
SWsoft, Inc.

System Monitoring Module

Administrator's Guide



(c) 1999-2005

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CHAPTER 1

Preface

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Documentation Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it. For information on specialized terms used in the documentation, see the Glossary at the end of this document.

Typographical Conventions

The following kinds of formatting in the text identify special information.

<u>Formatting convention</u>	<u>Type of Information</u>	<u>Example</u>
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the QoS tab.
	Titles of chapters, sections, and subsections.	Read the Basic Administration chapter.

<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	These are the so-called <i>shared VPSs</i> . To destroy a VPS, type <code>vzctl destroy vpsid</code> .
Monospace	The names of commands, files, and directories.	Use <code>vzctl start</code> to start a VPS.
Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	Saved parameters for VPS 101
Monospace Bold	What you type, contrasted with on-screen computer output.	<code># rpm -V virtuo-<i>release</i></code>
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

Shell Prompts in Command Examples

Command line examples throughout this guide presume that you are using the Bourne-again shell (bash). Whenever a command can be run as a regular user, we will display it with a dollar sign prompt. When a command is meant to be run as root, we will display it with a hash mark prompt:

```
Bourne-again shell prompt    $
Bourne-again shell root prompt  #
```

General Conventions

- Chapters in this guide are divided into sections, which, in turn, are subdivided into subsections. For example, **Documentation Conventions** is a section, and **General Conventions** is a subsection.
- When following steps or using examples, be sure to type double-quotes ("), left single-quotes ('), and right single-quotes (') exactly as shown.

Feedback

If you spot a typo in this guide, or if you have thought of a way to make this guide better, we would love to hear from you!

If you have a suggestion for improving the documentation (or any other relevant comments), try to be as specific as possible when formulating it. If you have found an error, please include the chapter/section/subsection name and some of the surrounding text so that we could find it easily.

Please submit reports by e-mail to userdocs@sw-soft.com.

About the Module

The Watchdog module is a solution that monitors vital Plesk services and notifies in case of service issues via e-mail. It can start, stop, and restart the service daemons it monitors, and it can be configured to take actions depending on the stability of a service over some time period.

The following Plesk services can be monitored:

- Web server providing the control panel interface
- Web server providing WWW service to users' sites
- SMTP Server (QMail)
- IMAP/POP3 Server (Courier-IMAP)
- DNS Server (BIND)
- Tomcat
- ColdFusion
- MySQL
- PostgreSQL
- SpamAssassin
- Dr.Web antivirus

Configuring Monitoring Preferences and Enabling Monitoring

To configure preferences of system monitoring and start monitoring:

- 1** Click **Modules > Watchdog**. A list of Plesk services will be displayed.
- 2** Click the **Preferences** icon in the **Tools** group. A page will open where you can specify the following server-wide monitoring and alerting preferences:
 - **Monitor all services started from the control panel option.** Leave this option selected if you wish the module to monitor all running Plesk control panel services. If you install a new system service later on, the module will automatically start looking after it. Switch it off, if you are going to shut down some of the control panel services and you do not want the module to bring them up automatically or bother you with any alert messages.
 - **Polling interval.** Specify the interval between polls in seconds.
 - **Automatically refresh the service information screen on each poll.** Leave this option selected, if you wish to have the information presented on the screen automatically updated on each poll.
 - **Alert delivery servers (SMTP).** Specify local and/or remote SMTP servers that should be used for sending alert messages. You can specify several host names or IP addresses separated by commas.
 - **Connection timeout.** When the module fails to connect to a mail server within the specified period, it attempts to connect to a next server from the list.
 - **Default recipient's e-mail.** Specify the e-mail address where you wish the alerts delivered. By default, the Plesk administrator's e-mail address is used.
 - **Alert message templates.** You may wish to specify a recipient's address, sender's address, message subject, and alert message text for each of the following service events: service failure, service start/stop failure, and release of service from monitoring due to its permanent failure.
- 3** Once done configuring, click **OK** to submit the settings.
- 4** To start monitoring, click the **Enable** icon in the **Tools** group.

Now the services will be monitored in accordance with the settings you specified. By default the following actions are taken:

- All services are automatically restarted in case of failure
- All services failing 5 times out of 5 polls are released from monitoring
- Alert messages are sent to Plesk administrator's e-mail address on any event

Adjusting Monitoring Preferences for Specific Services

To adjust preferences for specific services:

- 1 Click **Modules > Watchdog**. A list of Plesk services will be displayed.
- 2 Click on a service name. A page will open allowing you to specify the following settings:
 - **Monitoring**. Toggle this to enable/disable service monitoring.
 - The commands to start and stop the service. It is recommended that you leave the prefilled values unchanged.
 - **Minimum polling interval**. It is recommended that you set it to something like 5-10 minutes so as not to increase server load.
 - **Restart service on stop**. Select this to have the service automatically restarted when it stops or does not respond.
 - **Send an alert on stop**. Select this if you wish to be informed of the service stop by e-mail.
 - **Send an alert when failed to restart the service**. Select this and the module will inform you of failures to restart a non-responsive service.
 - **Stop monitoring this service if it fails**. Select this check box and specify the failure ratio. The module will stop monitoring a service that fails a specific number of times.
 - **Alert on release of service from monitoring**. Select this and the module will inform you by e-mail in case of permanent service failures.
 - **Alert message templates**. You may wish to specify a recipient's address, sender's address, and message subject for each of the following service events: service failure, service start/stop failure, and release of service from monitoring due to its permanent failure.
- 3 Once done configuring, click **OK** to submit the settings.

Viewing Service Statuses

To view the state of Plesk services:

- Click **Server > Service Management**. A list of Plesk services will open. From that screen you can manage services and view their statuses.
- OR*
- Click **Modules > Watchdog**. A list of Plesk services will open. From that screen you can view service statuses and manage monitoring preferences.

Troubleshooting

Issue: When I stop Plesk's service, it starts automatically, and the module does not seem to work properly.

Resolution: Make sure you did not remove the Plesk event handlers that are required for the proper work of the module:

```
'Service      started      lowest      (0)      psadm      /usr/local/psa/admin/bin/php
/usr/local/psa/admin/bin/watchdog/start-monit.php <new_service> --plesk-name'
```

```
'Service      stopped      lowest      (0)      psadm      /usr/local/psa/admin/bin/php
/usr/local/psa/admin/bin/watchdog/stop-monit.php <new_service> --plesk-name'
```

Issue: No alerts are delivered.

Resolution: Please check if the outgoing SMTP server settings you specified are correct.

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