

Using the “Mattec Service Monitor”

This application note describes how to use and configure the “Mattec Service Monitor”. This program is a Microsoft Windows service that is included with ProHelp® EPM, Release 5.2.1 and later. This application note is intended for advanced users only.

1. Overview

The “Mattec Service Monitor” is a Microsoft Windows service that is capable of monitoring the status of other services. It was specifically designed to monitor the “Mattec MIU Service”, but it is capable of monitoring any number of services.

In the event that a monitored service stops execution, the “Mattec Service Monitor” will automatically restart that service and write a message to its log file.

2. Registry Settings

The following registry settings control the behavior of the “Mattec Service Monitor” and can be found in `HKEY_LOCAL_MACHINE\Software\Mattec\ServiceMonitor`:

Value	Default Value	Description
Service1	Mattec MIU Service	The name of the service to monitor.
SleepTime	60000	The amount of time, in milliseconds, to sleep during program execution. Larger values decrease the amount of system resources that are consumed by the “Mattec Service Monitor”.
StartupSleepTime	60000	The amount of time, in milliseconds, to sleep after startup. This gives the monitored service time to start after a reboot of Microsoft Windows.
ThreadStartDelay	60000	The amount of time, in milliseconds, to allow for the “Mattec Service Monitor” to start before execution will be halted.

Additional services may be monitored by using the keys “Service2”, “Service3”, etc. The keys must be numbered consecutively, starting with “1”.

3. Log File

All errors are written to the file `c:\ServiceMonitor.Log`. For example, whenever a service that is being monitored stops, the following will appear in the log file:

```
01/23/02 10:35:49 Service 'Mattec MIU Service' needs to be restarted
01/23/02 10:35:49 Service ' Mattec MIU Service' is START PENDING
```

In the example above, the “Mattec Service Monitor” determined that the Mattec MIU Service had stopped running. It then attempted to restart the service.

4. State of a Service

A Microsoft Windows service can have many states. The following table describes the various states and the action that the “Mattec Service Monitor” will take when it encounters this state for a monitored service:

State	Description
SERVICE_STOPPED	The service is stopped and needs to be restarted. The “Mattec Service Monitor” will attempt to restart the service.
SERVICE_STOP_PENDING	The service is in the process of stopping and needs to be restarted. The “Mattec Service Monitor” will attempt to restart the service.
SERVICE_START_PENDING	The service is in the process of starting. No action needs to be taken.
SERVICE_RUNNING	The service is running. No action needs to be taken.
SERVICE_CONTINUE_PENDING	The service is in the process of starting. No action needs to be taken.
SERVICE_PAUSE_PENDING	The service is in the process of pausing. It needs to be manually restarted by the user. The “Mattec Service Monitor” will take no action.
SERVICE_PAUSED	The service is paused. It needs to be manually restarted by the user. The “Mattec Service Monitor” will take no action.

5. Service Names

The following table documents several common service names:

Service Name	Description
Mattec MIU Service	The “moller” or “monitoring engine” for ProHelp® EPM.
SQLServerAgent	Microsoft SQL Server Agent.
MSSQLServer	Microsoft SQL Server

6. Assorted Information

- The “Mattec Service Monitor” should be DISABLED prior to upgrading the ProHelp® EPM server software to prevent it from restarting any monitored services.
- The “Mattec Service Monitor” is installed automatically whenever the user performs a server install for ProHelp® EPM or THE-MAN-A-ger©. It should be manually enabled and configured by the System Administrator once the system is configured properly.
- The executable program **ServiceChecker.exe** is capable of performing some of the same tasks as the “Mattec Service Monitor” and presents a graphical interface to the user. It is available with ProHelp® EPM, Release 5.2.1 and later, but is available as a “patch” for earlier releases.