been defined within GroupWise Monitor.

Address: Displays the numerical or hexadecimal address of the trap target

Protocol: Displays the protocol being used to communicate with the trap target.

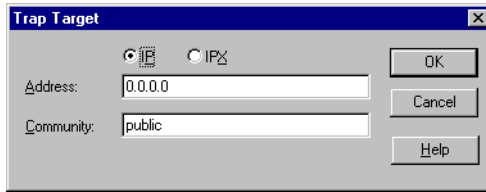
Community: Displays the community name to which the trap target belongs.

Add: Click to create a new trap target and display the Trap Target dialog box.

Edit: Select a trap target, and click Edit to display and modify the target's properties.

Remove: Select a trap target, and click Remove to delete an action from the list.

- 3 Click Add.



4 Fill in the fields:

IP, IPX: Click the radio button adjacent to the appropriate protocol for this agent.

Address: Enter the appropriate node address format for the protocol chosen.

IP: 0.0.0.0

IPX: 000000:111111111111 where 000000 represents the 6-digit network segment and 111111111111 represents the 12-digit node address.

Community Name: The default community name is inserted into this field. To change the name, type the new community name for this agent. The community name is case-sensitive. For more information about setting the default community name, see [“Configuring General Information” on page 41](#).

Editing and Deleting Trap Targets

- 1 From GroupWise Monitor, click Tools > Options to display the GroupWise Monitor Options dialog box.
- 2 Click the Traps tab.
- 3 Click a target in the list > click Edit or Remove.

Registering Agent Types

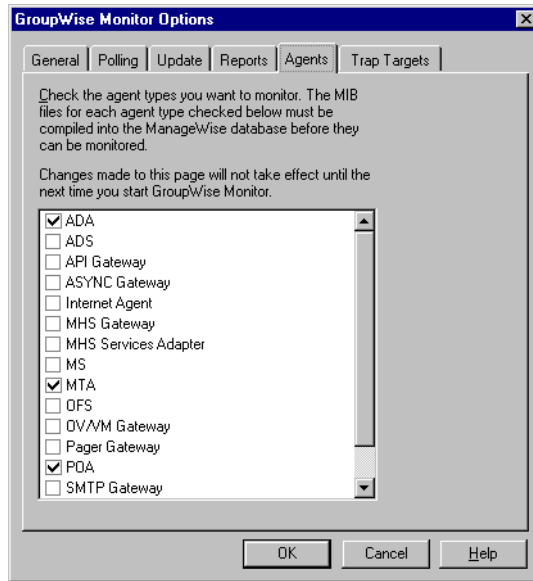
GroupWise Monitor will only observe agents that have been registered or identified in Agent Types. GroupWise Monitor will observe MTA, POA, and ADA agent types by default. Other GroupWise agent types need to be registered by following the steps below.

Before GroupWise Monitor can observe non-GroupWise SNMP agents, an agent profile must be created for the agent. The agent will then be displayed

in the Agent Type list. See “[Creating an Agent Profile](#)” on page 68 for more information.

To register agent types:

- 1 From GroupWise Monitor, click Tools > Options to display the GroupWise Monitor Options dialog box.
- 2 Click the Agents tab.



- 3 Click the box next to each agent type you want GroupWise Monitor to be able to observe > click OK.
- 4 Exit and restart GroupWise Monitor for the changes to take effect.

8

Configuring Agent Alerts

When an agent's status changes, GroupWise® Monitor can be configured to alert the administrator by launching an application, playing a sound, sending a GroupWise mail message, or sending an SNMP trap.

A global rule can be implemented for all agents, or the alerts can be configured for an individual agent.

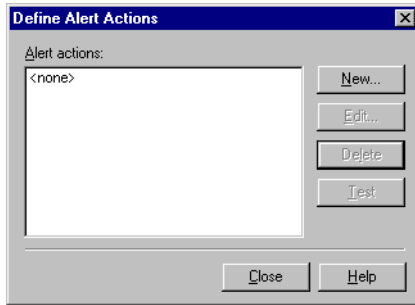
- ◆ [“Defining Alert Actions” on page 49](#)
- ◆ [“Configuring Global Alert Rules” on page 53](#)
- ◆ [“Configuring Agent Alert Rules” on page 54](#)
- ◆ [“Disabling and Enabling the Alert Feature” on page 56](#)

Defining Alert Actions

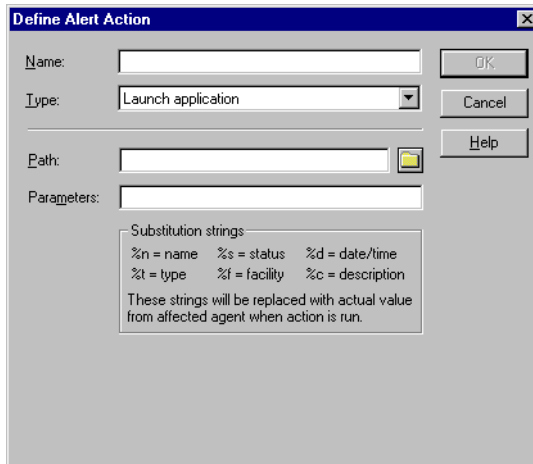
The Alert Actions feature acts as a library, storing different actions to be used with Alert Rules. Various actions can be defined to execute a program, play different sounds, send mail messages or send a trap. After defining a list of actions, you need to associate the actions with an Alert Rule.

To define an Alert Action:

- 1 From GroupWise Monitor, click Tools > Alerts > Define Actions to display the Define Alert Actions dialog box, which displays a list of the currently defined actions.



2 Click New to display the Define Alert Actions dialog box.



3 Fill in the fields:

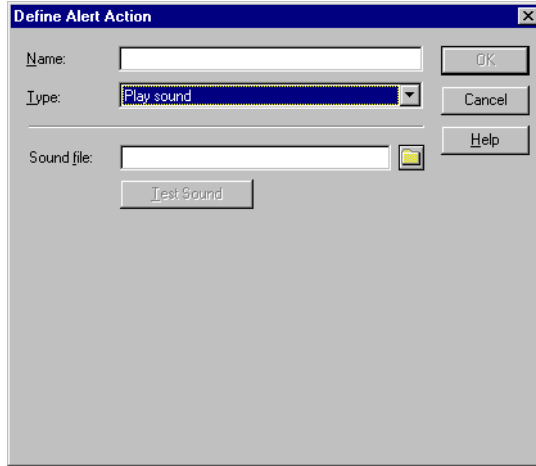
Name: Type a descriptive name for the action.

Type: From the drop-down list, select the type of action you want to execute. Each action has a different set of fields that will be displayed in the lower half of the dialog box.

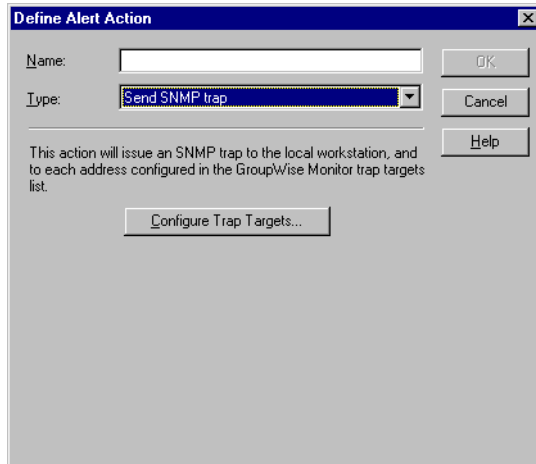
- ◆ **Launch Application:** This option allows you to specify an application GroupWise Monitor will launch when an agent's status changes.
 - ◆ **Path:** Specify the path and executable you want to execute. Use the folder icon to browse for the application.
 - ◆ **Parameters:** GroupWise Monitor allows you to pass variable information from GroupWise Monitor to the application being

executed. Use the Substitution strings listed at the bottom of the dialog box

- ◆ **Play Sound:** This option will execute a .WAV file on the GroupWise Monitor workstation.



- ◆ **Sound File:** Specify the path and .WAV you want to execute. Use the folder icon to browse for the file.
- ◆ **Send SNMP Trap:** This action sends an SNMP trap to the local workstation. If ManageWise[®] is configured on the local workstation, it will automatically receive the trap.



Click Configure Trap Targets to specify other trap targets that should also receive the trap. See “[Configuring the Trap Target List](#)” on page 44 for more information.

- ◆ **Send GroupWise Mail Message:** Use this option to have GroupWise Monitor send a GroupWise mail message to an administrator’s mailbox. A valid domain path must be specified and the user must have write access to the \WPCSIN subdirectory of the specified domain. See “[Configuring General Information](#)” on page 41 for more information.

- ◆ **To:** Type the complete GroupWise user ID, including the user’s domain and post office. Multiple users can be specified by separating each user ID with a comma.

Syntax: *domain.post_office.userid*

Example: *utah.sales.jcrocker*

- ◆ **Subject:** Type a description to be displayed on the subject line of the mail message.
- ◆ **Message:** Type any pertinent details for the administrator. GroupWise Monitor allows you to pass variable information from GroupWise Monitor to the application being executed. Use the Substitution strings listed in the dialog box.
- ◆ **Priority:** Select the message priority from the drop-down list.

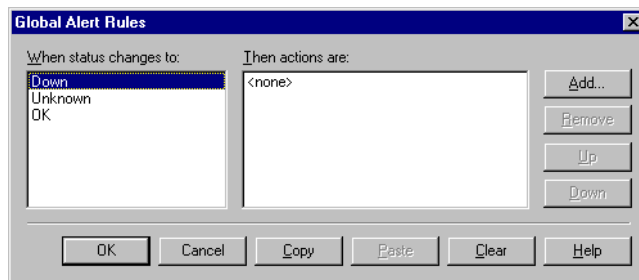
Configuring Global Alert Rules

Alarms triggered by a GroupWise agent are passed to ManageWise to be handled; however, GroupWise Monitor can notify administrators when certain GroupWise agent events take place, such as an agent going down. The event can play a sound at the GroupWise Monitor station, launch a program, send a mail message, or send a trap to ManageWise.

Global alert rules will execute anytime an agent's status changes to a status where an alert action has been activated. To specify an alert action for a specific agent, see [“Configuring Agent Alert Rules” on page 54](#) for more information. When multiple actions are listed for a status change, they are executed in the order they are listed.

To configure a global alert rule:

- 1 From GroupWise Monitor, click Tools > Alerts > Global Rules to display the Global Alert Rules dialog box.



- 2 Click the status for which you want to associate an action.

When Status Changes To: Each time an agent's status changes to Down, Unknown, or OK, a different set of actions may be executed. Select the status to which you want to add alerts.

Then Actions Are: This field displays the actions to be executed when an agent's status changes to the selected status. When multiple actions are listed for a status change, they are executed in the order they are listed.

Add: Click Add to associate additional actions with the selected status.

Remove: Select an action, then click Remove to delete it from the list.

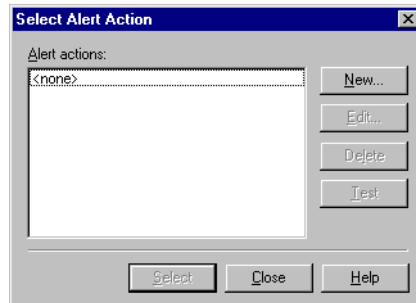
Up and Down: When multiple actions are listed, use the Up and Down buttons to move a selected action's execution priority.

Copy: Select an action, then click Copy to copy the action information to the clipboard.

Paste: Select a target action, then click Paste to paste an action from the clipboard for the target action.

Clear: Click Clear to remove all actions for all status levels from the list.

- 3** Click the status for which you want to associate an action.
- 4** Click Add to display the Select Alert Action dialog box.



- 5** Click an alert action > click Select.

If no alert actions are displayed or if you need to create one not listed, click New. See [“Defining Alert Actions” on page 49](#) for more information.

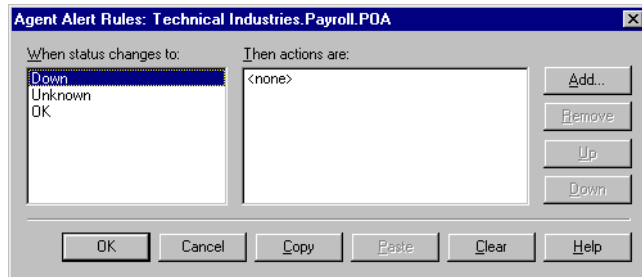
Configuring Agent Alert Rules

Alarms triggered by a GroupWise agent are passed to ManageWise to be handled; however, GroupWise Monitor can notify administrators when certain GroupWise agent events take place, such as when an agent goes down. The event can play a sound at the GroupWise Monitor station, launch a program, send a mail message, or send a trap to ManageWise.

Agent alert rules execute anytime the agent’s status changes to a status where an alert action has been activated for that status. To specify an alert action to take place for all agents, see [“Configuring Global Alert Rules” on page 53](#) for more information. When multiple actions are listed for a status change, they are executed in the order they are listed.

To configure agent alert rules:

- 1 From GroupWise Monitor, select the agent for which you want to define an alert.
- 2 Click Tools > Alerts > Agent Rules to display the Agent Alert Rules: *Agent Name* dialog box.



When Status Changes To: Each time an agent's status changes to Down, Unknown, or OK, a different set of actions may be executed. Select the status to which you want to add alerts.

Then Actions Are: This field displays the actions to be executed when an agent's status changes to the selected status. When multiple actions are listed for a status change, they are executed in the order they are listed.

Add: Click Add to associate additional actions to the selected status.

Remove: Select an action, then click Remove to delete an action from the list.

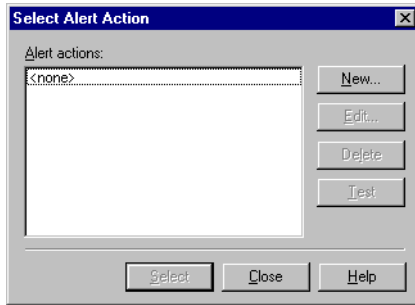
Up and Down: When multiple actions are listed, use the Up and Down buttons to move a selected action's execution priority.

Copy: Select an action, then click Copy to copy the action information to the clipboard.

Paste: Select a target action, then click Paste to paste an action from the clipboard to the target action field.

Clear: Click Clear to remove all actions for all status levels from the list.

- 3 Click the status for which you want to associate an action.
- 4 Click Add to display the Select Alert Action dialog box.



- 5 Click an alert action > click Select.

If no alert actions are displayed or if you need to create one not listed, click New. See “[Defining Alert Actions](#)” on page 49 for more information.

Disabling and Enabling the Alert Feature

When modifications to the GroupWise system are planned, it may be desirable to disable the Alert feature until the changes are completed. This will avoid unnecessary network and e-mail traffic. By default, the Alert feature is enabled.

To disable the Alert feature:

- 1 From GroupWise Monitor, click Tools > Alerts > Enable Alerts.

The check mark next to Enable Alerts will disappear, indicating that agent alerts are disabled.

To enable the Alert feature:

- 1 From GroupWise Monitor, click Tools > Alerts > Enable Alerts.

A check mark should appear next to Enable Alerts, indicating that agent alerts are enabled.

9

Reports and Printing

GroupWise® Monitor can generate an ASCII text file report of the Active list. Administrators may want to generate the report in order to see the status of the agents at a particular point in time or to e-mail the report to other administrators. GroupWise Monitor can also print the agent lists.

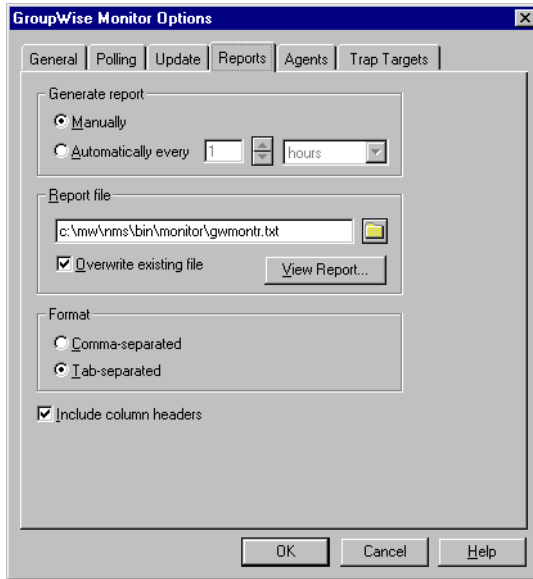
- ◆ “Setting the Report Options” on page 57
- ◆ “Manually Generating a Report” on page 59
- ◆ “Viewing the Current Report” on page 59
- ◆ “Viewing the Current Report” on page 59

Setting the Report Options

The report can be generated automatically or manually as defined by the administrator. To generate a report manually, see “Manually Generating a Report” on page 59.

To configure the report options:

- 1** From GroupWise Monitor, click Tools > Options to display the GroupWise Monitor Options dialog box.
- 2** Click the Reports tab.



3 Fill in the fields:

Manually: Click the radio button if you want to control when to generate a report using the Generate Report option under the Actions menu. By default, this option is selected.

Automatically: Click the radio button if you want GroupWise Monitor to automatically generate the report. Specify a number between 1 and 999 for the number of units and select the unit of time in minutes, hours, or days GroupWise Monitor should wait between generating reports.

Report File: Enter the path and report name in the field. Use the file folder icon to browse for the desired path. The default directory is the location of GroupWise monitor. The default file name is GWMONTR.TXT.

Overwrite Existing File: Check this box if you want to overwrite the last report generated; otherwise, GroupWise Monitor will append the new report to the report file. By default, this option is selected.

View Report: Click to display the last report generated.

Format: Click the radio button next to the option you prefer for the report output: comma-separated or tab-separated. By default, the Tab-Separated option is selected.

Include Column Headers: Check this box if you want GroupWise Monitor to include column headers like Alarms, Status, Uptime, and so forth in the report file. By default, this option is selected.

Manually Generating a Report

GroupWise Monitor can generate reports that show a snapshot of statistics for the Active list at that moment in time. These reports can be generated manually or automatically. To automatically generate reports, see “[Setting the Report Options](#)” on page 57.

To manually generate a report:

- 1 From GroupWise Monitor, click Actions > Generate Report.
- 2 The report is generated and saved to the destination specified under “[Setting the Report Options](#)” on page 57.

Viewing the Current Report

After a report has been generated, the current report file can be viewed from within GroupWise Monitor.

To view the current report:

- 1 From GroupWise Monitor, click Actions > View Report.

GroupWise Monitor displays the report in Notepad.

Printing the Agent List

Administrators can use the print utility to print the currently displayed agent list. This option uses the Windows* printer setup information to configure a printer with GroupWise Monitor.

To print the agent list:

- 1 From GroupWise Monitor, click File > Print Setup to display the Print Setup dialog box.
- 2 Specify the printer and print parameters you want.
- 3 From GroupWise Monitor, click File > Print.

The report is sent to the default printer configured within Windows.

10 Other Services

GroupWise® Monitor interfaces with ManageWise®, RCONSOLE, and GroupWise to provide additional services. These services are explained in the following sections.

- ◆ “Locating an Agent in the ManageWise Map” on page 61
- ◆ “Viewing the Alarm Report” on page 62
- ◆ “Pinging a Device” on page 62
- ◆ “Initiating a Remote Console Session (NetWare)” on page 63
- ◆ “Initiating a Remote Control Session (Windows NT)” on page 64
- ◆ “Running GroupWise Monitor in Mail Message Server Mode” on page 64

Locating an Agent in the ManageWise Map

This feature provides a shortcut to locating GroupWise agents running on devices in the ManageWise map without having to type the agent information into the ManageWise Selected Map dialog box.

If the agent in the GroupWise Monitor list uses an IP address, ManageWise will attempt to locate the agent’s device using the IP address. Hence, in order for the device to be located, the device would have to have been discovered using ManageWise’s IP Discovery.

To locate an agent in the ManageWise map:

- 1** From GroupWise Monitor, click the agent you want to locate.
- 2** Click Tools > ManageWise Services > Locate in Map to display the ManageWise Locate in Selected Map dialog box with the agent information already entered.

3 Click Locate.

The agent's information is passed to ManageWise, and ManageWise will locate the device in the ManageWise Map where the agent is installed.

Viewing the Alarm Report

This feature provides a shortcut to accessing the ManageWise alarm report for a device where a specific agent in the GroupWise Monitor list is running. The agent's address is used to perform the lookup in ManageWise. Then the alarm report is filtered to show only alarms for the device where the agent is running.

If the agent in the GroupWise Monitor list uses an IP address, ManageWise will attempt to locate the agent's device using the IP address. Hence, in order for the device to be located, the device would have to have been discovered using ManageWise IP Discovery.

To view the ManageWise alarm report:

- 1** From GroupWise Monitor, click an agent in the list.
- 2** Click Tools > ManageWise Services > Alarm Report.

The agent's information is passed to ManageWise, and ManageWise will display the alarm report for the device where the agent is installed.

Pinging a Device

This option provides a shortcut to the ManageWise ping feature so you don't have to type the agent information into the ManageWise Connectivity Test dialog box. The ping feature determines if ManageWise and a device where a GroupWise agent is running are communicating.

To ping a device:

- 1** From GroupWise Monitor, click an agent in the list.
- 2** Click Tools > ManageWise Services > Ping Device to display the ManageWise Connectivity Test dialog box.
- 3** Click Test.

The agent's information is passed to ManageWise, and ManageWise sends a test packet to the device where the agent is installed.

Initiating a Remote Console Session (NetWare)

Administrators can start a remote console session using the NetWare® RCONSOLE utility from within GroupWise Monitor. With a selected agent, GroupWise Monitor will attempt to determine the agent's internal IPX™ number and initiate a remote console session with the device where the agent is running. For more information, see “[Determining the Internal IPX Number](#)” on page 63.

To start an RCONSOLE session:

- 1 From GroupWise Monitor, click Tools > Remote Console (intraNetWare).

The RCONSOLE utility is launched in a DOS box. See your NetWare documentation for more information about using this utility.

Determining the Internal IPX Number

Since GroupWise Administrator will allow you to enter both an IP and an IPX address for an agent, GroupWise Monitor uses the following process to determine the internal IPX number. This process is used with the RCONSOLE option in GroupWise Monitor.

When a remote console session is successfully established, the menu text for RCONSOLE will say Remote Console to *Agent Name* instead of just Remote Console.

This process pertains to the NLM™ version of the agents and will not work for Windows NT* and UNIX* agents.

1. During Discover Agents and Update Agent Properties operations, GroupWise Monitor looks to see if there is any IPX address information stored for an agent in GroupWise. If an IPX address exists, GroupWise Monitor determines if the IPX address represents an internal IPX address that can be used when the RCONSOLE option is selected.
2. If the Discover Agents and Update Agent Properties operations do not yield an internal IPX number, then each time GroupWise Monitor performs a poll, it will also perform a GET request for the nwSysInternalNetNum variable to identify the machine's internal IPX number. If there is a reply, then this value is stored and used for RCONSOLE.

The NetWare server does not support the `nwSysInternalNetNum` variable by itself. This variable is supported through NetWare Management Agent™ 2.x (NMA 2.x). Hence, this step will only be effective on servers that are running NMA 2.x. Consult your [ManageWise documentation](http://www.novell.com/documentation/) (<http://www.novell.com/documentation/>) for more information about deploying NMA.

3. If neither of the above has yielded the internal IPX number, GroupWise Monitor will look up the agent's IP address in ManageWise to find the device and derive its internal IPX number.

Initiating a Remote Control Session (Windows NT)

Administrators can start a remote control session with a Windows NT server from within GroupWise Monitor. With a selected agent, GroupWise Monitor will use the address of the agent to start a remote control session with the Windows NT machine.

To start a remote control session:

- 1 From GroupWise Monitor, click Tools > Remote Control (Windows NT) to *Domain.Post_Office.Agent*.

GroupWise Monitor attempts to establish a remote control session with the Windows NT machine.

Running GroupWise Monitor in Mail Message Server Mode

By using startup switches, GroupWise Monitor can operate as a mail message server, delivering messages into the GroupWise mail system through the domain specified in the GroupWise Monitor General Options. This feature is most useful when used in conjunction with Agent Alerts and the associated Alert Actions. See “[Defining Alert Actions](#)” on page 49 for more information.

Before GroupWise Monitor can operate in the mail message server mode, a valid domain must be configured in GroupWise Monitor. See “[Configuring General Information](#)” on page 41 for more information. The GroupWise Monitor station must also have write access rights to the `\WPFSIN` directory of the domain specified.

Mail Message Server Mode Switches

Use the startup switches described in this section when using this feature. (For a description of all the GroupWise Monitor startup switches, see [Appendix B, "Startup Switches," on page 81.](#)) You may want to use the short syntax because of command line space limitations. For example, to send a message to user `rwirwin` with a subject that "MailServer1 needs attention" and a message to "Contact admin at ext. 6754" the command line would appear as follows:

```
gwmon.exe /to-rwirwin /s-"MailServer1 needs attention"  
/m-"Contact admin at ext. 6754"
```

/to

Specifies the user ID of the message recipient. Multiple user IDs must be separated by a comma (,).

Syntax: `/to-"user_ID"`

Short Syntax: `/t-user_ID`

Example: `C:\MW\NMS\BIN\MONITOR\GWMON.EXE /to-rwirwin`

/priority

The default message priority is high unless otherwise specified.

Syntax: `/priority-"priority_level"`

Short Syntax: `/p-priority_level`

Example: `C:\MW\NMS\BIN\MONITOR\GWMON.EXE`

/p-s

The priorities that can be specified are as follows:

Syntax	Priority
<code>h</code>	high (default)
<code>s</code>	standard
<code>l</code>	low

/subject

Controls what will be displayed on the subject line of the message. The content must be enclosed in quotes.

Syntax: /subject- "*message*"

Short Syntax: /s- "*message*"

Example: C:\MW\NMS\BIN\MONITOR\GWMON.EXE /s- "MailServer1 needs attention"

/msg

Controls what will be displayed in the body of the message. The content must be enclosed in quotes.

Syntax: /msg- "*message*"

Short Syntax: /m- "*message*"

Example: C:\MW\NMS\BIN\MONITOR\GWMON.EXE /m- "Contact admin at ext. 6754"

/verbose

Using this switch will allow GroupWise Monitor to report any errors encountered while delivering the mail message. This should be used during configuration and testing to track problems, but should be removed when GroupWise Monitor is fully operational, so error messages do not pop up while GroupWise Monitor runs unattended.

Syntax: /verbose

Short Syntax: /v

Example: C:\MW\NMS\BIN\MONITOR\GWMON.EXE /v

11

Monitoring Other SNMP-Enabled Devices

GroupWise[®] Monitor is designed to observe GroupWise agents by default, but other SNMP agents may also be observed.

Complete the following tasks to configure GroupWise Monitor to interact with other SNMP agents.

- ♦ “[Compiling MIBs](#)” on page 67
- ♦ “[Creating an Agent Profile](#)” on page 68
- ♦ “[Registering Agent Types](#)” on page 68

Compiling MIBs

The install program of GroupWise Monitor copies all of the GroupWise agent and gateway MIBs (Management Information Bases) to the *managewise_install_directory*\NMS\SNMPMIBS\CURRENT and compiles the MIBs for ManageWise[®]. For more information about supported SNMP-enabled GroupWise applications, see “[GroupWise Applications that Support SNMP](#)” on page 12. If you want to manage other GroupWise or third-party applications, complete the following steps.

To compile an agent’s MIBs:

- 1** Copy the GroupWise MIBs to the *drive:\managewise_install_directory\MW\NMS\SNMPMIBS\CURRENT* directory.
- 2** From GroupWise Monitor, click Tools > ManageWise Services > SNMP MIB Compiler.
- 3** From the SNMP MIB Compiler dialog box, click Compile.

ManageWise compiles the MIB files into the ManageWise database.

- 4 Click Exit when the MIB Compilation/Trap Integration Status box reads Compilation Complete.

Creating an Agent Profile

GroupWise Monitor allows administrators to observe third-party SNMP agents by creating an agent profile. The profile defines which MIB variables GroupWise Monitor requests from the agent. This profile is an ASCII text file with predefined fields. A profile template file is included with GroupWise Monitor. The file name is SAMPLE.APF, and the file is installed to \MONITOR.

When GroupWise Monitor launches, it searches for any agent profiles in the \MONITOR directory and adds them to the Agent Type list. To specify a different location for the profiles, see [Appendix B, “Startup Switches,” on page 81](#) for more information.

To create an agent profile:

- 1 Using an ASCII text editor, open the SAMPLE.APF template profile file.
- 2 Following the instructions in the template file, edit the file.
- 3 Save the file with a name other than SAMPLE (retain the APF extension) into the \MONITOR directory.

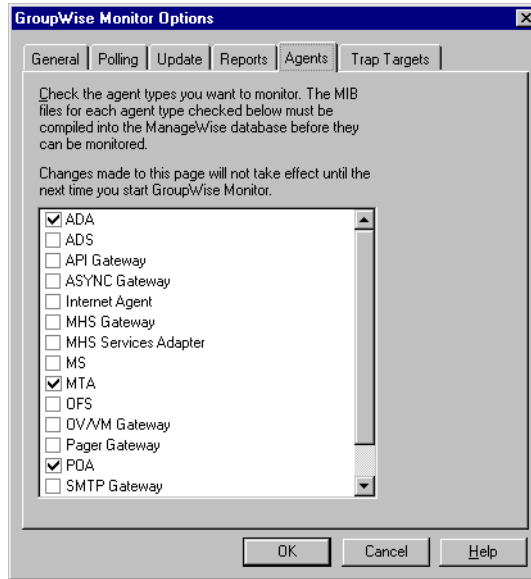
Registering Agent Types

GroupWise Monitor will only observe agents that have been registered or identified in Agent Types. GroupWise Monitor will observe MTA, POA, and ADA agent types by default.

Before configuring the agent types, create an agent profile. The agent will then be displayed in the Agent Type list. See [“Creating an Agent Profile” on page 68](#) for more information.

To register agent types:

- 1 From GroupWise Monitor, click Tools > Options to display the GroupWise Monitor Options dialog box.
- 2 Click the Agents tab.



3 Click the box next to each agent type you want GroupWise Monitor to be able to observe > click OK.

4 Exit and restart GroupWise Monitor for the changes to take effect.

These agent types can now be added to the GroupWise Monitor Agent List. See [“Adding Agents to the Active List” on page 33](#) for more information.

A

Error Messages

The GroupWise® Monitor may generate the error and informational messages in the “[Error Message List](#)” on page 71. Variables, such as strings or numbers, are shown in italics.

Error Message List

- “Bad value” on page 72
- “Context unknown” on page 73
- “Cxxx Database Services” on page 73
- “Designation unreachable” on page 73
- “Entity invalid” on page 73
- “Entity unknown” on page 73
- “Error initializing GroupWise Monitor” on page 73
- “Error opening domain database at xxx” on page 74
- “General SNMP error” on page 74
- “General transport error” on page 74
- “General WinSNMP error” on page 74
- “Insufficient memory to run GroupWise Monitor” on page 74
- “Invalid agent profile in file xxx” on page 74
- “Invalid context” on page 75
- “Invalid input parameter” on page 75
- “Invalid syntax” on page 75
- “Invalid Window handle” on page 75
- “ManageWise Alarm Manager has terminated its connection with GroupWise Monitor. Alarm services are no longer available.” on page 75
- “Memory allocation error” on page 75

“Network subsystem failure” on page 76

“No error” on page 76

“No path to domain has been configured. Specify a valid path to a GroupWise domain in the General Options dialog box and try again” on page 76

“No such name” on page 76

“PDU too big” on page 76

“Protocol not supported” on page 77

“Read-only object” on page 77

“Source already in use” on page 77

“Source invalid” on page 77

“Timeout” on page 77

“Too big” on page 77

“Transport layer not initialized” on page 78

“Transport resource error” on page 78

“Unable to access ManageWise MIB database (SNMPMIBS.BIN)” on page 78

“Unable to allocate a timer from Windows. Close other apps to make more timers available” on page 78

“Unable to contact GroupWise agent” on page 78

“Unable to contact ManageWise Alarm Manager” on page 79

“Unable to initialize agent type xxx” on page 79

“Unable to initialize SNMP services” on page 79

“Unable to launch ManageWise Alarm Manager, possibly due to insufficient memory” on page 79

“Unable to launch ManageWise SNMP Data Server, possibly due to insufficient memory” on page 79

“Unable to perform GET operation via SNMP” on page 79

“Unable to resolve IPX address of selected agent for Remote Console. GroupWise Monitor uses the agent’s IP address to look up the IPX address in ManageWise, but the IP Address may not have been discovered. Run Remote console anyway?” on page 80

“WinSNMP Error xxx” on page 80

“WinSNMP not initialized” on page 80

“WinSock Error xxx” on page 80

Bad value

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection](http://support.novell.com/misc/worldwide.htm)® (<http://support.novell.com/misc/worldwide.htm>).

Context unknown

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection](http://support.novell.com/misc/worldwide.htm) (<http://support.novell.com/misc/worldwide.htm>).

Cxxx Database Services

Explanation: All error messages beginning with C pertain to the Agent database. For more information on these error messages, see *Troubleshooting 1: Error Messages*.

Designation unreachable

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection](http://support.novell.com/misc/worldwide.htm) (<http://support.novell.com/misc/worldwide.htm>).

Entity invalid

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection](http://support.novell.com/misc/worldwide.htm) (<http://support.novell.com/misc/worldwide.htm>).

Entity unknown

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection](http://support.novell.com/misc/worldwide.htm) (<http://support.novell.com/misc/worldwide.htm>).

Error initializing GroupWise Monitor

Explanation: GroupWise Monitor could not start correctly.

Action: Verify that GroupWise Monitor has been installed correctly. See “[Installing GroupWise Monitor](#)” on page 15 for more information.

Error opening domain database at xxx

Explanation: The domain database could not be opened.

Action: Verify that the domain database exists, the correct path is entered, and the database is not corrupt.

General SNMP error

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

General transport error

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

General WinSNMP error

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Insufficient memory to run GroupWise Monitor

Explanation: Not enough memory is available to run GroupWise Monitor.

Action: Close applications to free memory.

Invalid agent profile in file xxx

Explanation: A third-party agent profile is not written correctly.

Action: Verify that the profile contains the correct information. See “[Creating an Agent Profile](#)” on page 68 for more information.

Invalid context

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Invalid input parameter

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Invalid syntax

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Invalid Window handle

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

ManageWise Alarm Manager has terminated its connection with GroupWise Monitor. Alarm services are no longer available.

Explanation: The connection between GroupWise Monitor and the ManageWise[®] Alarm Manager has been terminated, usually because the Alarm Manager has closed.

Action: Exit and restart GroupWise Monitor.

Memory allocation error

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Network subsystem failure

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

No error

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

No path to domain has been configured. Specify a valid path to a GroupWise domain in the General Options dialog box and try again

Explanation: The path to a GroupWise domain is not configured correctly.

Action: Verify that the domain path is entered correctly. See “[Configuring General Information](#)” on [page 41](#) for more information.

No such name

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

PDU too big

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Protocol not supported

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Read-only object

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Source already in use

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Source invalid

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Timeout

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Too big

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Transport layer not initialized

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

Transport resource error

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm)

Unable to access ManageWise MIB database (SNMPMIBS.BIN)

Explanation: The ManageWise MIB database (SNMPMIBS.BIN) could not be opened by GroupWise Monitor.

Action: Verify that the database exists and is not corrupt, or recreate the database by recompiling it.

Unable to allocate a timer from Windows. Close other apps to make more timers available

Explanation: Windows* could not allocate a timer to GroupWise Monitor.

Action: Close other applications to make more timers available.

Unable to contact GroupWise agent

Explanation: GroupWise Monitor could not contact the agent via SNMP. The agent, a network link, or a network device may be down or unavailable.

Action: Verify that the machine where the agent is installed is up and running, SNMP is enabled, and the agent is loaded properly. Verify that all network segments between GroupWise Monitor and the agent are active.

Unable to contact ManageWise Alarm Manager

Explanation: After launching ManageWise Alarm Manager, GroupWise Monitor could not establish an exchange with the Alarm Manager.

Action: Verify that ManageWise is installed properly.

Unable to initialize agent type xxx

Explanation: A defined agent type could not be initialized because the MIB could not be found.

Action: Verify that the agent type's MIB has been compiled within ManageWise.

Unable to initialize SNMP services

Explanation: GroupWise Monitor could not initialize the WINSNMP.DLL.

Action: Verify that ManageWise is installed correctly, the network services are loaded, and the applications have sufficient memory to run.

Unable to launch ManageWise Alarm Manager, possibly due to insufficient memory

Explanation: When GroupWise Monitor starts, it invokes the ManageWise Alarm Manager. GroupWise Monitor could not launch the Alarm Manager. Without the Alarm Manager, GroupWise Monitor will not receive any alarms.

Action: Verify that ManageWise is installed properly and the workstation has sufficient memory.

Unable to launch ManageWise SNMP Data Server, possibly due to insufficient memory

Explanation: When GroupWise Monitor starts, it invokes the ManageWise Alarm Manager which in turn launches the ManageWise SNMP Data Server.

Action: Verify that ManageWise is installed properly, and the workstation has sufficient memory.

Unable to perform GET operation via SNMP

Explanation: When GroupWise Monitor performs an SNMP GET operation, the request fails to be sent.

Action: Verify that TCP/IP is configured correctly and network services are loaded.

Unable to resolve IPX address of selected agent for Remote Console. GroupWise Monitor uses the agent's IP address to look up the IPX address in ManageWise, but the IP Address may not have been discovered. Run Remote console anyway?

Explanation: GroupWise Monitor could not resolve the agent's IP address to IPX™ in order to start RCONSOLE for the server where the agent is installed.

Action: Use ManageWise to rediscover the network and locate the server where the agent resides. Start RCONSOLE and look up the server in the RCONSOLE server list.

WinSNMP Error xxx

Explanation: An error occurred within the WinSNMP module.

Action: Contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

WinSNMP not initialized

Explanation: When GroupWise Monitor performs an SNMP operation, the operation fails.

Action: Verify that TCP/IP is configured correctly and the network services are loaded. If the error continues, contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

WinSock Error xxx

Explanation: An error occurred within the WinSock module.

Action: Contact [Novell Support Connection \(http://support.novell.com/misc/worldwide.htm\)](http://support.novell.com/misc/worldwide.htm).

B

Startup Switches

Startup switches specify paths to various files GroupWise® Monitor can read or write to and are used to set operational parameters. These parameters are added to the command line of the GroupWise Monitor icon.

For example, to specify a different agent database containing configuration and agent information, the command line syntax would be as follows:

```
C:\MW\NMS\BIN\MONITOR\GWMON.EXE /db=C:\MONITOR2\GWMON.DB
```

Select a specific startup switch to see the description that is provided.

<code>/apf</code>	<code>/priority</code>
<code>/db</code>	<code>/r</code>
<code>/ini</code>	<code>/subject</code>
<code>/lang</code>	<code>/to</code>
<code>/msg</code>	<code>/verbose</code>

/apf

Use this switch to specify the path from where the agent profile files (.APF) are to be loaded. The default location is the \MONITOR\PROFILES directory.

Syntax: `/apf=path_to_directory`

Short Syntax: `/a=path_to_directory`

Example: `C:\MW\NMS\BIN\MONITOR\GWMON.EXE /a=C:\MW\NMS\BIN\MONITOR\OTHER`

/db

When GroupWise Monitor starts, it searches the current directory for the GWMON.DB file. This database file contains configuration and agent information used by GroupWise Monitor. You can require GroupWise Monitor to use a different database file by using this switch followed by the path to the new database file.

Syntax: */db=path_to_new_database*

Short Syntax: */d=path_to_new_database*

Example: C:\MW\NMS\BIN\MONITOR\GWMON.EXE /
d=C:\MONITOR2\GWMON.DB

/ini

This switch is used to specify a different .INI file. The .INI file contains preference information. The default is GWMON.INI in the \WINDOWS directory.

Syntax: */ini=path_to_new_file*

Short Syntax: */i=path_to_new_file*

Example: C:\MW\NMS\BIN\MONITOR\GWMON.EXE /
i=c:\MW\NMS\BIN\MONITOR

/lang

This switch is used to specify a different language code for GroupWise Monitor to use. GroupWise Monitor uses the default language of the workstation.

Syntax: */lang=language*

Short Syntax: */l=language*

Example: C:\MW\NMS\BIN\MONITOR\GWMON.EXE /l=german

/msg

This switch is used when GroupWise Monitor functions as a mail message server. See [“Running GroupWise Monitor in Mail Message Server Mode” on page 64](#) for more information.

/priority

This switch is used when GroupWise Monitor functions as a mail message server. See [“Running GroupWise Monitor in Mail Message Server Mode” on page 64](#) for more information.

/r

If you receive an error message, an internal database error has occurred; or, if you detect database corruption, use this startup switch to recover the database. During recovery, the database is backed up, then a new database is created. Invalid records are skipped and lost.

Syntax: /r

Example: C:\MW\NMS\BIN\MONITOR\GWMON.EXE /r

/subject

This switch is used when GroupWise Monitor functions as a mail message server. See [“Running GroupWise Monitor in Mail Message Server Mode” on page 64](#) for more information.

/to

This switch is used when GroupWise Monitor functions as a mail message server. See [“Running GroupWise Monitor in Mail Message Server Mode” on page 64](#) for more information.

/verbose

This switch is used when GroupWise Monitor functions as a mail message server. See [“Running GroupWise Monitor in Mail Message Server Mode” on page 64](#) for more information.