

Taro Software Inc.

Website: www.tarosoft.com

Telephone: 703-405-4697

Postal address: 8829 110th Lane, Seminole Fl, 33772

Electronic mail: Contact1@tarosoft.com



IsItUp Quick Start Manual

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2 Introduction

Is it up or is it down? IsItUp monitors multiple devices around the clock and notifies you, via email or pager, of the status of your devices, when it goes down, and when it comes back up! IsItUp maintains complete statistics for each device it monitors, including up time, maximum response time, minimum response time, standard deviation and a host of other measurements. What's more, for pingable devices, it tracks the last successful and last failed Traceroute so you can determine where the breakdown occurred. This is a great feature for tracing intermittent problems.

Here are just a few of IsItUP's many features:

- Easy to install and use
- A special setup wizard to get you started monitoring within minutes
- Device monitors include TCP/IP Port Monitor, Ping Monitor, Advanced Website Monitor, Roundtrip Email Monitor, Disk Space Monitor, Windows Service Monitor, POP3, IMAP4, and SMTP Monitors and many more
- Checks servers, Email servers, switches, routers, etc.
- Graphical interface is easy to customize and use
- Configuration "wizard" makes it easy to add devices and configure options
- Reports on uptime, Average response time, Summary reports, and Graphic reports
- Web view using built-in web server so status can be viewed anywhere including mobile devices

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Lots of Notifications options:

- Notification by pager
- Mail,
- Play a wav file, or execute a batch job
- Multiple people can receive status notifications and each person has their own rules
- Rules allow you to specify how many times a query fails Notify on every "nth" failure
- Option to notify you when an device returns to operation (comes back up)
- Email alert when device fails telling how many times device has failed
- Email alert when device recovers tells how long it was down

3 System Requirements

Microsoft® Windows® XP and above

512 MB of RAM (1024 MB or more recommended)

50MB of available hard drive space for program installation

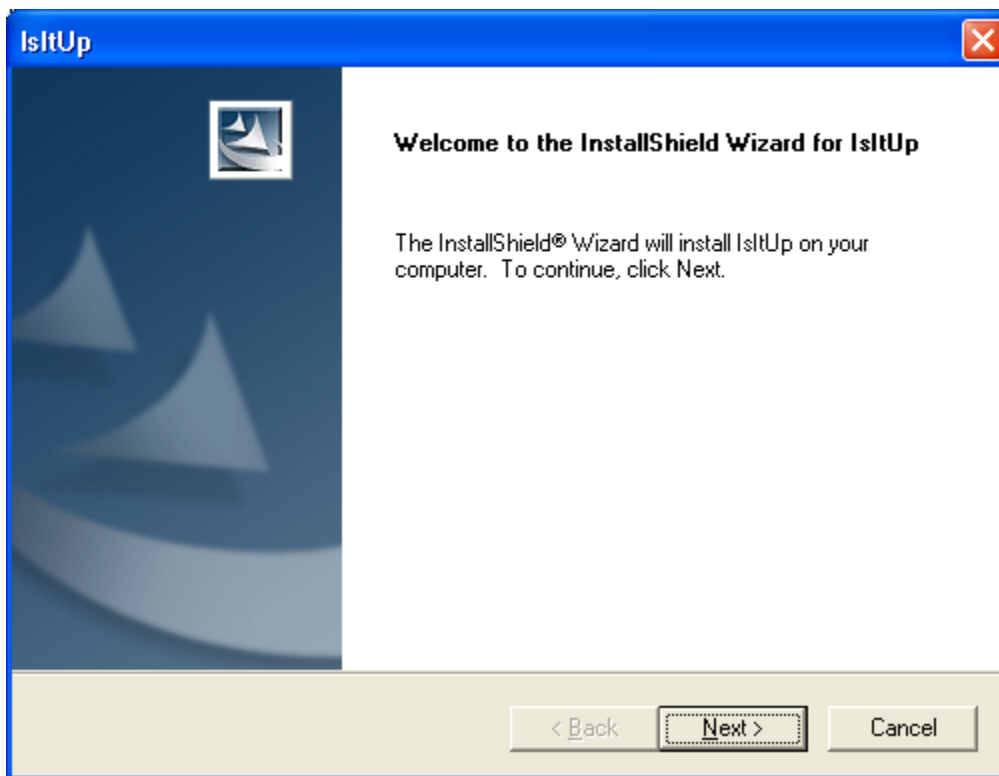
1 GB or more of available hard drive space for Event Log

Windows-compatible display with at least 800x600 resolution

4 Install and Uninstall

4.1 IsItUp Install

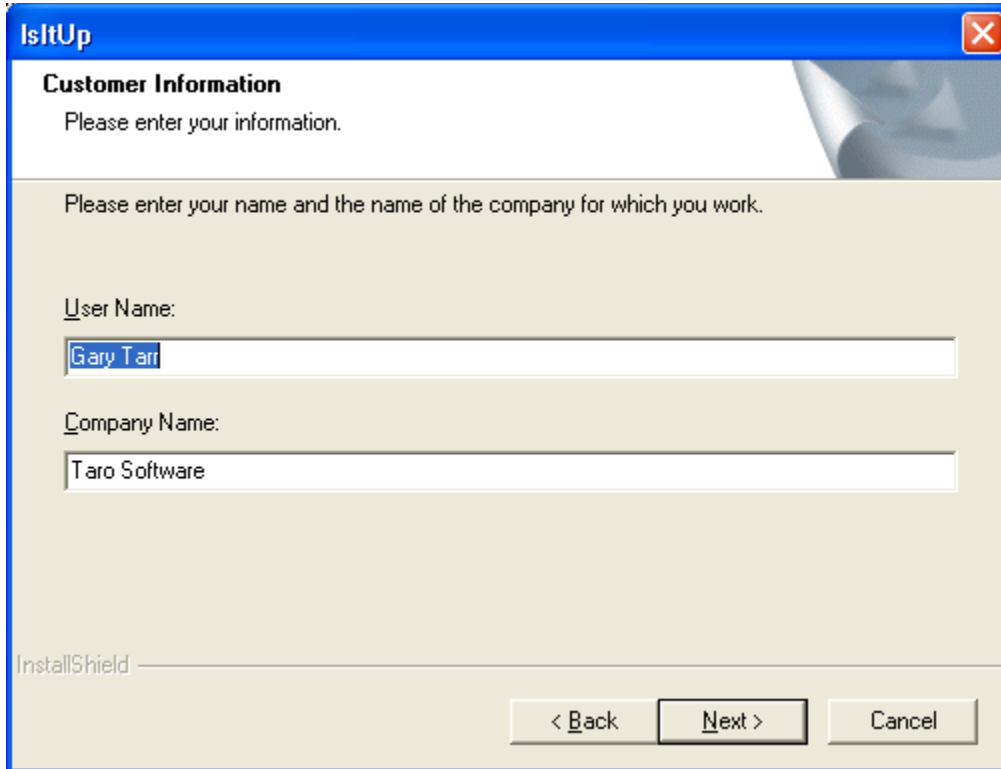
IsItUp can be downloaded from WWW.TaroSoft.com. To install, simply execute the installer. The installation is similar to other windows program installation. The first screen will be as follows:



Simply select Next to get started with the installation.



Please read the License Agreement and select Yes to indicate your acceptance.



The screenshot shows a Windows-style dialog box titled "IsItUp" with a close button in the top right corner. The dialog is titled "Customer Information" and contains the following text and fields:

Please enter your information.

Please enter your name and the name of the company for which you work.

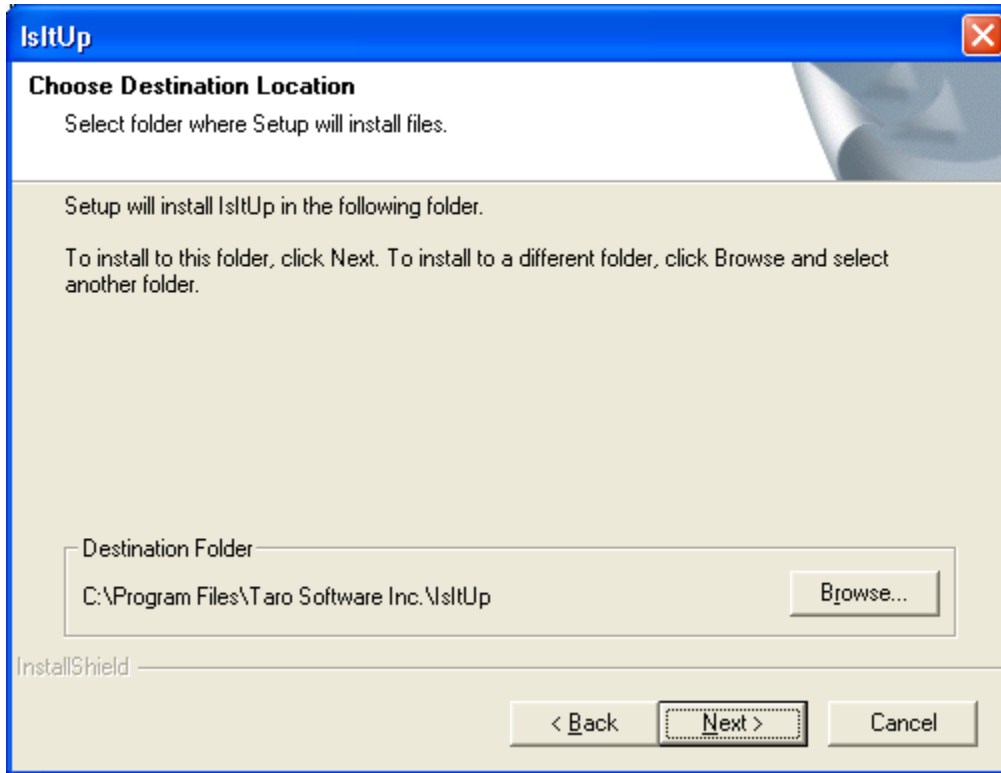
User Name:

Company Name:

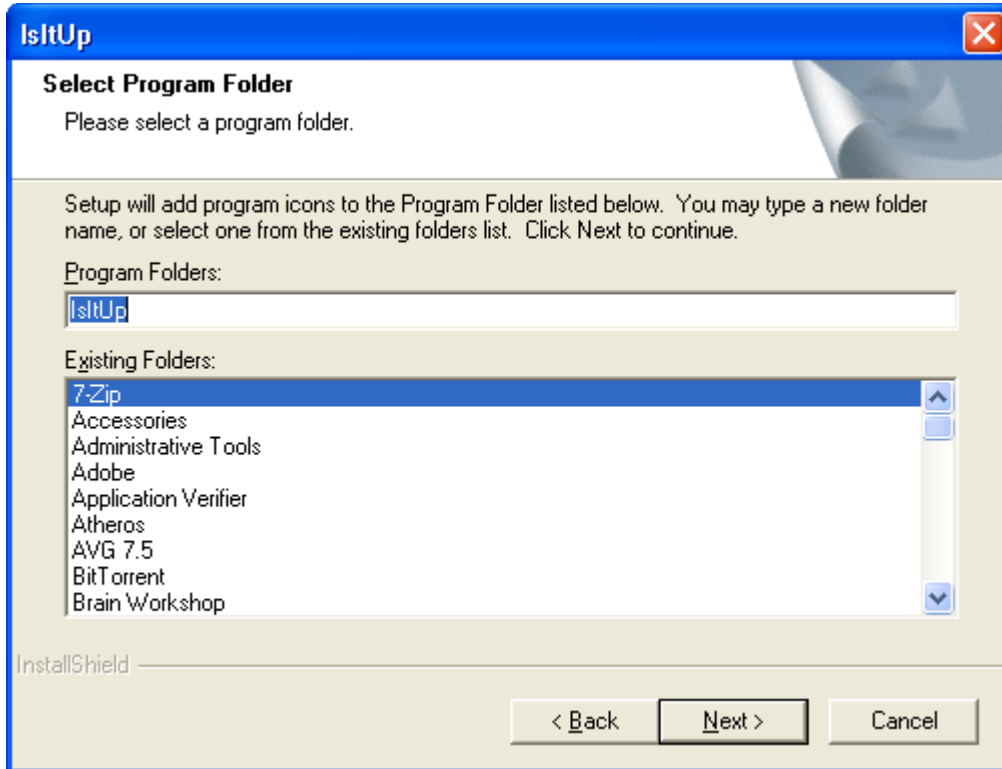
At the bottom left, it says "InstallShield". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

For a typical installation, accepting the defaults for the customer information is fine.

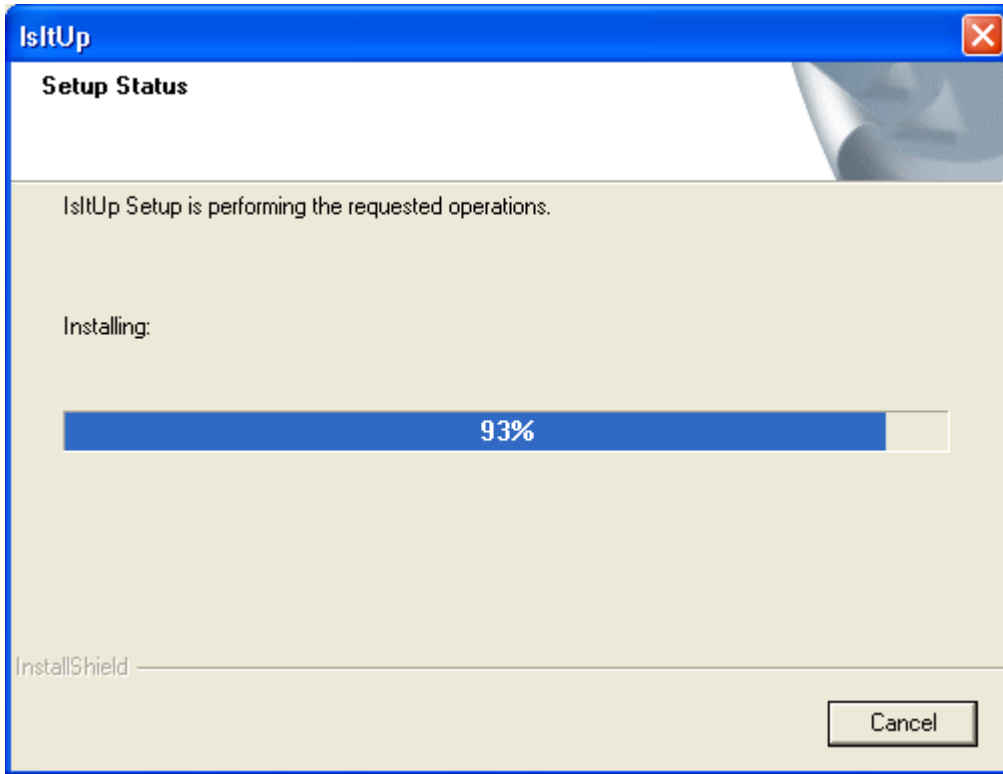
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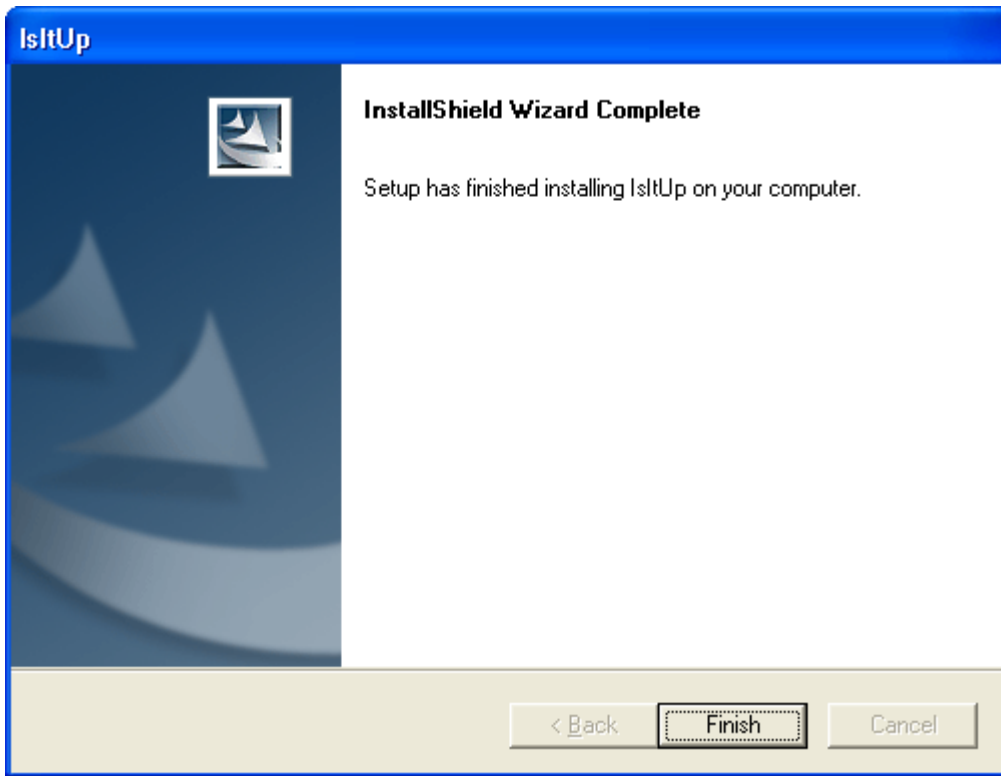
Select Browse to select a different location for the installation or select Next to accept the defaults.



Select Next to have the IsItUp icons added to your Program folder.



IsItUp will now be installed. A progress bar will show the status of the installation.



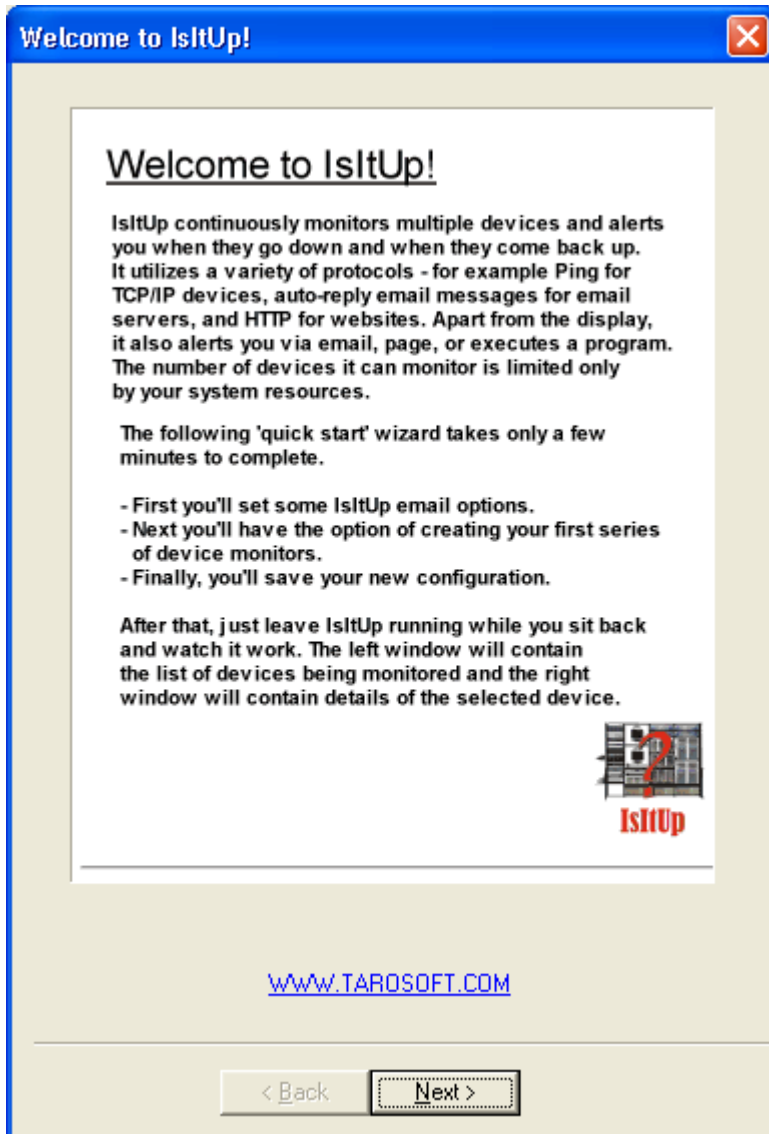
Select Finish to complete the installation.

4.2 IsItUp Uninstall

IsItUp is uninstalled the same as most windows programs by selecting Start/Control Panel and selecting the Add/Remove Program wizard. Then select IsItUp from the list of programs. Finally, select the Change/Remove button to remove IsItUp from your computer.

5 Initial Configuration

The first time you start IsItUp, it will launch a quick start wizard to help configure IsItUp and get you started monitoring quickly. The introductory screen appears below which gives you basic instructions.




Select Next to start initial configuration.

5.1 Mail Configuration

In order for IsItUp to send out mail alerts or test Email systems, a mail relay needs to be configured. If you are not planning on sending out mail alerts or testing mail systems, this section can be skipped. IsItUp supports both MAPI and Internet mail systems. The MAPI mail system is used to support Microsoft Exchange but may be used with Lotus Notes, Novell GroupWise or any other MAPI compatible system. The Internet mail system can be used with a large variety of mails systems including many of the free mail systems such as Gmail.

Step 1 - Setup Mail System Parameters

Setup Mail System Parameters

IsItUp needs a host email system to support two functions: Email Alerts and the Email Loop Monitor for monitoring email servers. To support these functions, select either Internet or MAPI protocols or none if not needed. If the Internet protocol is selected and the Email Loop Monitor is not needed, there is no need to enter the Pop3 information as receiving emails is only required if the Email loop monitor is being used. The Email Loop Monitor used to monitor email servers may leave excess emails in the IsItUp host email account; check the box to have IsItUp automatically delete the messages from the account on startup. Warning: this will delete all messages in the Inbox permanently. 

Select Email System: None Internet Email MAPI Email

Outgoing server (SMTP):

Outgoing message From address:

Enable email loop monitor:

Incoming server (POP3):

Pop3 username:

Pop3 password:

Advanced settings:

MAPI profile name:

Password:

Delete all email in host inbox at startup:

5.1.1 Internet Mail Configuration

When IsItUp is configured to use the Internet mail option, it can be configured to support sending mail alerts and testing Email systems. If you do not need to test an Email system, leave the “Enable EMail loop monitor” checkbox unchecked as it will cause extra processing as testing an Email server requires checking for incoming mail. Checking for incoming mail can significantly slow startup time depending on the connection speed and the number of emails currently in the inbox. Once you have completed the configuration, always click the “Test Email Connection” to make sure your settings are correct.

Step 1 - Setup Mail System Parameters

Setup Mail System Parameters

IsItUp needs a host email system to support two functions: Email Alerts and the Email Loop Monitor for monitoring email servers. To support these functions, select either Internet or MAPI protocols or none if not needed. If the Internet protocol is selected and the Email Loop Monitor is not needed, there is no need to enter the Pop3 information as receiving emails is only required if the Email loop monitor is being used. The Email Loop Monitor used to monitor email servers may leave excess emails in the IsItUp host email account; check the box to have IsItUp automatically delete the messages from the account on startup. Warning: this will delete all messages in the Inbox permanently. **IsItUp**

Select Email System: None Internet Email MAPI Email

Outgoing server (SMTP):

Outgoing message From address:

Enable email loop monitor:

Incoming server (POP3):

Pop3 username:

Pop3 password:

Advanced settings:

MAPI profile name:

Password:

Delete all email in host inbox at startup:

! Tip

If you do not need to test an Email system, leave the “Enable EMail loop monitor” checkbox unchecked.

! Tip

Always click the “Test Email Connection” to make sure your settings are correct.

On this screen you can define the following fields:

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Outgoing server (SMTP)	Name or IP address of your SMTP server to be used as your mail relay.
Outgoing message from address	The mail address to be used as the address on the from line of the mail messages IsItUp sends. It can be any valid email address such as MailAlerts@AnyCompany.com .
Enable email loop monitor	Check this check box if you are using the email loop back test monitor to test email systems.
Incoming server (Pop3)	Name or IP address of your Pop3 Email server
Pop3 username	Email account user name
Pop3 password	Email account password
Advanced settings	Click this button if you need to set encryption (SSL/TLS) options or non-standards ports
Delete all Email in inbox at startup	Caution should be used when selecting this option as all the email in the selected in box will be deleted.

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5.1.2 Mapi Mail Configuration

IsItUp can be configured to work with Mapi compliant mail systems such as Microsoft Exchange and Lotus Notes as well as others. If you are using Microsoft Exchange, you should only specify the profile name as the password is included in the profile. Other mail systems may require the passwords be specified.

The screenshot shows the 'System Parameters' dialog box with the 'Setup Mail System Parameters' tab selected. The dialog has a title bar with a close button. Below the title bar are several tabs: 'Setup IsItUp Parameters', 'Setup Modem Parameters', 'Setup Event Log Parameters', 'Setup Run as Service Parameters', 'Setup Web Access Parameters', 'Setup Mail System Parameters', and 'Setup Ping Parameters'. The 'Setup Mail System Parameters' tab is active and contains the following text:

Setup Mail System Parameters

IsItUp needs a host email system to support two functions: Email Alerts and the Email Loop Monitor for monitoring email servers. To support these functions, select either Internet or MAPI protocols or none if not needed. If the Internet protocol is selected and the Email Loop Monitor is not needed, there is no need to enter the Pop3 information as receiving emails is only required if the Email loop monitor is being used. The Email Loop Monitor used to monitor email servers may leave excess emails in the IsItUp host email account; check the box to have IsItUp automatically delete the messages from the account on startup. Warning: this will delete all messages in the Inbox permanently.

Select Email System: None Internet Email MAPI Email

Outgoing server (SMTP):

Outgoing message From address:

Enable email loop monitor:

Incoming server (POP3):

Pop3 username:

Pop3 password:

Advanced settings:

MAPI profile name:

Password:

Delete all email in host inbox at startup:

At the bottom are buttons for 'OK', 'Cancel', and 'Help'.

! Tip

If you are using Microsoft Exchange, you should only specify the profile name as the password is included in the profile.

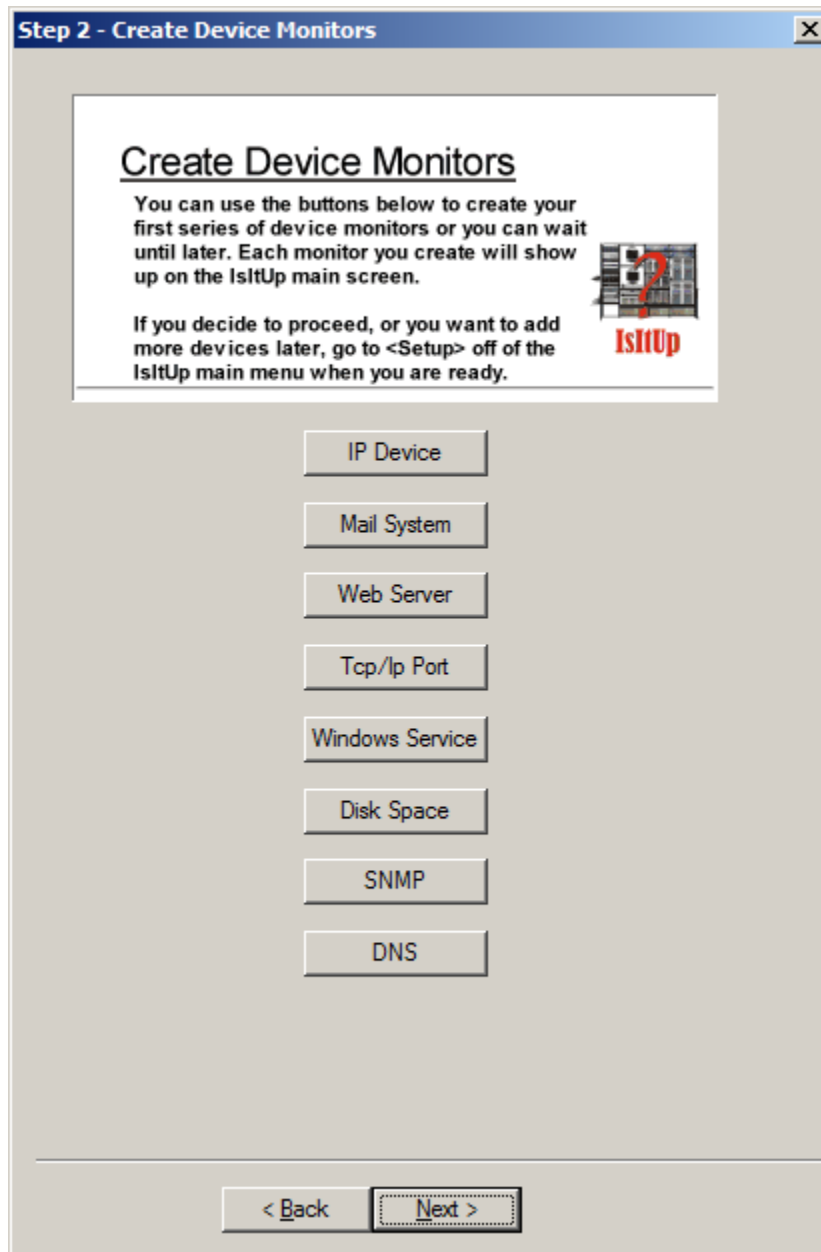
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On this screen you can define the following fields:

Mapi profile name	Name of the Mapi profile configured on this machine. If you plan on running IsItUp as a service, make sure the account you use to run IsItUp under as a service has a Mapi profile as Mapi profiles are account specific.
Password	The password for the account specified by the profile. The password is usually not specified as it is included in the profile.
Delete all Email in inbox at startup	Caution should be used when selecting this option as all the email in the selected in box will be deleted.

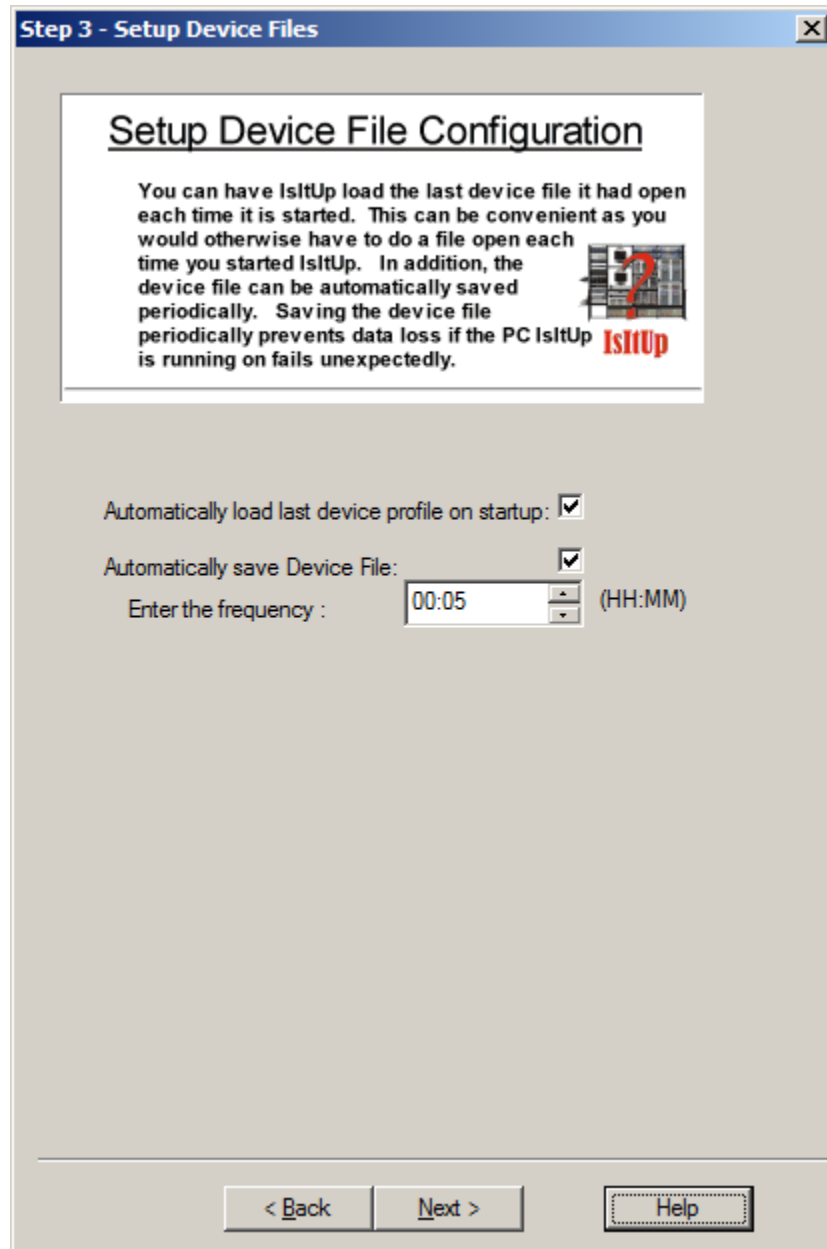
5.2 Create initial device monitors

Select each button one or more times to create a monitor for each of your devices. If you did not configure an Email system, the mail system monitor will not be available. For more information on creating device monitors, consult the Help from the main menu or press F1 on any screen.



5.3 Save Device Monitors

Leave the checkbox checked to have the last Device monitor save and restored when IsItUp is opened or closed.



5.4 Setup Run as a Service

IsItUp can be run as a service on all versions of Windows starting with Windows XP. Installing IsItUp as a service will allow IsItUp to continue running even if you log off the PC. In addition, IsItUp will startup when the OS starts making IsItUp always available.

Step 4 - Setup Run As Service Parameters

Setup Run as Service Parameters

IsItUp requires certain settings to enable it to run as a service (ie. the program runs even though you are logged off of that computer). Check the checkbox if you want to enable IsItUp to run as a service. Now enter the Username, Password, and Domain for a valid user account with the appropriate access rights to run IsItUp as a process. Note: the account must contain a valid MAPI profile for IsItUp to use MAPI services while running as a service.

Check to enable run as service:

User Name: administrator

Domain or Workgroup: TaroSoft.com

Password: xxxxxxxx

Test Logon

< Back Next > Help

On this screen you can define the following fields:

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User Name:	Enter the user name for a user account on your operating system. Note: if you plan on using MAPI, this account will also have to have a MAPI profile associated with it.
Domain or Workgroup:	Enter the Domain Name associated with the above account or if a local account, the name of the machine
Password:	Enter the password associated with the above account.
Test Logon:	Press this button to test that the account information above works.

In order to configure IsItUp to run as a service do the following:

1. Create or select an account in the administrator group on the local machine. This account will be used when running IsItUp as a service. You can use a domain account but for security reasons, you may want to use only a local account.
2. Logon to an account with administrator privileges. This can be the same account created or selected in step 1.
3. After starting IsItUp, select the Setup menu item from the main menu.
4. A drop down menu will be displayed. Select the System Parameters option from this menu.
5. A tabbed dialog will be displayed. Select the "setup run as a service" tab as shown above.
6. Fill in your Username, Domain or workgroup, and your password of the account created / selected above in step 1. If your machine is not in a domain, use the machine name instead. Be sure to click the test button to make sure all is well.
7. Click Ok.
8. On the File menu, select run as service. If you are running on Windows XP or Windows Server 2003, IsItUp will start up again and look much the same except that it will be running as a service. If you are running Vista and above, IsItUp will launch the IsItUp Service Manager instead of the interactive UI. The service manager may be used to control IsItUp when it is running as a service and return it to interactive mode. In either case, IsItUp will start automatically when you boot your computer. In this mode of operation, there is no way to exit IsItUp since it is running as a service. However, you can stop IsItUp from running as a service by selecting "Run Interactively" from the File menu if running on Windows XP or Windows 2003. If running on Windows Vista and above, you can stop IsItUp from running as a service by selecting "Run Interactively" from the Service Manager. In either case, after IsItUp returns to interactive mode, you can exit IsItUp as you normally would by selecting File/Exit from the main menu.

5.5 Setup Web Access

IsItUp has a built-in web server that provides you the status of your devices from any place on the web. You can configure IsItUp to allow access to test results in real time over the internet by configuring the built in Web Server. You can use the standard port 80 or any other port if 80 is already in use on the machine IsItUp is installed on. You can also set the browser reload interval for the client browsers. This will cause the client browsers to request a reload of the web page at the specified rate. Finally, you can also specify the type of security for accessing the page. Please be cautioned that if you choose basic authentication, the user name and password will be sent back to the server as a base 64 encoded string. Since this is a well know algorithm, the password is essentially being sent as clear text.

Step 5 - Setup Web Access Parameters

Setup Web Access Parameters
Select the port you want to run the internal web server on. Then select the browser reload rate. The reload rate is how often a browser that is viewing the IsItUp web page will be updated. Finally, selected the security options. Caution, if you select basic authentication, the passwords will be send over the internet in the clear.

Check to enable web access:

Http port:

Browser reload interval:

Enable anonymous access:

Enable basic authentication:

Set user name and password:

User name:

Password:

Passthru to O.S.:

< Back Next > Help

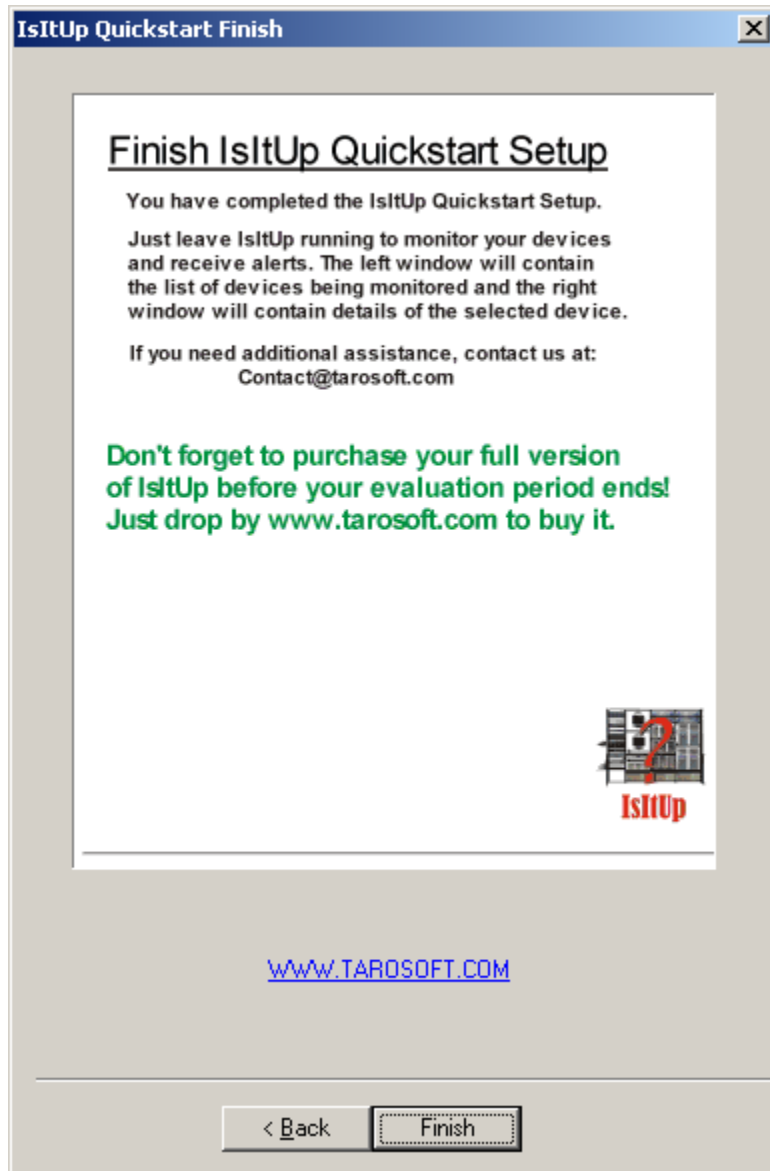
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On this screen you can define the following fields:

Check To Enable Web Access:	Click this check box to enable access from a web browser. If this checkbox is not checked, the built-in web browser will not be started.
Http port:	The port the web server will be running on. The default is 80.
Browser reload interval:	The refresh rate for client browsers. The minimum is 30 seconds.
Enable Anonymous Access:	If specified, all security will be turned off and any one can access the web page.
Enable basic authentication:	A user name and password will be required to access the page. You may choose between specifying a user name and password or having the user name and password authenticated by the operating system IsItUp is running on.

5.6 Finish IsItUp Quick Start Setup

After you click the finish button, IsItUp will begin to test the devices you setup. You can create, delete, and modify additional devices as well as manages alerts and many other features. Please consult the system help for more information.

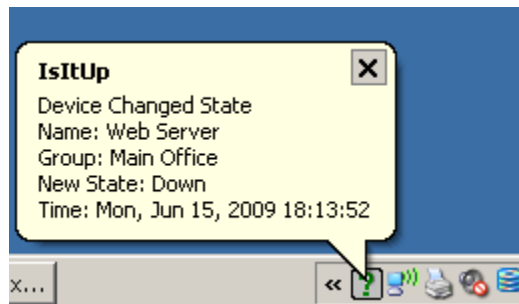


6 Run minimized to the system tray

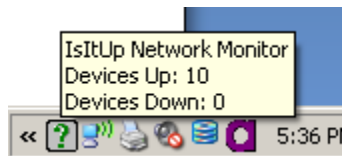
Try minimizing IsItUp to the system tray. Just set the option on the file menu. The next time you minimize IsItUp using the normal minimize button in the upper right corner of the IsItUp's main window, you will see a question mark in the tool tray.



The question mark will be green if all your devices are up and blinking red if some devices are down. If a device has failed and recovered, the question mark will be yellow. Whenever a device fails or recovers, a balloon tip will pop up providing you addition information.



Finally, whenever you place your mouse over the IsItUp question mark in the system tray, you will get a tool tip of the current status of your network.



This behavior can be disabled if desired by selecting the Setup/System Parameters from IsItUp's main menu and then selecting the Setup IsItUp Parameters tab.