

Using the SNMPc 7.1 Scripting Feature

SNMPc 7.1 introduces a new scripting feature that allows you to call a script on a regular basis (poll) or as a reaction to a particular event. One of the benefits of the scripting functionality is that it allows you to use management protocols other than SNMP.

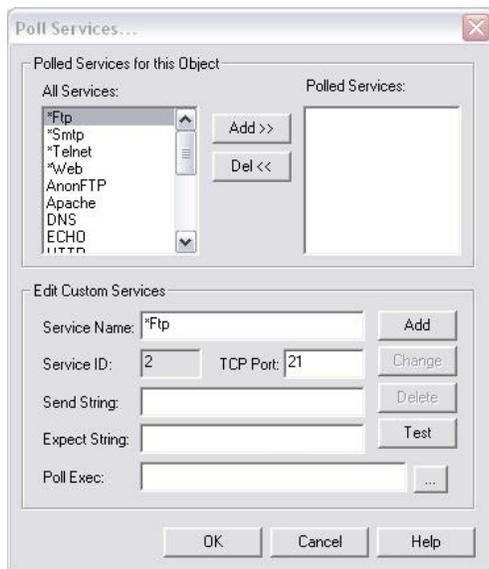
The following guide provides an example of using the scripting function to monitor the status of a particular Windows service using WMI (Windows Management Interface). Then restart it using a standard Windows command if it fails. Other scripting examples are available from the Contributed Software section of the Castle Rock Computing Help Desk (<http://www.castlerock.com/support/default.htm>)

Please note that in order to monitor and restart services on a remote machine the SNMPc polling agent must be running with the correct privileges. If monitoring services works on your local machine but not on a remote one it is likely a privileges issue.

Creating a service monitor to monitor the state of a Windows service.

This example utilizes a Visual Basic script call `svctest.vbs`. The file is included as part of a package of example scripts that can be downloaded [here](#). Scripts should be saved to the SNMPc root directory. (typically `C:\Program Files\SNMPc Network Manager\`)

To create the Windows Service monitor right-click on the relevant icon and select 'Properties'. Then from the Attributes Tab highlight Service Polling and select the '>>' button displayed by the 'Value' field. This will take you to the new Poll Services screen.



Set the 'Service Name' field to the name of the service that you want to monitor (this example will use the service 'Alerter').

The 'Poll Exec' string to poll a Windows Service is

```
cscript.exe svctest.vbs $i "Name of Service to be monitored"
```

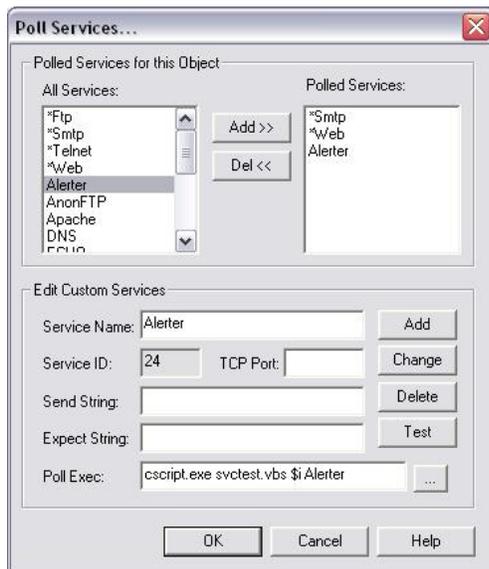
So in this example

```
cscript.exe svctest.vbs $i "Alerter"
```

\$i is the map record of the device. We use the map record field so that once the service monitor has been defined it can be used with any device on the network just by 'Add'ing it to the list of Polled Services for that device.

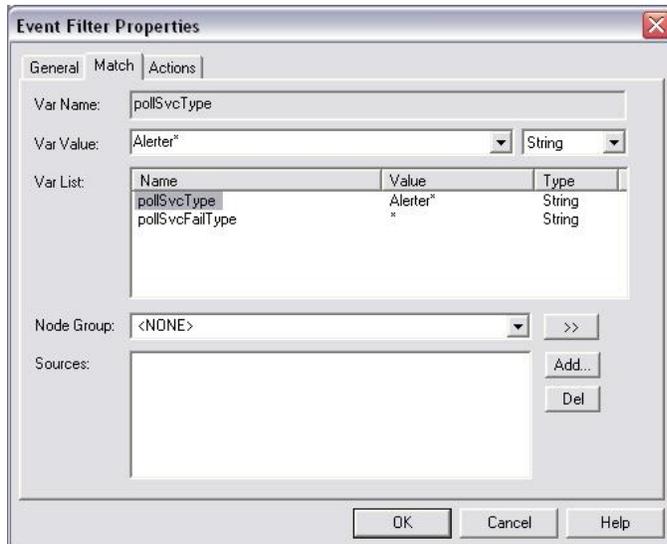
Once all the information has been entered select 'Add' to include the custom service in the 'All Services' list and then select 'Add>>' to include it to the Polled Services list.

A completed screenshot is shown below:



Restarting the Windows Service:

To restart the service automatically you need to configure the event filter 'SNMPC-Status-Polling→pollServiceDown'. If you are going to be only monitoring Windows Services then you can 'Edit' the pre-existing 'Default' service. Otherwise right-click on 'pollServiceDown' and select 'Add Event Filter...'. Select the Match Tab and the set the pollSvcType to the name of your service (in this case Alerter). This will mean that the Event Filter will only be applicable to the 'Alerter' service poll that we previously created.



Under the Actions tab you can use the standard Windows sc.exe application to restart the remote service.

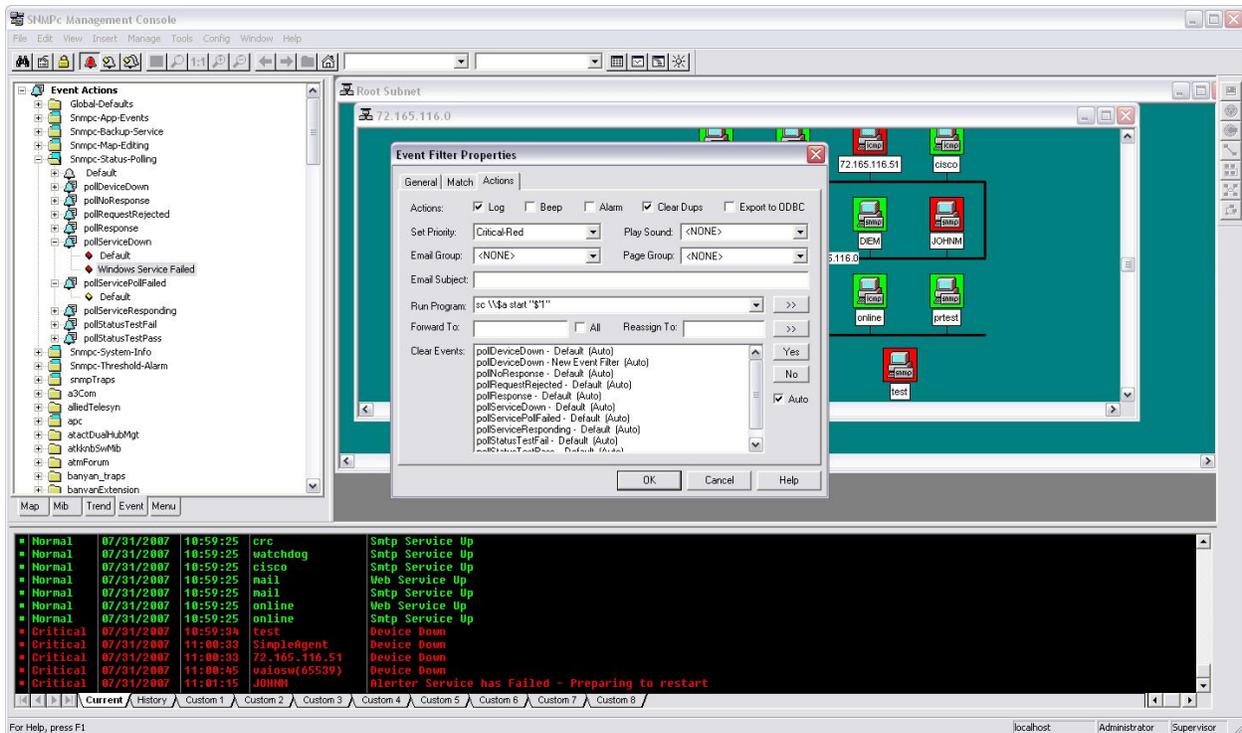
```
sc.exe \\$A $'1
```

Where:

\$A = ipaddress

\$'1 = The name of the custom service poll (in this example it would be 'Alerter').

The following screenshot shows the final config.



Select 'OK' to define the Filter