LetUknow User Guide

MH Software

I

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- What does it do?
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Logging and reporting

- View log
- Export log
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Configure your notification and logging options

- Options
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2 Contacting MH Software

- Contact MH Software at info@mhsoftware.co.uk
- Visit them on the web at <u>mhsoftware.co.uk</u>
- Alternatively you can write to:

MH Software Wynford Industrial Park Belbins Romsey Hants UK SO51 0PE

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3 Introducing LetUknow

3.1 What does it do?

LetUknow provides a "peace of mind" method of monitoring your LAN and resources. You can specify numerous jobs and tests in advance on a "set and forget" basis. LetUknow then runs these jobs at regular intervals chosen by you. If a test fails, the appropriate individuals are notified immediately via email, network messaging or printed copy, letting you respond to a problem before your users start to complain.

IP LetUknow is a "must-have" utility for anyone supporting a range of IT equipment.

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LetUKnow 3.2

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Useful Features

LetUknow has been developed for easy use and provides many useful features including:

- Set "ping" tests" for each server, router or other network component on your LAN or WAN
- Supports up to 50 users
- Set free disk space thresholds for all shared drives
- Set checks for maximum size of any folder on the network.
- Check for existence of a specified file on the network
- Check UNC path availability
- All tests executed automatically according to your specified schedule
- Select users to be notified and <u>notification methods</u> to be employed
- View log of all completed tests or just those that have passed or failed
- Export log as a CSV file to your spreadsheet or database application
- Select specific tests to run with a simply mouse click.
- Configure Reports and email them to selected users.

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Main Screen 4

LetUknow has been developed for easy use and all main functions are readily accessed from the main user screen.

Click on the image for more details.



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4.1 File Menu

Click on image for more details.

<u> </u> ew	Ins
눹 New duplicate	Ctrl+C
📝 <u>E</u> dit	Ctrl+E
🗙 <u>D</u> elete	Del
🚺 E <u>x</u> it	Ctrl+X

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4.3 Tools Menu

Click on image for more details.

٩	Options	Ctrl+O
22	<u>U</u> sers	Ctrl+U
Ø	Message Build	der
4	Print Yesterda	ays Log

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4.4 Help Menu

Click on image for more details.

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Main Toolbar		

All main functions can be accessed from the main toolbar. Click on the image for more details.



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5 Jobs

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5.1 Add a job

To add a new job, click on the <u>main toolbar</u> or select "New" from the <u>File menu</u>. The Job Details dialog will be displayed.

Job Details	×
Configure your jobs and select users to receive notifications	₫
Job Details Notification	
Job <u>N</u> ame	
Test for master file Accelerate on failure	
Job <u>Type</u> Run every Run every	
File must exist 12 thours 1 thours index is the index is th	
File	_
File C:\Documents and Settings\Owner\Desktop\VIP\Master\Master	2
OK & Run <u>O</u> K <u>C</u> ar	ncel

Enter a **Job Name** and select the <u>Job Type</u> from the drop-down list. Depending on which type of test you choose, you will be prompted for various data. In the above example, "File must exist" has been selected and so you are prompted for the location of the file that must exist. Click to browse for the file. See job types for details of other tests.

Schedule

You can schedule how often your job will run, in hours and minutes. A default **Jobs time** can be set from the <u>Options menu</u>. If the **Accelerate on failure** box is checked, you can choose the new interval at which the test will be performed.

LetUKnow Notification

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Click the notification tab to configure notification methods.

When you have entered the required settings you can save the job by clicking **OK** or can choose to run it immediately by clicking **OK & Run**.

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5.2 Job types

The following tests can be scheduled using LetUknow:

Ping test- enter the IP address/ PC name and the timeout interval for the ping in milliseconds.

File must exist-enter the location of the file.

File must not exist-enter the location of the file.

Check Folder size- enter the location of the folder and the maximum size allowed in Mb.

Check UNC availability-enter UNC location.

Check for low disk space-specify drive and minimum space allowed in Mb.

Check file size-enter file location and maximum size allowed in Mb.

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5.3 Notification

Job Details	×
Configure your jobs and select	users to receive notifications
Job Details Notification	
User(s) to Notify	
John Growler Steve Ruddle Trudie England	Choose users Notification Frequency Every fail ▼ Additional Message (Message Builder) <not entered=""></not>
Play sound notification	
Failed notification sound	Successful notification sound
	OK & Run OK Cancel

LetUknow allows you to specify **who** and **when** to notify about a test result. Click "Choose users" to select exactly who will be notified from a list of all <u>configured users</u>. Additional users can easily be <u>added to the list</u>.

Select when users will be notified by specifying the "Notification Frequency". The options are:

- Every fail
- Every fail, single successful
- Single fail, single successful

An **Additional Message** can be appended to the standard test result. New messages can be configured using the <u>Message Builder</u>.

If the **Play sound notification** box is checked, an audible alert will be played to the selected users. Click $\stackrel{\frown}{\Longrightarrow}$ to browse for the appropriate WAV files.

Prou can specify the **notification methods** for individual users from the <u>Users</u> function.

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11 LetUKnow 5.4 Duplicate a job

To duplicate a job, highlight an existing job and select **New Duplicate** from the <u>File menu</u> or the <u>main toolbar</u>. The <u>Job details</u> dialog will be displayed for the highlighted job and you can edit as required.

Use this function as a quick way to create lots of similar jobs.

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5.5 Edit a job

To edit a job, highlight an existing job and select **Edit** from the <u>File menu</u> or <u>main toolbar</u>. The <u>Job details</u> dialog will be displayed for the highlighted job and you can edit as required.

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5.6 Delete a job

To delete a job, highlight it and select **Delete** from the File menu or main toolbar.

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5.7 Select jobs



Check the box next to your chosen Job to "select it". A job will only be run if it is selected in this way.

Use this function to switch configured jobs "on" and "off" without having to delete them completely. If a job is required at a later date it can be reactivated with a simple mouse click.

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5.8 Run all jobs

Select Run all jobs from the main toolbar to start all currently selected jobs.

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5.9 Run selected job

Select Run selected job from the main toolbar to start the job that is currently highlighted.

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5.10 Successful job

🐂 LetUknow [Running]						
Eile <u>T</u> ools <u>V</u> iew <u>H</u> elp)					
🛛 🗋 <u>N</u> ew 🏼 🖉 Edit 🗙 🖸	elete 🏾 🌬 <u>R</u> un all jobs	[> Run <u>s</u> elected job	🕵 <u>U</u> sers	🍈 Options	🔟 Message Builder	🔊 Log
Job Name	Туре	Details			Lastrun	Next run
🗹 🐑 Disk space test	Check Disk Space	Test for a minimum of	100MB on dr	ive "C"	Today 08:59	Today 09:00
🗹 🔎 Test for master file	File Must Exist	The following file mus	t exist (C:\Do	cuments an	Today 08:59	Today 20:59
					-	
Time	Details					
💿 08/10/2003 08:57:10	LetUknow v2.00 BETA 5	5.2 started				
✔ 08/10/2003 08:58:53	Job "Disk space test" wa	as successful with 22,71	8 Mb free spa	ace. Minimum (allowed is 100 Mb	
✔ 08/10/2003 08:59:33	Job "Test for master file"	was successful - File lo	cated (C:\Doo	cuments and S	ettings\0wner\Desktop	\VIP\Master\Ma
✔ 08/10/2003 08:59:34	Job "Disk space test" wa	as successful with 22,71	8 Mb free spa	ace. Minimum (allowed is 100 Mb	
Idle					🙂 No selecte	ed jobs failed 🛛 🖽

Each time a job runs successfully, the result is displayed in the lower window next to a \checkmark .

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13 LetUKnow 5.11 Failed job

🐂 LetUknow [Running]]					_ 0	×
Eile <u>T</u> ools <u>V</u> iew <u>H</u> elp	5						
🛛 📄 <u>N</u> ew 🏼 🖉 Edit 🗙 🛛	Delete 🏾 🌬 <u>R</u> un all jobs	[> Run <u>s</u> elected job	🥵 Users 🛛 🧕) Options	🔟 Message Builder	🔈 Log	
Job Name	Туре	Details		ĺ	Last run	Next run	
⊠ ⊚Disk space test	Check Disk Space	Test for a minimum of	100MB on drive	"C"	Today 09:24	Today 09:25	
🗹 🔎 Test for mas	File Must Exist	The following file	must exist (C:	4	Today 09:25	Today 10:25	
							_
Time	Details						
08/10/2003 09:22:35	Job "Disk space test" wa	is successful with 22,71	2 Mb free space	e. Minimum al	lowed is 100 Mb		
✔ 08/10/2003 09:23:36	Job "Disk space test" wa	is successful with 22,71	2 Mb free space	e. Minimum al	lowed is 100 Mb		
✔ 08/10/2003 09:24:36	Job "Disk space test" wa	is successful with 22,71	2 Mb free space	e. Minimum al	lowed is 100 Mb		
🔀 08/10/2003 09:25:17	Job "Test for master file"	failed with the following	information - Un	able to find fil	e "C:\Documents and	Settings\Owner\	
08/10/2003 09:25:18	Sent On Screen notificati	on via "NET SEND" to	John Growler			-	
08/10/2003 09:25:18	Sent On Screen notificati	on via "NET SEND" to	Steve Ruddle				
✔ 08/10/2003 09:25:18	Sent On Screen notificati	on via "NET SEND" to	Trudie England				
							•
Idle					🥮 1 SELECT	ED JOB(S) FAILED	.::

If a job fails, the result is displayed in the lower window next to a imes. The failed Job Name will turn red as in the example above and the number of failed jobs will be displayed as below.

🥮 1 SELECTED JOB(S) FAILED 🖽

Solution: When a failed job is subsequently successful, the Job name will revert to its original font colour.

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5.12 View last result

Select **View last result** from the <u>View Menu</u> or <u>main toolbar</u> to see the last outcome of the currently highlighted job.

For example:

Informa	Information 🔀			
(į)	29/10/2003 14:23:50 Job "Test for master file" was successful - File located (C:\Documents and Settings\Owner\Desktop\VIP\Master\Master)			
	ОК			

Back to Main Screen



Select Users from the main toolbar to add, edit, change or delete a user.

Administer Users	×			
Add, change and delete users 🥵				
John Growler Steve Ruddle	Add			
Trudie England	<u>E</u> dit			
	<u>D</u> elete			
	Class			

To add or change the properties of a user, fill in the appropriate details as below.

User Details	2
Set up details of use	ers 🧏
<u>N</u> ame	Steve Ruddle
PC Name/User	SteveR
Email address (MAPI)	steve@ourplace.co.uk
Email address (<u>S</u> MTP)	steve@ourplace.net
Notifty <u>V</u> ia	 EMail notification via MAPI EMail notification via SMTP ✓ Network Message Printer notification
	<u> </u>

Select the methods that will be available this user.

Remember that you must enter all the information relevant to the chosen notification method. For example, if you select email (MAPI) you must provide an appropriate email address for this service.

To delete a user, highlight them in the user list and click **Delete**.

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7 Options

The options menu is accessed from the <u>Tools Menu</u> or the <u>main toolbar</u> and is used to configure notification and logging preferences. The following tabs are available:

- email MAPI
- email SMTP
- on screen
- jobs/notify
- reports

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7.1 email MAPI

Options		×		
Configure notification options and logging				
EMail MAPI	EMail SMTP On Screen Jobs/Notify Reports			
∨ Use <u>E</u> m	ail notification (MAPI)			
<u>U</u> ser name				
<u>P</u> assword	Confirm			
P <u>r</u> ofile	Microsoft Outlook			
<u>S</u> ubject	*** IMPORTANT EMail notification from LetUknow ***			
		4		
	<u> </u>			

Check Use Email notification (MAPI) to enable user notification by this method.

Enter the appropriate **User name**, **Password**, **password confirmation** and **Profile** for this service.

Enter the **Subject**. This will be displayed at the top of all notification emails sent to users using this service.

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17 LetUKnow -7.2 email SMTP

Options		×
Configure noti	fication options and logging 🥼)
	EMail SMTP On Screen Jobs/Notify Reports	
✓ Use <u>E</u> mail r	notification (SMTP)	
Port	25 🜲	
S <u>M</u> TP Server	pc	
<u>F</u> rom address	LetUknow@yourcompany.c	
<u>S</u> ubject	*** IMPORTANT EMail notification from LetUknow ***	
	<u>D</u> K <u>Cancel</u>	

Check Use Email notification (SMTP) to enable user notification by this method.

Enter the appropriate **Port**, **SMTP Server** and **From address** for this service.

Enter the **Subject**. This will be displayed at the top of all notification emails sent to users using this service.

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7.3 on screen

C	Options	×
	Configure notification options and logging	4
	EMail MAPI EMail SMTP On Screen Jobs/Notify Reports Use Net Send (Windows NT) Use Send To (Novell)	
	<u>O</u> K	icel

Check the appropriate box to enable the on screen text messaging service that will be used for user notification.

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7.4 jobs/notify

C	ptions		×
	Configure notification options and	1 logging	4
	EMail MAPI EMail SMTP On Scr	een Jobs/Notify Reports	
	Auto run selected jobs on startup	Default jobs time	60 🜲
		Default jobs run type	minutes 🔻
	Display notification failures	Retain log history for (days)	100 🜲
			Cancel

When **Auto run selected jobs on startup** is checked, all selected jobs will automatically run on startup of LetUknow.

Select the **Default jobs time** in minutes or hours. This will set the default time interval between executions of the job.

When **Delete failed notifications** is enabled, all notifications that were not delivered successfully will be deleted.

When **Display notification failures** is enabled, notification failures will be displayed in the log.

Select the number of days to retain log history.

Is Log history can be retain for a maximum of 100 days.

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ptions	2
Configure notification options and logging	9 🦺
EMail MAPI EMail SMTP On Screen Jo	obs/Notify Reports
Weekly disk space	dd
	Edit
	Delete

<u>0</u>K

<u>C</u>ancel

Click "Add" to compile a new report type.

🐄 Report Properties	-DX	1 Report Propertie	25	
Select Jobs and Users to report on	4	Select Jobs and U	lsers to report on	4
Name		Name		
Weekly disk space		Weekly disk space		
Erequency		Erequency		
Weekly	•	Weekly		•
Time of day StartNextRun 09:15 • 08/10/2003 Jobs Users Disk space test Choose	▼ e Jobs	Time of day 03:15 Jobs Users John Growler Steve Ruddle Trudie England	StartNextRun 08/10/2003	e Users
<u>D</u> K <u>C</u> ancel	Help		<u>QK</u> ancel	Help

Give the Report a Name, Frequency, time of day and date for the start of next run.

You then need to select all the **Jobs** and **Users** that will be included in the Report by clicking "Choose Jobs" or "Choose Users" as appropriate. The following dialogs will be displayed:



Simply tick the required elements and they will be included in the Report. Reports will be emailed to the appropriate users by their selected email method.

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LetUKnow

Message builder

The message builder lets you customise on screen and email messages . Select Message Builder from the $\underline{\text{Tools menu or }}$ main toolbar.

🙀 Message Builder	
Customise on screen and email messages	1
Original word(s)	
Word(s)	
"NET SEND"	Add
Cannot ping host	
Error sending Email	
File located	Delete
File not found free space. Minimum allowed is	
has been detected. Minimum allowed is	
has been found	
host responded	
is	
Job	
Low disk space	
Maximum folder size allowed is	
Performing notifications	
Printed notification for	
Running	
Sent Email notification to	
Sent On Screen notification via	
	Claus

Click Add to create a new message.

Word Properties	×
Original word(s)	
<not entered=""></not>	
Actual word(s)	
	<u>R</u> estore <u>D</u> K <u>C</u> ancel

Write your new message and click **OK** to save. New messages will be available for selection when you configure the notification for a <u>new job</u>.

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Is you edit an existing message you can revert to the original text by clicking **Restore**.

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9 Log

Select Log from the View menu or main toolbar to view log details.

🦎 Log Inl	ormation								
View and	Save info	rmation about	all or sele	ected	jobs				
Filter on jo	<all jobs<="" th=""><th>></th><th></th><th>•</th><th>Filter on <u>e</u>ntries</th><th><all entries=""></all></th><th></th><th></th><th>- 🧕</th></all>	>		•	Filter on <u>e</u> ntries	<all entries=""></all>			- 🧕
From	27/10/2	003 🔻	To	27/1	0/2003 🔹]			
Time		Details							
27/10/20 27/10/20 27/10/20 27/10/20	03 15:07:09 03 15:08:11 03 15:57:35 03 15:57:49 03 16:09:20	LetUknow v2. Job ''Test for Job ''Test for LetUknow v2. LetUknow v2.	00 BETA 5. master file" (master file" (00 BETA 5. 00 BETA 5.	2 starl was su 2 shul 2 starl	ted uccessful - File locat uccessful - File locat tting down ted	ed (C:\Docur ed (C:\Docur	nents and Se nents and Se	ttings\Owner\ ttings\Owner	D D
* 3 CS	¥								lose
Entries = 5									

You can specify the exact dates that you are interested in and filter the information according to Job name and log entry. The possible log entries are:

- failed job
- successful job
- successful notification
- failed notification
- internal error
- startup/shutdown

The log can be exported.

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9.1 print yesterday's log

Select **Print yesterday's log** from the <u>Tools menu</u> to print a copy of the log from the preceding day.

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9.2 Export log

Click **CSV** at the bottom of the log viewer to export the details in CSV file format.

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10 System tray

LetUknow can be minimised to sit in your system tray, saving you room on your screen.



The system tray context menu looks like this.



Click on image for more details.

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11 Context menu

A Context Menu refers to additional functions can be access by right-clicking the mouse at certain points on the screen.

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12 About

Displays the version number of LetUknow that you are running.

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13 Tip of the day

Shows the current "Tip of the Day". Check box to view a tip at startup.

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14 Exit

Select Exit from the File Menu to exit LetUknow.

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