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Smart tip: This handbook is also designed to be printed... set your printer's page orientation to landscape format, so there is enough space to place hand-written notes on the left and right margin easily.

Installation and configuration

SunnyScript offers an **optional available installation service**, if you don't want to install the software yourself. Please contact our customer service department by e-mail for detailed information and pricing.

Directory structure...

The software can be installed at any place that allows the execution of CGI software: Most server systems provide a special directory called "cgi-bin" where you have to install the application, while others are not limited to a particular location.

In a common environment, we recommend to create a new sub-directory within the existing "cgi-bin" folder to separate the software from other already installed products.

Required "template.en" directory:

Inside the directory you desired for installation, please create a new sub-directory called "template.en". It's used to hold the content of "template.en" directory delivered with your software package.

Adjust path to Perl:

Open all program files (*.pl and *.cgi) in a text editor and change the first line "#!/usr/bin/perl" that it reflects the correct path to Perl 5 (or higher version) on your system. This is required to let your server know where the Perl interpreter is located.

Usage note: On most systems, /usr/bin/perl is already the default path to Perl and so no modifications are required.

File transfer to the server...

Upload all files to the created directories. If a ftp client is used, ensure to set the "ASCII transfer mode" for file submissions.

Detailed file table: Scheme: [filename | suggested place to upload (short description); file permission]:

Filename...	Description...	Filename...	Description...
*	cgi-bin (program & data files); 755	template.en/*	template.en (templates); 666

Important notes: Please double-check file permissions and transfer mode, otherwise the software may not work as intended. Depending upon the server configuration, different file permissions than the ones stated above may be necessary.

Smart tip: Our installation helper `install.cgi` makes it easier... just call it from your web browsing software (requires correct installation of this script) and it automatically checks your entire installation, adjusts permissions and fixes typical errors.

Configuration...

After you have uploaded all files, you may wish to start the admin panel first time to initialize the system parameters. In order to do so, please call `admin.cgi` with your favorite web browsing software:

Action to perform...	URL to call (location varies on your system, of course)...
Open admin panel	<code>http://www.sunnyscript.com/cgi-bin/sc/admin.cgi</code>

Before you proceed, it is highly recommended to set an administration password. After this is done, access to the admin panel is granted only by authenticating yourself with the chosen password.

Now click on the button "Edit system parameters" and configure the shown parameters according your needs.

Usage note: Since all parameters are automatically filled with correct values, modifications on your side may not be required.

Directories and files:

Name of parameter to set...	Description...
CGI files directory <u>Example:</u> <code>/usr/www/cgi-bin/sc</code>	Absolute path to the location of ServerCheck on your server.
Static HTML file for saving consolidated public testing results <u>Example:</u> <code>/usr/www/htdocs/sc/stats.htm</code>	Absolute path and filename to the desired location of consolidated public testing results. See chapter "Administration panel" for details.
Directory for saving HTML files with per-resource public testing results <u>Example:</u> <code>/usr/www/htdocs/sc/individual</code>	Absolute path to the desired location of testing results created individually per resource. See chapter "Administration panel" for details.

Platform specific settings:

Name of parameter to set...	Description...
Mailing program (for Unix only) <u>Example:</u> <code>/usr/bin/sendmail</code>	Absolute path to Sendmail (or compatible) application on your server.
SMTP server <u>Example:</u> <code>smtp.sunnyscript.com</code>	SMTP server for handling mails; when left blank, default mail application is used. This setting is required for non-Unix systems, otherwise optional.
Don't use flock <u>Example:</u> Unchecked	"flock" is normally supported directly by the operating system; should it be unavailable for any reason (e.g. on Win9x, WinMe), mark this checkbox.
Admin e-mail address <u>Example:</u> <code>admin@sunnyscript.com</code>	E-mail address of the system administrator (e.g. webmaster).

URLs:

Name of parameter to set...	Description...
URL of CGI files directory <i>Example:</i> http://www.sunnyscript.com/cgi-bin/sc	URL to the location of ServerCheck on your server.

Notification parameters:

Name of parameter to set...	Description...
From e-mail <i>Example:</i> info@sunnyscript.com	E-mail address used in the headers of outgoing system messages.
Admin's alert subject <i>Example:</i> An error was reported !	Subject used in the headers of outgoing "resource alert" messages.
Admin's status subject <i>Example:</i> Status message from Server Check	Subject used in the headers of outgoing "resource status" messages.
Admin's alert message See next chapter for an example	Message template used for outgoing "resource alert" messages.
Admin's status message See next chapter for an example	Message template used for outgoing "resource status" messages.
Send status e-mail(s) <i>Example:</i> Checked button	Enable or disable sending of status messages to the administrator.
Admin's status e-mail address(es) * <i>Example:</i> john@sunnyscript.com	E-mail address(es) to which status messages are sent. Separate multiple addresses by comma.
Send alert e-mail(s) <i>Example:</i> Checked button	Enable or disable sending of alert messages to the administrator.
Admin's alert e-mail address(es) * <i>Example:</i> john@sunnyscript.com	E-mail address(es) to which alert messages are sent. Separate multiple addresses by comma. <i>Helpful hint:</i> Add e-mail addresses connected with a pager or mobile phone to get notified about errors wherever you are.
* You can determine additional e-mail address(es) to be notified for each unique resource. For more detailed information, please refer to the next chapter.	

After you have verified all settings carefully, click on the button "Save parameters" to take over modifications to the system. It is also possible to bring back previous values with the "Let the script restore defaults" button.

Congratulations - you have successfully installed the software :-)

Administration panel

The administration panel is a convenient way to work interactively with ServerCheck. You can start the admin panel by calling `admin.cgi` with your favorite web browsing software:

Action to perform...	URL to call (location varies on your system, of course)...
Open admin panel	http://www.sunnyscript.com/cgi-bin/sc/admin.cgi

Admin menu...

This screen allows the following actions:

Main menu options...	Description...				
Choose action	<table border="1" style="width: 100%;"> <thead> <tr> <th>Available selection...</th> <th>Description...</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Available selection...	Description...		
Available selection...	Description...				

	Mgt. of existing resources	Manage the resource database.
	Add resource to check	Add a new resource to the database.
	Perform live testing	Run live tests of all resources in database.
	Show statistics	Check statistics for (selected) resources.
	Logfile maintenance	Clear or edit the current logfile.
Change password	Change admin password.	
Edit templates	Click on this button to edit the layout templates for public statistics.	
Edit system parameters	Click on this button to modify system related parameters.	

Usage note: The top menu line provides links to all menu entries regardless on which screen you are currently. This will help you to navigate more convenient through the software.

Management of resources...

In order to handle and maintain resources, please select the desired action from the main menu. Alternatively you can click on "Browse" in the top menu line shown on each screen.

A list with all resources will appear. Each resource listing includes links for running live tests as well as updating and removing it (see column headlined with "Run action").

Live test of a resource:

Click on "Test" to perform a live test of the concerned resource.

Usage note: When running live tests, also e-mail notifications are sent out and test results become logged.

Update a resource:

Click on "Update" to modify the concerned resource (see part "Add resource to check" for details).

Remove a resource:

Click on "Delete" to remove the concerned resource from the database.

Important note: Please be careful. Once a resource is removed, it cannot be recovered.

Add resource to check...

In order to do so, please select the appropriate link from the main menu. Alternatively you can click on "Add" in the top menu line shown on each screen.

Fill out the shown form and click on "Add resource" in order to take over a new record to the resource database.

ServerCheck asks...	Description...								
Resource	Name of the resource to check (URL or IP address, for example). The following resource protocols are available:								
	<table border="1"> <thead> <tr> <th>Protocol...</th> <th>Description...</th> </tr> </thead> <tbody> <tr> <td>http://</td> <td>Hypertext transfer protocol <u>Sample:</u> URLs (web addresses)</td> </tr> <tr> <td>https://</td> <td>Hypertext transfer protocol secure <u>Sample:</u> Secure URLs, SSL servers</td> </tr> <tr> <td>ftp://</td> <td>File transfer protocol</td> </tr> </tbody> </table>	Protocol...	Description...	http://	H ypertext transfer p rotocol <u>Sample:</u> URLs (web addresses)	https://	H ypertext transfer p rotocol s ecure <u>Sample:</u> Secure URLs, SSL servers	ftp://	F ile transfer p rotocol
Protocol...	Description...								
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https://	H ypertext transfer p rotocol s ecure <u>Sample:</u> Secure URLs, SSL servers								
ftp://	F ile transfer p rotocol								

		<u>Sample:</u> FTP servers										
	pop3://	Post office protocol version 3 <u>Sample:</u> Mail servers										
	socket	Socket connection. If selected, you must specify a port.										
Port (used for socket connections only)	Port used for this resource. Only required for "socket" typed resources. Please refer to "Helpful hints and technical reference" for more information about socket connections and port settings.											
Notification e-mail address(es)	Type in e-mail address(es) to be notified (status and alerts) when resource is checked. Separate multiple addresses by comma. <i>Usage note:</i> Depending upon your settings in "System parameters", also the administrator will receive status and/or alert mails for this resource.											
Alert e-mail subject	Subject used in the headers of outgoing "resource alert" messages.											
Status e-mail subject	Subject used in the headers of outgoing "resource status" messages.											
Alert message	<p>Message template used for outgoing "resource alert" messages.</p> <p>The following variables can be used to customize the messages:</p> <table border="1"> <thead> <tr> <th>Variable...</th> <th>Description...</th> </tr> </thead> <tbody> <tr> <td><!--\$url--></td> <td>Resource tested.</td> </tr> <tr> <td><!--\$statusmsg--></td> <td>Detailed error message.</td> </tr> <tr> <td><!--\$time--></td> <td>Server's date and time stamp.</td> </tr> </tbody> </table>		Variable...	Description...	<!--\$url-->	Resource tested.	<!--\$statusmsg-->	Detailed error message.	<!--\$time-->	Server's date and time stamp.		
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Variable...	Description...											
<!--\$url-->	Resource tested.											
<!--\$status-->	Delivered response code.											
<!--\$statusmsg-->	Detailed status message.											
<!--\$time-->	Server's date and time stamp.											
Send alerts only	Mark this checkbox to send only alerts to the e-mail addresses specified above (e-mail addresses set in "System parameters" are not considered).											
Publish last checking result	Mark this checkbox to point out the last testing result at public statistics.											
Publish all statistics	Mark this checkbox to show all logged statistics.											

Helpful hint: You can update an existing resource at any time by using the "Browse" link in the top menu line.

Perform live testing...

In order to do so, please select the appropriate link from the main menu. Alternatively you can click on "Test" in the top menu line shown on each screen.

Click on this button to perform a live test of all resources currently listed in the resource database. After the test has been finished, you see the statistics for all tested resources.

Important note: Depending upon the number of resources to check and other factors, this process may take several minutes. Please be patient, don't press a button on your browser software or try to start the process again.

Helpful hint: In order to test just selected resources, please go to "Browse database" and click on the appropriate link.

Usage note: When running live tests, also e-mail notifications are sent out and test results become logged.

Show statistics...

In order to do so, please select the appropriate link from the main menu. Alternatively you can click on "Statistics" in the top menu line shown on each screen.

Fill out the form and click on "View statistics" in order to let ServerCheck generate the reports.

ServerCheck asks...	Description...
Start date	Date from which you will see the statistical information; leave this field blank in order to start from the earliest available date. <u>Format:</u> YYYY-MM-DD
End date	Date until you will see the statistical information; leave this field blank in order to use the latest available date. <u>Format:</u> YYYY-MM-DD
Filter	Select a given resource to be listed only or leave the default selection to see statistics of all resources currently active.

The statistics are generated based upon the current log file (see "Logfile maintenance").

Public testing results and statistics...

Overview:

In some cases it is desired to make testing results available to the public by including them into a website (e.g. an Internet presence provider may proof the reliability of its servers in this way).

By default, ServerCheck creates two reports...

A consolidated report containing all resources (as defined at "Static HTML file for saving consolidated public testing results" setting at "System parameters" screen).

And a unique report per resource (as defined at "Directory for saving HTML files with per-resource public testing results" setting at "System parameters" screen). Format of created files: <ID>.htm (<ID> is the resource ID)

Usage note: In order to disable per-resource reports, ensure that the path "Directory for saving HTML files with per-resource public testing results" is left empty.

Manage public results:

In order to enable report creation, please set the matching parameters when creating or modifying a resource (see part "Add resource to check"). If you wish to not show any statistics for a particular resource, just keep these parameters unchecked.

Each time resources are tested (either scheduled or by running a live test from admin panel), the public statistic pages become updated. If a per-resource statistic file does not exist or was removed recently, it will be created automatically.

Important note: When you clean (alter) the log file, all collected statistics will disappear (change) next update cycle.

Helpful hint: By using password protection tools of your server or 3rd-party software, you can limit access of the per-resource statistics, e.g. to provide them only to your supprt staff or customers.

Maintaining the layout templates:

The entire layout of the public statistics can be modified to match your website's design. You may alter existing templates or create new ones with a text or HTML editor of your choice.

However a more convenient way is to use the integrated templates editor accessible via admin panel. There you also find further information about existing templates delivered with the software package.

For each template you create, an informational header can be added containing internal comments and notes not appearing at the template itself. Furthermore it is also possible to copy&paste source code from an outside editor.

Logfile maintenance...

In order to do so, please select the appropriate link from the main menu. Alternatively you can click on "Logfile maintenance" in the upper right corner of the screen.

ServerCheck asks...	Description...
Clear log file partially	Date till you wish to clear all log entries. <u>Format:</u> YYYY-MM-DD
Other log file maintenance tasks Additional tools to manage the log file.	
Clear entire log file	Click on this link in order to remove all log entries. <i>Important note:</i> Once the log is cleared, it cannot be recovered anymore.
Download log file	Click on this link to open a "save file" dialog allowing to save the entire log file on your local computer.
Edit log file	Click on this link in order to edit the logfile (you may also copy & paste its content to other applications). <i>Important note:</i> This is intended for experienced users only.

Scheduling

The main purpose of ServerCheck is to run regular checks of all resources listed in its database. This can be achieved by configuring the scheduling tool of your server.

The following chapter will describe how to use Cron (Unix platforms) to schedule ServerCheck.

Important note: The scheduling tool of your server (depending upon the used operating system) can be different. In this case, please contact your webhoster's support department for more details.

Task scheduling (using Cron)...

General information:

The file to schedule is `cron_run.pl` of ServerCheck (this works also with other scheduling tools).

Usage note: For detailed information about Cron and how to manage scheduling on your server, please refer to available literature or contact your webhoster's support department.

Direct editing of Cron file:

Some possible Cron entries may look like the following:

Sample setting...	Cron entry...
Run ServerCheck daily at midnight	<code>0 0 * * * <perl> /<path>/cron_run.pl</code>
Run ServerCheck Mondays at 15:00	<code>0 15 * * 1 <perl> /<path>/cron_run.pl</code>

Technical note: <perl> must be replaced with your Perl interpreter; <path> means the path to the ServerCheck installation (location of cron_run.pl). Multiple entries are possible (e.g. to run it at different times).

Command line Cron scheduler:

If you're new at Cron scheduling, you can use our command line scheduler to add a new entry to your Cron file. The scheduler will be called from the command line...

Action to perform...	URL to call (location varies on your system, of course)...
Call Cron scheduler	<perl> cron_edt.pl

Technical note: <perl> must be replaced with your Perl interpreter; ensure that you're in the ServerCheck directory.

Now follow the provided instructions. After configuration, the matching entry will be added to your Cron file automatically.

Helpful hints and technical reference

Applications for socket connections...

Socket connections can be used to check special services. In the following we have collected some popular applications for sockets (please refer to available literature for more in-depth details):

Application...	Description...
FTP (data)	Protocol: Socket Port: 20
FTP (control)	Protocol: Socket Port: 21
Telnet	Protocol: Socket Port: 23
SMTP service (simple mail transfer protocol)	Protocol: Socket Port: 25
Nameserver	Protocol: Socket Port: 42
Domain name service	Protocol: Socket Port: 53
Gopher	Protocol: Socket Port: 70
Finger	Protocol: Socket Port: 79
HTTP (hypertext transfer protocol)	Protocol: Socket or http:// Port: 80
POP2 or POP3 service (post office protocol version 2/3)	Protocol: Socket (for POP2) or pop3:// (for POP3) Port: 109 (for POP2) Port: 110 (for POP3)
Ident authentication service	Protocol: Socket Port: 113
NNTP service (network news transfer protocol)	Protocol: Socket Port: 119
IMAP service (internet message access protocol)	Protocol: Socket Port: 143
IRC (internet relay chat)	Protocol: Socket Port: 194

LDAP service (lightweight directory access prot.)	Protocol: Socket Port: 389
HTTPS service (secure http)	Protocol: Socket or https:// Port: 443

How to...

... check CGI based software working correctly:

Select "http://" as protocol and type in the URL to the software you wish to check. If it works properly, the program will reply with a "200 - OK" response each time it is tested.

... watch domain name registrations:

You may wish to watch domain names in registration process for becoming alive. Select "http://" as protocol and type in the domain name to check. As soon as the concerned domain is connected, you should get a "200 - OK" response.

... watch IP addresses:

Select "http://" as protocol and type in the IP address you wish to check (handled equal to domain names).

... watch resources requiring authentication:

Use "username:password@" string before the original URL, like "http://iam:mypwd123@www.sunnyscript.com/content" or "ftp://you:abc123@ftp.sunnyscript.com/private". In this way, ServerCheck is able to access most password protected areas.

Popular response codes...

Response codes are shown in e-mail messages (field <!--\$status-->). Here are the most frequently used ones:

Response code...	Description...	Response code...	Description...
200 - OK	Okay	402 - Payment required	Not able to fulfill at current payment
201 - Created	New address successfully created	403 - Forbidden	Wrong permissions to access
202 - Accepted	Request accepted	404 - File not found	Impossible to retrieve requested URL
301 - Moved perm.	Moved permanently	500 - Internal error	Error during data processing
302 - Moved temp.	Moved temporarily	501 - Not implemented	Requested service not supported
400 - Bad request	Syntax error in request	502 - Server overloaded	Busy - service unavailable
401 - Unauthorized	Authentication failed	503 - Service unavail.	Timeout exceeded; request stopped

Usage note: Depending upon accessed server, there may be additional response codes or shown ones have different meaning.

Forgot your admin password ?

If you forgot your admin password, you must remove the admin password file named `admin.pass` located in "auth" directory (see software directory of ServerCheck). Then you can set a new password next time you access the admin panel.

Customer services

Depending upon your license type, this software package includes various support services. Please refer to the license document or visit our website for more information about available services.

Before you contact our customer service department, please read this manual first. In most cases you find the answer here. However if you still experience problems, we will be more than happy to help you...

For all support inquiries, please contact support@sunnyscript.com and provide the following information:

- * The license number of the concerned product.
- * A close description of the problem or question you have (no file attachments, please).
- * For technical inquiries: Used server environment, URL of admin panel & admin password.

Now we wish you a great time with our software products :-)

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