



# Service Protector User's Manual

Version 5.3

1.	Introduction .....	2
2.	Key Features & Benefits .....	3
3.	System Requirements .....	4
4.	Using Service Protector .....	5
4.1.	The Main Window .....	5
4.2.	The Menu .....	7
4.3.	The Toolbar .....	9
4.4.	The Task Tray Icon.....	10
4.5.	Adding a Protector .....	12
4.5.1.	The General Tab .....	13
4.5.2.	The Monitor Tab .....	15
4.5.3.	The Email Tab .....	17
4.5.4.	The Extras Tab .....	21
4.6.	Editing Protector Settings .....	23
4.7.	Starting a Protector.....	25
4.8.	Stopping a Protector .....	25
4.9.	Removing a Protector .....	25
4.10.	Reporting on a Service's Activities .....	26
4.11.	Exporting a Protector to a File (XML).....	27
4.12.	Exporting all Protectors to a Directory.....	27
4.13.	Importing a Protector from a File (XML) .....	27
4.14.	Adding a Copy of a Protector .....	28
5.	Licensing & Registration .....	29
6.	Troubleshooting and Reporting Problems .....	30
7.	Appendix I: The Sanity Check Utility .....	31
7.1.	Special Command Line Variables.....	31
7.2.	Checking a Web Server with http-ping.....	32
7.3.	Other Sanity Check Utilities .....	32
8.	Appendix II: Working from the Command Line .....	33
8.1.	Importing a Protector .....	33
8.2.	Exporting a Protector.....	33
8.3.	Starting & Stopping a Protector .....	34

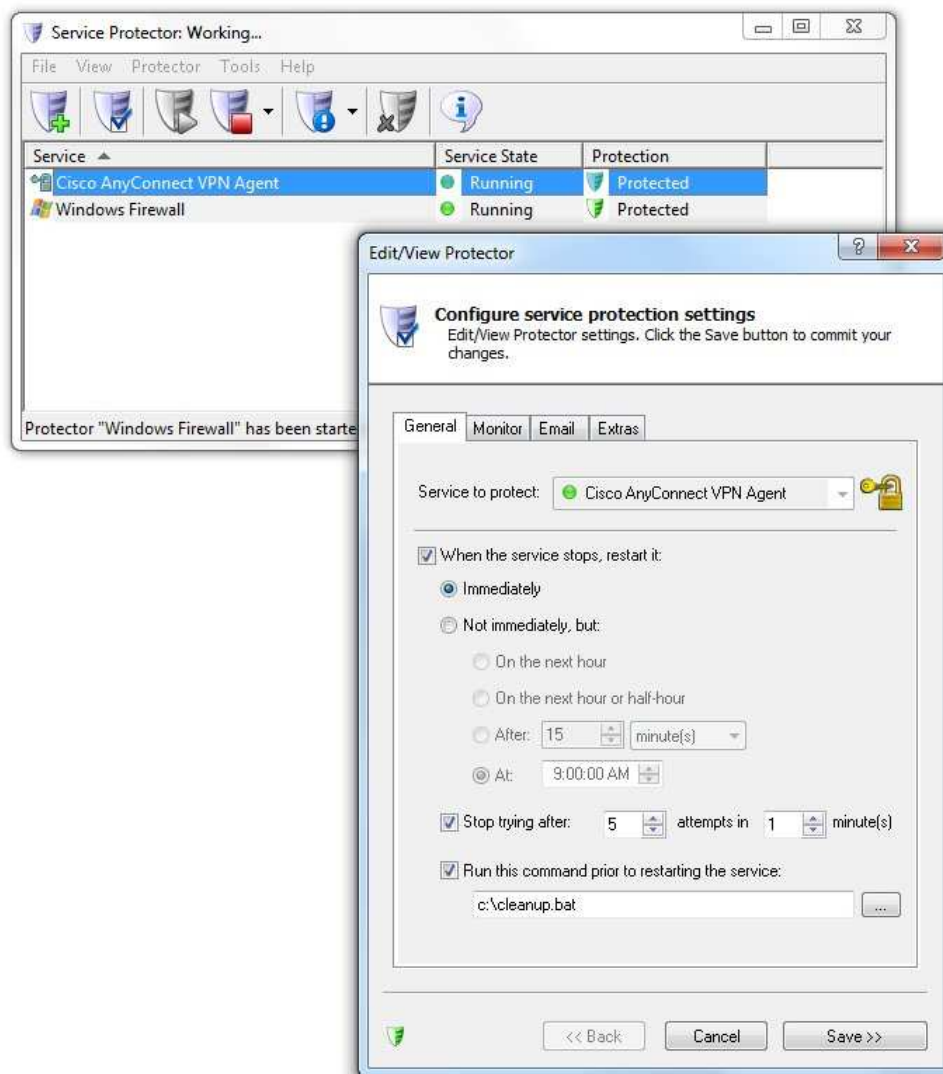
# 1. Introduction

Service Protector monitors your mission critical Windows Services and keeps them running 24/7.

This manual describes how to use the Service Protector Graphical User Interface (GUI), which is responsible for adding and editing your service's protection settings. Note that once you have configured and started your service, the GUI is not necessary to monitor your running service.

Find out more about Service Protector at its web site:

<http://www.CoreTechnologies.com/products/ServiceProtector>



## 2. Key Features & Benefits

- Monitors your service and restarts it whenever it fails
- Able to manage virtually any service with minimal configuration
- The intuitive GUI makes it easy to protect your service, but no GUI is necessary once your service protection has been configured.
- Able to detect and restart services that hang, hog the CPU or consume too much memory.
- Able to restart your service (or reboot the computer) at a scheduled time
- e-mails you with details of crashes, restarts and other problems
- Supports the integration of your own custom "sanity check" utilities, executed regularly to test if your service is functioning normally or not
- Automatically dismisses common "Application error" dialog boxes that prevent crashed services from fully exiting
- Automatically dismisses Debug dialog boxes and logs the dialog box text for subsequent review by developers -- thus facilitating the deployment of services in "Debug mode"
- Reports all activities to the Windows Event Log
- Works in all virtual environments (VMware, Virtual PC, etc.)
- Very efficient; demands minimal CPU & memory resources
- No programming required!

But perhaps most important of all, Service Protector was designed and implemented by senior software engineers with over 20 years of real-world experience developing robust, mission-critical applications. Our software is of the highest quality, and we stand by it without reservation.

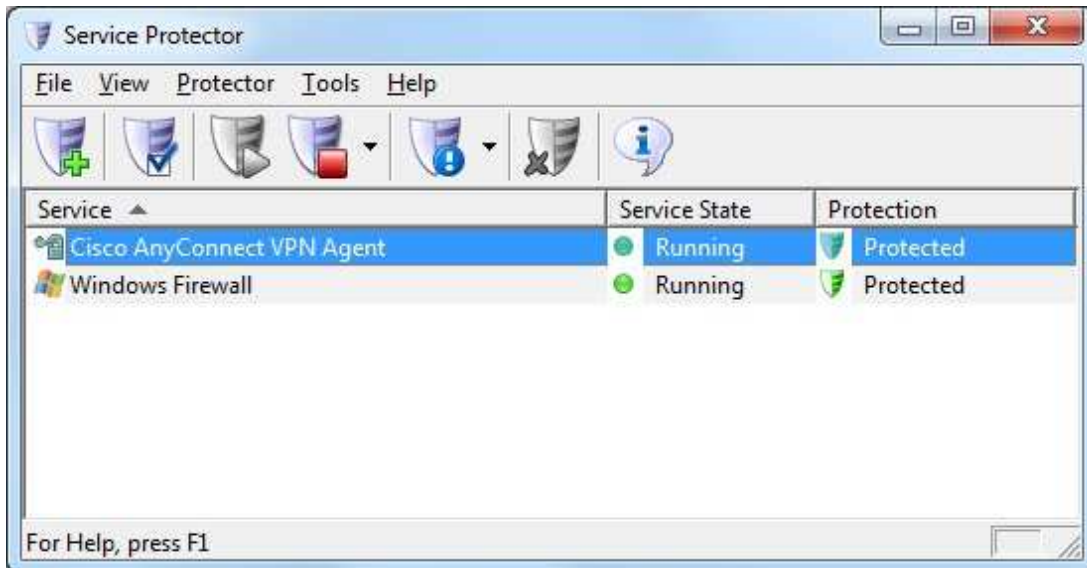
### 3. System Requirements

- A Pentium-compatible PC
- Windows 10 / 8.1 / 8 / 7 / Vista / XP or Windows Server 2012 R2 / 2008 / 2003 (x86 and x64 versions).
- 6 MB free hard drive space for installation files.

The Service Protector components that monitor your service are designed to be extremely frugal with machine resources. They almost always consume less than 1% of the CPU, less than 20 MB of RAM, and don't fall victim to the "Memory Growth" characteristic of many applications today.

## 4. Using Service Protector

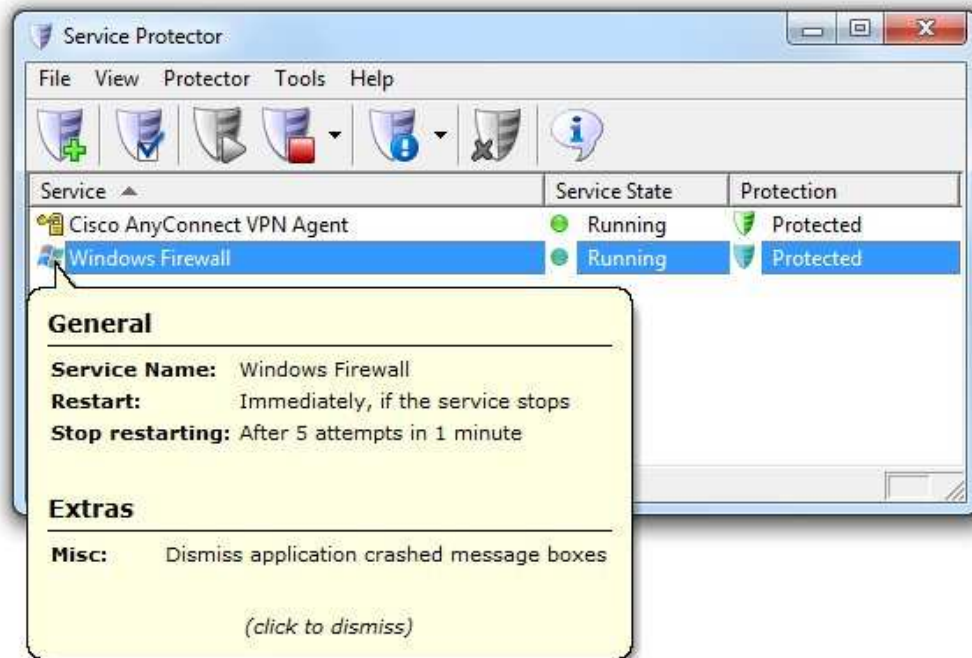
### 4.1. The Main Window



When started, Service Protector displays a list of the services it is protecting. The list will be empty when Service Protector is run for the first time. The above screenshot shows two services being protected, one per line. See [section 4.5](#) for adding a service to be protected.

Each entry in the list is called a **Protector**. A Protector protects a single service, that is, each service being protected is managed by a Protector.

Hovering over the first column in the list (the service's name) will pop up a convenient tooltip summarizing the Protector's settings:



Note that clicking on that icon/image will cause the tooltip to remain on screen instead of quickly going away.

## 4.2. The Menu

Service Protector's menu contains the following entries:

### File

<b>Exit</b>	Exit Service Protector
-------------	------------------------

### View

<b>Toolbar</b>	Toggle viewing of the button toolbar
<b>Status Bar</b>	Toggle viewing of the status bar
<b>Large Icons</b>	View the list of Protectors as large icons
<b>Small Icons</b>	View the list of Protectors as small icons
<b>List</b>	View the list of Protectors as a list of icons
<b>Details</b>	View the list of Protectors as a report with columns
<b>Always On Top</b>	Keep Service Protector on top of other windows
<b>Hide When Minimized</b>	Hide Service Protector when the minimize button is clicked
<b>Refresh</b>	Re-load the list of Protectors
<b>Auto-refresh   Every 5 seconds</b>	Automatically re-load the list of Protectors every 5 seconds
<b>Auto-refresh   Every 10 seconds</b>	Automatically re-load the list of Protectors every 10 seconds
<b>Auto-refresh   Every 30 seconds</b>	Automatically re-load the list of Protectors every 30 seconds
<b>Auto-refresh   Disabled</b>	Don't automatically re-load the list of Protectors

### Protector

<b>Add</b>	Add a new Protector
<b>Add Copy</b>	Add a new Protector, but copy all settings from an existing Protector
<b>Import</b>	Adds a new Protector from a file
<b>Export</b>	Save the selected Protector to a file (in XML)
<b>Export all</b>	Save each Protector to a separate file (in XML)
<b>Edit/View</b>	Edit / View the settings of the selected Protector
<b>Start</b>	Start the selected Protector if it is not running
<b>Stop</b>	Stop the selected Protector if it is running
<b>Restart</b>	Restart the selected Protector if it is running
<b>Start all</b>	Start all Protectors
<b>Stop all active</b>	Stop all Protectors running/active
<b>Restart all active</b>	Restart all Protectors running/active
<b>Remove</b>	Remove the selected Protector. Note – does not remove the service!
<b>Report Activity   Today</b>	Generate and launches a HTML report on the service's activities for today
<b>Report Activity   Past Week</b>	Generate and launches a HTML report on the service's activities over the past week

<b>Report Activity   Past 30 Days</b>	Generate and launches a HTML report on the service's activities over the past 30 days
<b>Protected Service   Start</b>	Start the service being protected. Note – does not start the Protector
<b>Protected Service   Stop</b>	Stop the service being protected. Note – does not stop the Protector

## Tools

<b>Local Security Settings/Policy</b>	Open the application for editing security settings for the current machine
<b>Desktop Security Settings</b>	Open the application for editing desktop security settings for the current machine
<b>Event Viewer</b>	Open the Windows Event Viewer application, for examining the Event Logs
<b>Services</b>	Open the Services Control Panel application
<b>Computer Management</b>	Open the Computer Management Control Panel application
<b>Task Manager</b>	Open the Task Manager
<b>Switch to Session 0</b>	Switches to the isolated Session 0 desktop. Note that this option is only available on Windows Vista or later.

## Help

<b>User's manual (PDF)</b>	Open this user's manual
<b>Registration</b>	Display the registration dialog, for purchasing and registering Service Protector (not available once registered)
<b>Service Protector Home Page (Web)</b>	Open the Service Protector home page in your browser. Your computer will need to be connected to the Internet for this to work.
<b>How to Protect Popular Services (Web)</b>	Open the tutorials web page in your browser. Your computer will need to be connected to the Internet for this to work.
<b>Provide your feedback (Web)</b>	Open the feedback web page in your browser. Please let us know what you think of Service Protector! Your computer will need to be connected to the Internet for this to work.
<b>Check for Updates</b>	Visit the program's web site and check if a new version is available
<b>About Service Protector</b>	Display program information



### 4.3. *The Toolbar*

For convenience, the most common functionality can be accessed from the toolbar. The buttons are as follows:



Add a Protector



Edit/View the selected Protector's settings



Start the selected Protector



Stop the selected Protector



Report on the selected Protector (in your web browser)



Remove the selected Protector



Display program information

### 4.4. The Task Tray Icon

When running, Service Protector will display its tray icon in the notification area of the Windows taskbar (pictured in the red rectangle):

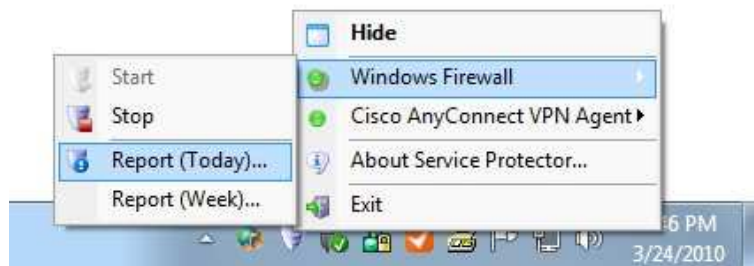


Several operations can be performed from this tray icon. Double-clicking the icon will hide or show the Service Protector main window. A right-click displays the menu:



<b>Hide (or Show)</b>	Hide (or Show) the Service Protector main window
<b>&lt;Protector1&gt;</b>	Display a sub-menu for controlling <Protector1>
<b>&lt;Protector2&gt;, etc.</b>	Display a sub-menu for controlling <Protector2>
<b>About</b>	Display program information
<b>Exit</b>	Exit Service Protector

A Protector (or its protected service) can be started, stopped, or reported on from its sub-menu:



<b>Start</b>	Start the selected application if it is not running
<b>Stop</b>	Stop the selected application if it is running
<b>Report (today)</b>	Generate and launches a HTML report on the application's activities for today
<b>Report (week)</b>	Generate and launches a HTML report on the application's activities over the past week
<b>Report (Past 30 Days)</b>	Generate and launches a HTML report on the service's activities over the past 30 days

## **4.5.     *Adding a Protector***

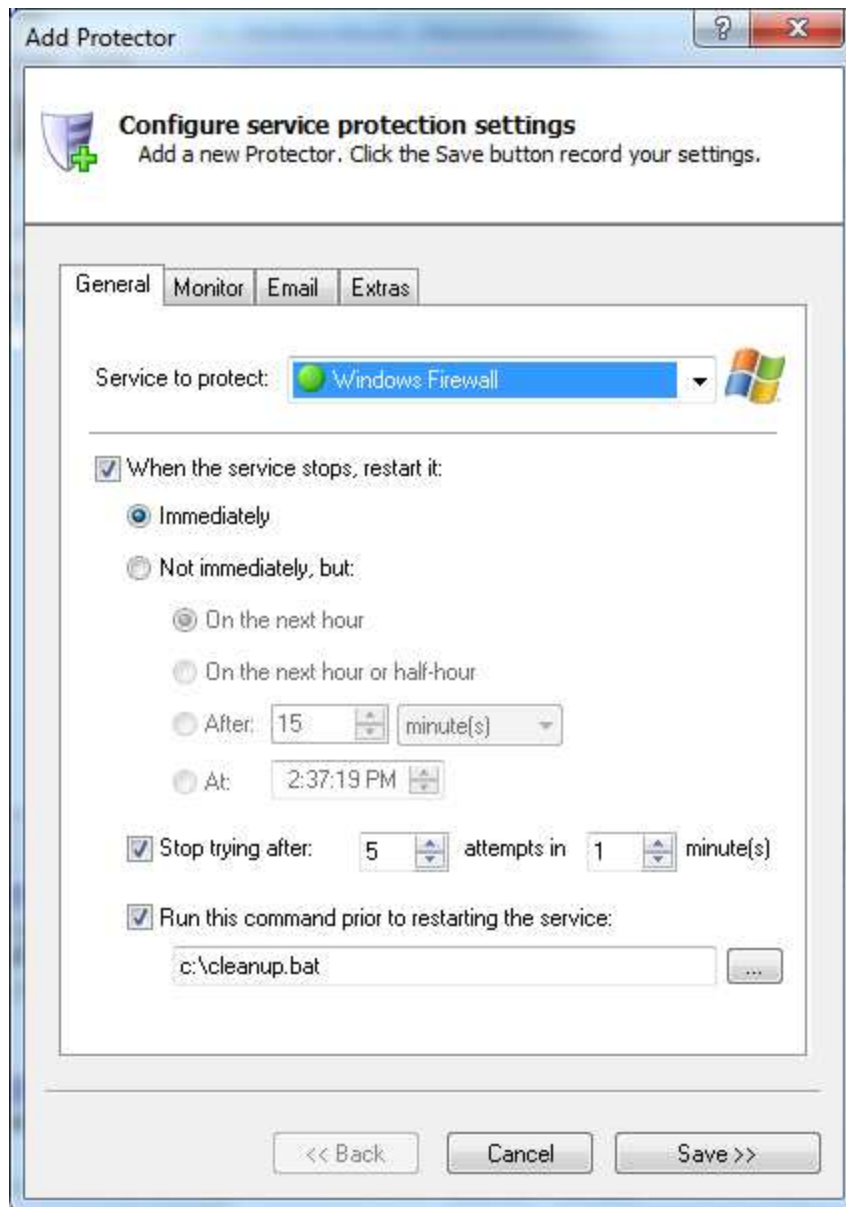
To monitor and protect a service, click on the “Add” toolbar button or select “Add” from the “Protector” menu. This will summon the “Add Protector” dialog, which consists of four tabs: General, Monitor, Email, and Extras.

Please see our web site for a short demonstration video showing how to protect the “Windows Firewall” service:

<http://www.coretechnologies.com/products/ServiceProtector/HowToProtectVideo/>

### 4.5.1. The General Tab

The basic settings can be specified on the General tab:



**Service to protect:** Select the service that you would like to protect.

**When the service stops, restart it:** Check to have Service Protector restart the service whenever it stops running. If not checked, Service Protector will never resuscitate your service if it stops.

**Restart it immediately:** Check to have Service Protector immediately restart the service whenever it stops running. Most users will want this option – to ensure that their service is always running, 24x7.

**Restart it on the next hour:** Choose this option to have your service restarted on the next hour whenever it stops running. For example, if it stops at 4:23 am, it would be restarted at 5 am. This option can be useful for services that are run once an hour on the hour.

**Restart it on the next hour or half-hour:** Choose this option to have your service restarted on the next hour or half-hour. For example, if it stops at 4:23 am, it would be restarted at 4:30 am. This option can be useful for services that should be run every 30 minutes.

**Restart it after:** Choose this option to have your service restarted after waiting a fixed amount of time (which you must specify in seconds, minutes, hours, or days). For example, if set to 15 minutes and the service stops at 4:23 am, Service Protector would run it again at 4:38 am.

**Restart it at:** Choose this option to have your service restarted at a specific time. This may be useful for service that must be run once a day, at a fixed time.

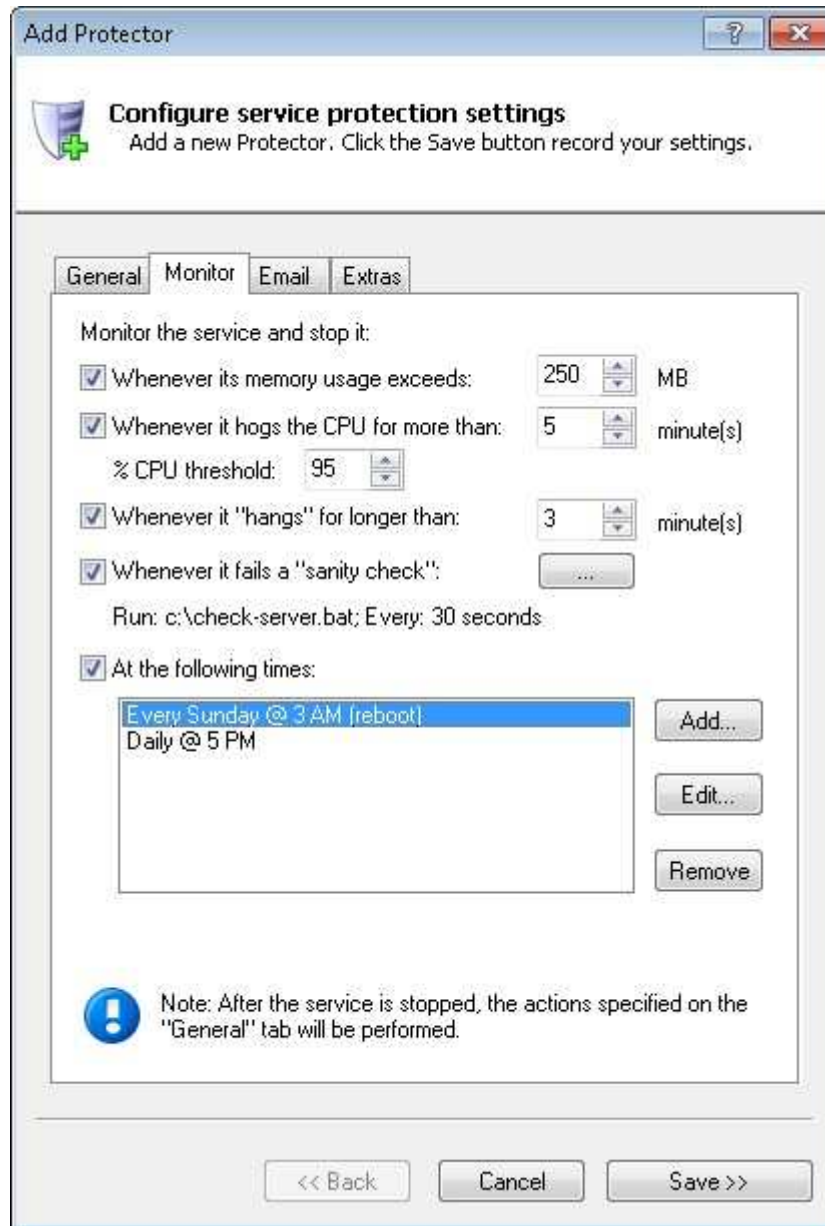
**Stop trying after:** Activate this option to prevent your service from being constantly restarted if it is failing to start properly. Specify the maximum number of attempts to tolerate over a given time frame in minutes.

**Run this command prior to restarting the service:** Specify a batch file (or application) to be run if there is cleanup work to be done before Service Protector restarts your service. Note that Service Protector will wait for the batch file/application to finish before restarting your service.

**Start monitoring & protecting your service immediately:** Check this option to have protection started once you click the “Save >>” button. If not, protection will not be launched until you start it explicitly (or reboot your computer).

## 4.5.2. The Monitor Tab

The Monitor tab groups many of the settings that describe how Service Protector is to monitor and manage the service:



**Monitor the service and stop it whenever its memory usage exceeds:** Check to have Service Protector monitor the service's memory use (as seen in the Windows Task Manager) and stop it when it exceeds the threshold value supplied in Megabytes (MB). Note that Service Protector will check the service

repeatedly over a 30 second time period and only take action if the memory threshold is consistently exceeded.

**Monitor the service and stop it whenever it hogs the CPU for more than:**

Check to have Service Protector stop the service if it uses too much of the CPU for longer than the specified time in minutes. The service is designated a “CPU hog” if it consumes more than the specified percent of a single CPU (as seen in the Windows Task Manager) over the given duration.

**Monitor the service and stop it whenever it “hangs”:** Check to have Service Protector automatically stop the service whenever Windows classifies it as “Not responding” (as seen in the Windows Task Manager). Enter the time (in minutes) that you wish to wait before restarting a service that remains non-responsive. Activating this option will also allow Service Protector to detect “zombie” processes, which show up as running in the Task Manager but do not actively respond to the operating system.

**Monitor the service and stop it whenever it fails a “sanity check”:** Check to periodically run your own custom utility to ensure that the service monitored is behaving normally. See Appendix I for details on the Sanity Check Utility.

Click the “...” button to open the window to configure the sanity check program:



**Run:** Enter the full command line for running the sanity check utility, quoting each component that contains spaces. For example:

“C:\Sanity Check\Connect To HTTP Port.exe” 10.10.10.1 80

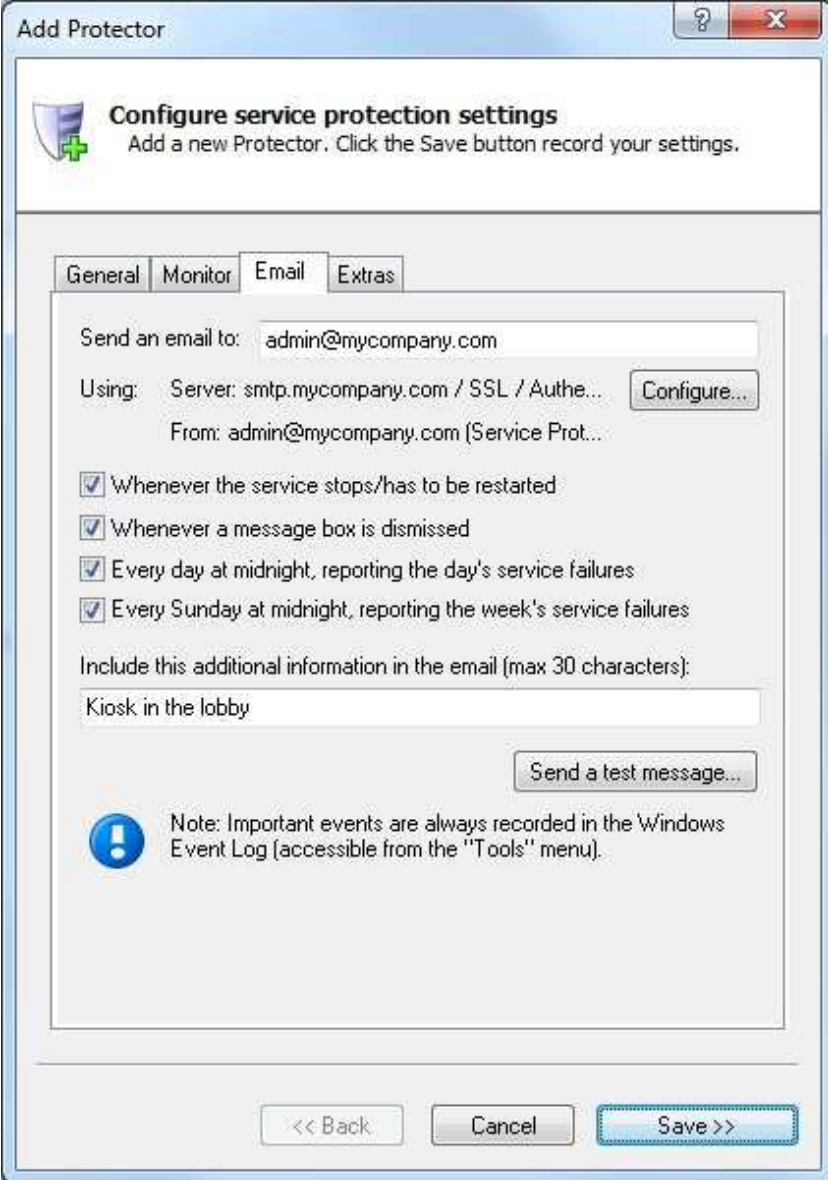
**Every:** Specify the time between each execution of the sanity check utility.

**Monitor the service and stop at the following times:** Check to stop the service (or reboot the machine) at one or more specific times. Use the buttons to the right to add, change or remove the times to stop the service. Note that the service will be restarted as per the schedule indicated on the General tab.



### 4.5.3. The Email Tab

The Email tab describes the email alert settings:



The screenshot shows the 'Add Protector' dialog box with the 'Email' tab selected. The dialog has a title bar with a question mark and a close button. Below the title bar is a header area with a shield icon and the text 'Configure service protection settings' and 'Add a new Protector. Click the Save button record your settings.' The main area contains four tabs: 'General', 'Monitor', 'Email', and 'Extras'. The 'Email' tab is active and contains the following fields and options:

- 'Send an email to:' text box containing 'admin@mycompany.com'
- 'Using:' section with 'Server: smtp.mycompany.com / SSL / Authe...' and a 'Configure...' button
- 'From:' text box containing 'admin@mycompany.com (Service Prot...'
- Four checked checkboxes:
  - Whenever the service stops/has to be restarted
  - Whenever a message box is dismissed
  - Every day at midnight, reporting the day's service failures
  - Every Sunday at midnight, reporting the week's service failures
- 'Include this additional information in the email (max 30 characters):' text box containing 'Kiosk in the lobby'
- 'Send a test message...' button
- Note: Important events are always recorded in the Windows Event Log (accessible from the "Tools" menu).

At the bottom of the dialog are three buttons: '<< Back', 'Cancel', and 'Save >>'.

**To:** The target email address(es). Separate multiple addresses with a space or comma (,).

**Whenever the service stops/has to be restarted:** Check to send an email when the service being monitored stops prematurely/crashes.

**Whenever a message box is dismissed:** Check to send an email whenever Service Protector dismisses a message box on behalf of the service being monitored. The full text of the message box will be included in the email.

**Every day at midnight, reporting the service's activities:** Check to send a nightly email detailing the service's activities over the previous day. A sample report is shown in [section 4.12](#).

**Every Sunday at midnight, reporting the service's activities:** Check to send a weekly email detailing the service's activities over the previous week. A sample report is shown in [section 4.12](#).

**Include this additional information in the email:** Optionally specify some text that will be included in each email message sent. The text will appear in the body, in a line labeled "Additional". If you expect many emails from various similar installations you are encouraged to enter an identifier of some kind here -- one that will help you to identify the source of each message you receive. Please specify at most 30 characters.

**Send a test message:** Clicking this button will generate a test email to the given target address(es) using the settings specified.

**Configure:** Clicking this button will summon the "Configure Email Settings" dialog, where details on the mail server (and more) can be specified:

**Configure Email Settings**

Please specify the email address (and name) that you would like to appear in the "From" field:

Address: admin@mycompany.com  
Name (optional): Service Protector

Please specify the details of your SMTP mail server:

Name/IP: smtp.mycompany.com  
Port: 465 (Default is 25, or 465 for SSL)  
 This server requires encryption: SSL/TLS  
 This server requires authentication: AUTH-LOGIN  
Login: admin@mycompany.com  
Password: .....

Please specify the format of the message:

HTML (almost always the better choice)  
 Plain text (suitable for mobile devices)

Cancel OK

**Address:** The email address that will be displayed in the "From" field of the email messages sent by Service Protector.

**Name:** The name that will be displayed in the "From" field of the email messages sent by Service Protector. This value is optional.

**Name/IP:** Enter the name (or IP address) of your mail server. The server must be able to accept and route standard SMTP traffic. Please consult a system administrator if in doubt.

**Port:** The numeric port on which the mail server is available. Note that the default is 25 for regular SMTP servers and 465 for servers using SSL – please specify one if these if in doubt.

**This server requires encryption:** Check this box if the mail server uses SSL, TLS or STARTTLS. Select the appropriate protocol from the accompanying dropdown.

**This server requires authentication:** Check if the server requires authentication, and select the authentication method. The choices are CRAM-MD5, AUTH-LOGIN, AUTH-PLAIN, and AUTH-NTLM. A login and a password will be required for all but AUTH-NTLM.

**Login:** The user name/login for the mail server.

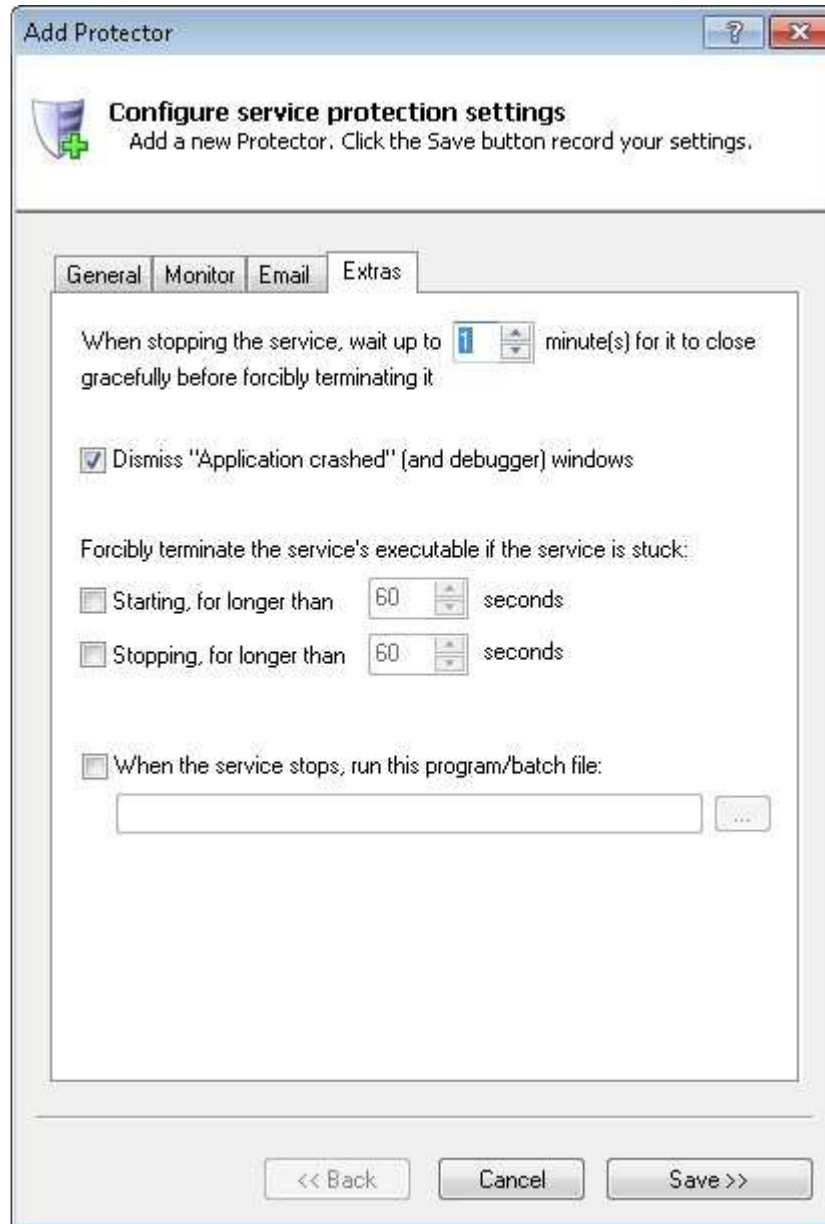
**Password:** The password for the mail server.

**HTML Format:** Select this option to have your emails composed in rich HTML format (the default).

**Plain Text Format:** Select this option to have Service Protector send email in simple text, with no markup. This is an appropriate choice for mobile devices which can not effectively render HTML.

#### 4.5.4. The Extras Tab

This tab contains a few “extra” settings:



**When stopping the service, wait for it to close gracefully before terminating it:** By default, Service Protector will wait for 1 minute for the service to stop gracefully before it terminates the underlying process. You should increase the time here if it can take longer for your service to shutdown properly.

**Dismiss/cancel “Application crashed” (and debugger) windows:** Check to have Service Protector automatically dismiss/cancel message boxes that the service being monitored (or Windows) may pop up while running. This handles the dreaded Application Error dialog, which informs of a crash but still leaves the process running in a vegetative state. This option is particularly useful for developers running their services in debug mode as the standard debug/assert dialogs are handled (and their full textual content captured in the Windows Event Log and email).

**Forcibly terminate the service’s executable if the service is stuck Starting:** If your service can get stuck forever in the Starting state, check this box to have Service Protector terminate it after waiting a while. Specify the amount of time to wait.

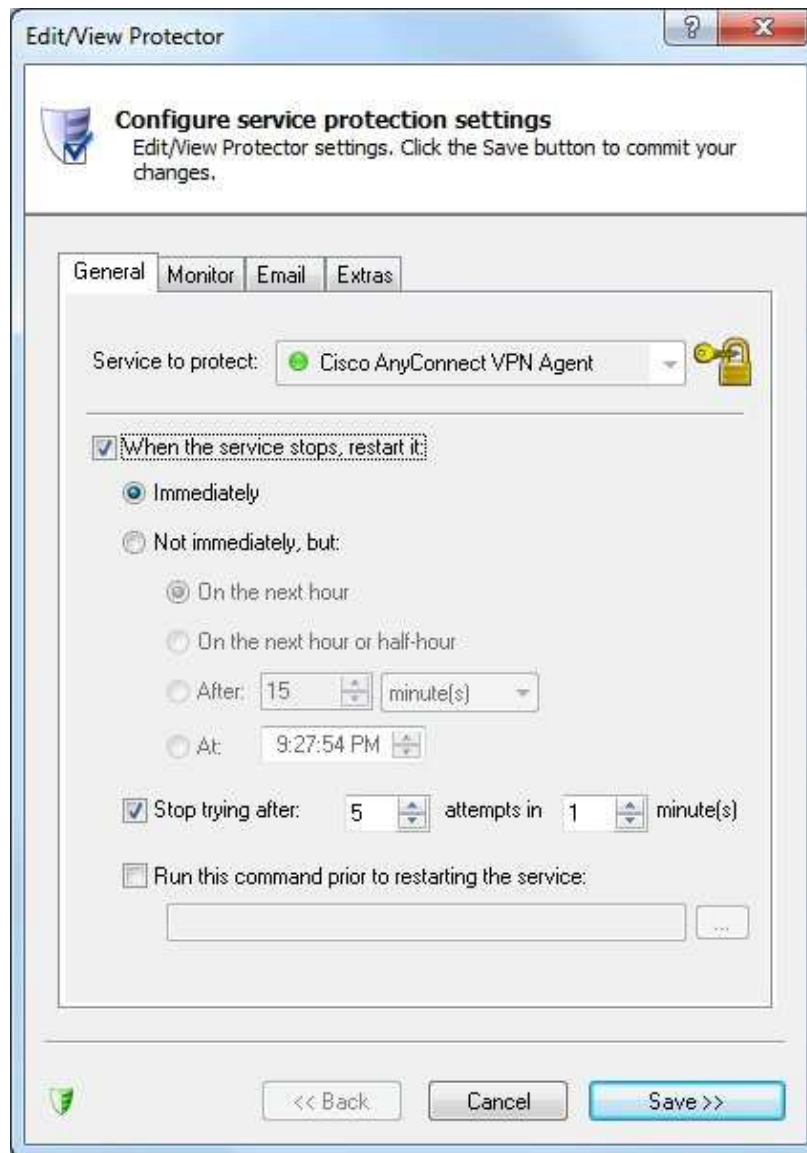
**Forcibly terminate the service’s executable if the service is stuck Stopping:** If your service can get stuck forever in the Stopping state, check this box to have Service Protector terminate it after waiting a while. Specify the amount of time to wait.

**When the service stops, run this program/batch file:** Check to specify a program that will be run whenever Service Protector has detected that the service has stopped. Note that this program will be invoked under all circumstances, independently of how the service stops (normally or abnormally), and that Service Protector will wait for it to complete (except sometimes when the protection is being stopped).

Once all required information has been specified to your satisfaction, click the “Save >>” button to add your new Protector.

## 4.6. Editing Protector Settings

Edit a Protector's settings by either double-clicking on its entry, or highlighting its entry and choosing "Edit/View" from the "Protector" menu. This will bring up the "Edit/View Protector" dialog:



The "Edit/View Protector" dialog is identical to the "Add Protector" dialog described in [section 4.5](#), with the only difference being that the service being protected cannot be changed. Please see [section 4.5](#) for a description of the "Add Protector" dialog.

Click on the “Save >>” or “Save & Restart >>” button to commit your changes. Note that if your Protector is running, it will be briefly stopped while changes are saved, and then restarted in a few seconds. *The service being protected will not be stopped.*



#### **4.7. Starting a Protector**

Start a Protector by highlighting its entry in the list and clicking the “Start” toolbar button, or by selecting “Start” from the “Protector” menu. This functionality will not be available if the selected Protector is already active/running.

#### **4.8. Stopping a Protector**

Stop a Protector by highlighting its entry in the list and clicking the “Stop” toolbar button, or by selecting “Stop” from the “Protector” menu. This functionality will not be available if the selected Protector is not active/running.

#### **4.9. Removing a Protector**

Remove a Protector by highlighting its entry in the list and clicking the “Remove” toolbar button, or by selecting “Remove” from the “Protector” menu. You will be asked to confirm the removal. Note that a Protector cannot be removed while it is active/running.

## 4.10. Reporting on a Service's Activities

As it monitors your service, Service Protector writes relevant information to the "Application" section of the Windows Event Log, including:

- CPU statistics (average / peak)
- Memory statistics (average / peak)
- Service restart events
- Threshold exceeded events (CPU & memory), etc.

Service Protector will summarize this activity in a single web page if you select "Report Activity" from the "Protector" menu and choose whether to see today's or the past week's activity. The report will be opened in your web browser and can be saved in HTML format from the browser. A sample report is below.



**Date & Time:** Thursday, March 25, 2010 12:00:32 AM (Eastern Standard Time)  
**Computer:** kiosk-pc / 192.83.201.153  
**Additional:** XP VM

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**Summary**

Wednesday 3/24/2010	
<b>Number of times run</b>	43
<b>Number of restarts</b>	40
<b>Memory: Average / Peak</b>	3.5 / 49.0 MB
<b>CPU: Average / Peak</b>	4 / 99 %
<b>Time running</b>	23.4 hours
<b>Availability</b>	98 %

Note: Today's statistics may not include all information if the service is currently running.

---

**Details**

**Wednesday 3/24/2010**

Time	Description
10:34:59 PM	The service has been restarted (run #7).
10:34:55 PM	Service Statistics: 2010/03/24 19:57:35 - 2010/03/24 22:34:50 (2.6 hours) CPU (Avg / Max): 0% / 2% Memory (Avg / Max): 3.4MB / 7.0MB
⚠ 10:34:55 PM	Service Protector Agent has detected that the service has stopped.
⚠ 10:34:45 PM	A message box entitled "Microsoft Visual C++ Runtime Library" has been dismissed. The message box contained the following text: Runtime Error! Program: C:\Apps\SPSimulator\ServiceProtectorSimulator.exe This application has requested the Runtime to terminate it in an unusual way. Please contact the application's support team for more information.
07:57:30 PM	The service has been restarted (run #6).
07:57:26 PM	Service Statistics: 2010/03/24 19:10:05 - 2010/03/24 19:57:24 (47.3 minutes) CPU (Avg / Max): 6% / 99% Memory (Avg / Max): 3.4MB / 3.5MB
⚠ 07:57:25 PM	The service has been using on average 97% of the CPU(s) for longer than 2 minutes. It will be terminated.

### **4.11. Exporting a Protector to a File (XML)**

Service Protector allows you to export your Protector's settings to a XML file by either:

- (1) selecting "Export..." from the "Protector" menu and subsequently specifying an XML file to be created, or
- (2) dragging-and-dropping from the list of Protectors to Windows Explorer (or the desktop, etc.) to create a new XML file in the specified location.

The XML file created can be taken to another machine and imported there to re-create the Protector on that machine.

### **4.12. Exporting all Protectors to a Directory**

All Protectors can be exported at once by selecting "Export all..." from the "Protector" menu. You will be prompted for a directory, and an XML file will be created there for each Protector.

Each file name created will resemble:

"<service-name>\_ serviceprotector.xml"

For example, if you have a service called "Firewall", then the exported file will be named "Firewall\_ serviceprotector.xml".

The XML files created can be taken to another machine and imported there to re-create the Protectors on that machine.

### **4.13. Importing a Protector from a File (XML)**

Service Protector allows you to import a previously exported XML file by either:

- (1) selecting "Import..." from the "Protector" menu and selecting the XML file, or
- (2) dragging-and-dropping from Windows Explorer (or the desktop, etc.) to the list of Protectors in Service Protector.

Importing a file will summon the "Add Protector" window (described in [section 4.5](#)) where you can confirm settings and supply passwords if necessary prior to actually creating the Protector.

#### **4.14. Adding a Copy of a Protector**

To make a copy of a Protector, select it in the list and choose “Add Copy...” from the “Protector” menu. This will launch the “Add Protector” window (described in [section 4.5](#)) with all settings copied from the selected Protector. You will have to choose the service to protect before saving.

## 5. Licensing & Registration

Service Protector is free to evaluate for the first 30 days. After the trial period a license must be purchased to continue usage.

Prior to licensing, Service Protector will:

- 1) Show a "Registration" dialog when it is started. Follow the instructions there to purchase a license and register the application.
- 2) Emit registration reminders whenever an email is sent from the program or when a message is added to the event log.

If you find the program useful, we encourage you to license it. The small licensing fee charged will fund continued development of Service Protector and will entitle you to expedited support from Core Technologies Consulting LLC, the author of the software.

Please see:

<http://www.CoreTechnologies.com/products/ServiceProtector>

for the latest licensing and registration information. The software can be purchased there as well (Visa / MasterCard / PayPal / Amazon accepted).

Pricing is as follows (subject to change – please check our web site for the current):

Quantity	Price per license (US dollars)
1	\$69.99
2-9	\$59.99 (a 14% discount!)
10+	\$52.49 (a 25% discount!)
Limited Site	\$999
Unlimited Site	\$1999
Limited Multi-Site	\$1999
Unlimited Multi-Site	\$2799

## 6. Troubleshooting and Reporting Problems

If you encounter a problem while using Service Protector, please send email to: [support@CoreTechnologies.com](mailto:support@CoreTechnologies.com)

Be sure to include the following information:

- Your Operating System
- The version of Service Protector in use
- Detailed steps for reproducing any software bugs/issues

Feel free to send requests for enhancements to the same address, or fill in our Feedback Form:

<http://www.coretechnologies.com/products/ServiceProtector/ServiceProtectorFeedbackForm.html>

## 7. Appendix I: The Sanity Check Utility

Service Protector can periodically run a program (a “Sanity check utility”) to periodically check if the service being monitored is functioning normally. The utility should exit with a return code of:

- 0 when the check succeeds;
- 1 when the check fails and the service should be stopped and restarted as you have configured;
- 10 when the check fails and the computer should be rebooted;
- 100 when the check fails and your service should be stopped **and not restarted**;
- any other value when the check fails due to an error independent of the service being monitored (such as an error internal to the utility), or to simply indicate failure without causing a restart.

In the last case, the service is not restarted but a message is written to the event log (and an email is sent if so configured).

Note that if the sanity check utility fails to complete in 120 seconds, the service will be restarted.

The popular “ConnectToSocketSanityCheck” program (with full source code) is available in the “SanityCheck” sub-directory. Given a host and port on the command line, it returns 0 if a socket could be opened, 1 if the socket could not be opened, and -1 if there was an internal error initializing the sockets API. It can be used to check if a TCP/IP application is accepting connections.

### 7.1. Special Command Line Variables

Service Protector is able to pass your Sanity check program one or more “special” values. Compose your command line with the appropriate string and Service Protector will make the substitution before invoking your program.

Replacement String	Replaced With
\$SERVICEPROTECTOR_PID	The program identifier (PID) of your running service. This can be seen in the Task Manager.
\$SERVICEPROTECTOR_SERVICENAME	The name of the service being protected (the short name).

For example, to have Service Protector pass your sanity check program the service’s program identifier (PID), then your command line might resemble this:

```
C:\myserver\my_check.exe $SERVICE PROTECTOR_PID
```

If your service is running with PID 563, then your Sanity program will be invoked like this:

```
C:\myserver\my_check.exe 563
```

## **7.2. *Checking a Web Server with http-ping***

Our free http-ping utility can also be used to ensure that your web server is serving pages. This sanity check script will use http-ping to try to read a given page from your server and will signal Service Protector to restart your service if the operation fails:

[http://www.coretechnologies.com/products/Service Protector/check-web-server-sanity-check.bat](http://www.coretechnologies.com/products/Service%20Protector/check-web-server-sanity-check.bat)

Please edit the script to specify the address of your own web server/page before using it!

Find out more about http-ping here:

<http://www.coretechnologies.com/products/http-ping/>

## **7.3. *Other Sanity Check Utilities***

We have created a few Sanity Check programs that can be easily downloaded and used free of charge. Please visit our web site to see what is available:

<http://www.coretechnologies.com/products/AlwaysUp/Plugins/>

If you don't find what you need there, please send us an email describing in detail what your Sanity Check should do and we will try our best to create one for you.



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## 8. Appendix II: Working from the Command Line

Service Protector consists of two main executables. *ServiceProtector.exe* is a conventional GUI application used to manage all Protectors, while *ServiceProtectorAgent.exe* is a command-line program that runs behind the scenes to protect each of your services. This section discusses how to use Service Protector from the DOS command prompt.

*Note: On Windows 7, 2008 and Vista, be sure to run the commands from an elevated DOS prompt. Both ServiceProtectorAgent.exe and the NET command (discussed below) require administrative permissions to function properly.*

### 8.1. Importing a Protector

To import and install a Protector described in an XML file, run:

```
ServiceProtectorAgent.exe -import <XML-File-Name>
```

where **<XML-File-Name>** is the full path to an XML file created by exporting a Protector.

A return code of 0 signals success; anything else indicates failure.

### 8.2. Exporting a Protector

To export all the settings from a given Protector to an XML file, run:

```
ServiceProtectorAgent.exe -export <Service-Name> <XML-File-Name>
```

where **<Service-Name>** is the name of the service being protected (Note: not the display name!) as seen in the Windows Services Control Panel application and **<XML-File-Name>** is the full path to the XML file to be created.

A return code of 0 signals success; anything else indicates failure.

*Note: If your protector is configured to send email and you have provided an account for your mail server, your password will not appear in the exported XML file. This is for security purposes. Instead, you will see the text "ENTER A PASSWORD". You will have to replace this placeholder value with the real password if you intend to import this file into Service Protector.*

### **8.3. Starting & Stopping a Protector**

Service Protector creates a Windows Service for each Protector and protection can be stopped and started using the Windows NET command.

To start a Protector, run

**NET START "ServiceProtector: <Service-Name>"**

where **<Service-Name>** is the name of the service being protected (Note: not the display name!) as seen in the Windows Services Control Panel application. For example, if you are protecting a service named "lanmanworkstation" you could start it by running:

**NET START "ServiceProtector: lanmanworkstation"**

To stop a Protector, simply use STOP instead of START:

**NET STOP "ServiceProtector: <Service-Name>"**