

LetUknow User Guide

MH Software

Table of Contents

Foreword	0
Part I Contents	3
Part II Contacting MH Software	4
Part III Introducing LetUknow	4
1 What does it do?	4
2 Useful Features	5
Part IV Main Screen	5
1 File Menu	6
2 View Menu	7
3 Tools Menu	7
4 Help Menu	7
5 Main Toolbar	8
Part V Jobs	8
1 Add a job	8
2 Job types	9
3 Notification	10
4 Duplicate a job	11
5 Edit a job	11
6 Delete a job	11
7 Select jobs	11
8 Run all jobs	12
9 Run selected job	12
10 Successful job	12
11 Failed job	13
12 View last result	14
Part VI Administer users	15
Part VII Options	16
1 email MAPI	16
2 email SMTP	17
3 on screen	17
4 jobs/notify	18
5 reports	19

Part VIII Message builder	21
Part IX Log	22
1 print yesterday's log	23
2 Export log	23
Part X System tray	23
Part XI Context menu	24
Part XII About	24
Part XIII Tip of the day	24
Part XIV Exit	24
Index	25

Introduction

- [What does it do?](#)
- [Useful Features](#)
- [Contact MHSsoftware](#)

Jobs

- [Add a job](#)
- [Job Schedule](#)
- [Job types](#)
- [Notification](#)
- [Select jobs to run](#)

Users

- [Administer users](#)
- [Specify notification methods](#)

Logging and reporting

- [View log](#)
- [Export log](#)
- [Print yesterday's log](#)
- [Email reports to users](#)

Configure your notification and logging options

- [Options](#)
- [Message Builder](#)

2 Contacting MH Software

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

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


[Back to Main Screen](#)

[Back to Contents Page](#)

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.

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

[Back to Main Screen](#)

[Back to Contents Page](#)

3.2 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 [notification methods](#) 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.

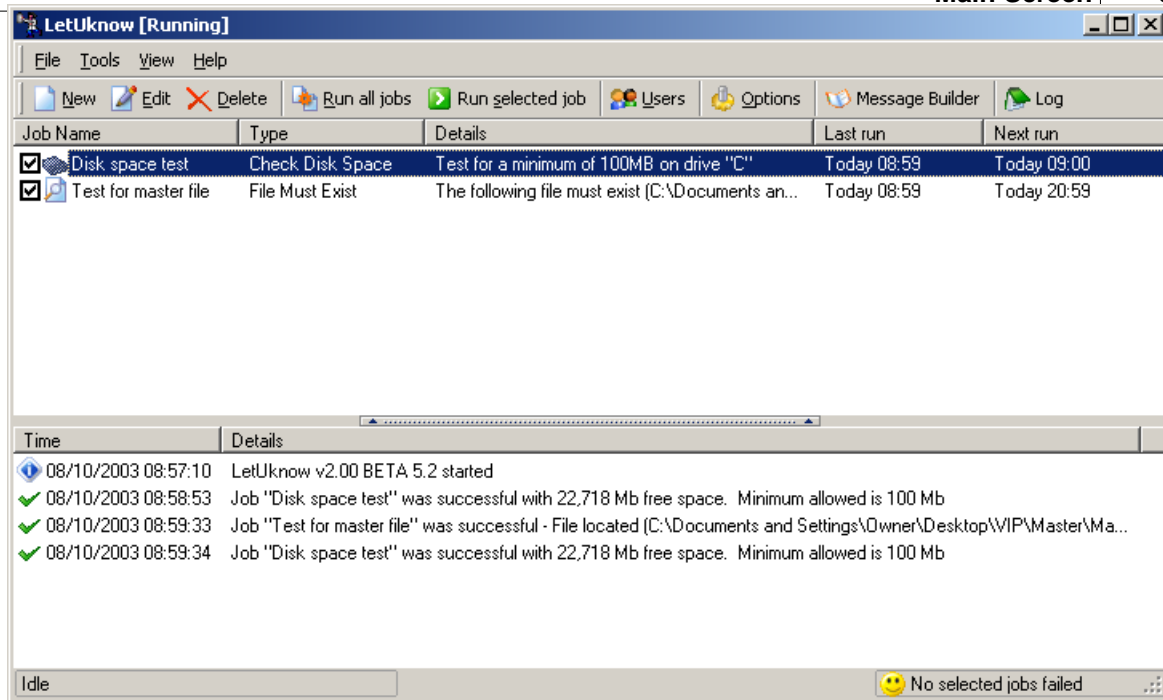
[Back to Main Screen](#)

[Back to Contents Page](#)

4 Main Screen

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

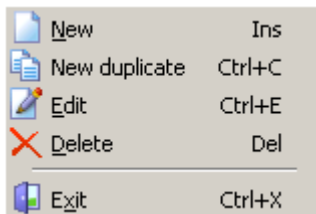
Click on the image for more details.



[Back to Contents Page](#)

4.1 File Menu

Click on image for more details.

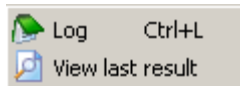


[Back to Main Screen](#)

[Back to Contents Page](#)

4.2 View Menu

Click on image for more details.

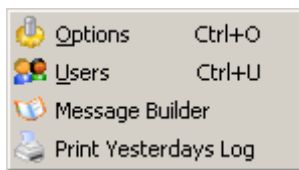


[Back to Main Screen](#)

[Back to Contents Page](#)

4.3 Tools Menu

Click on image for more details.

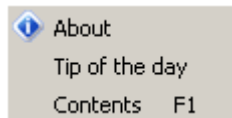


[Back to Main Screen](#)

[Back to Contents Page](#)

4.4 Help Menu

Click on image for more details.

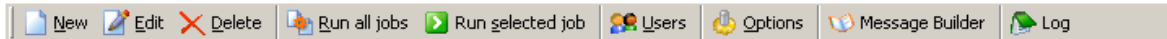


[Back to Main Screen](#)

[Back to Contents Page](#)

4.5 Main Toolbar

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




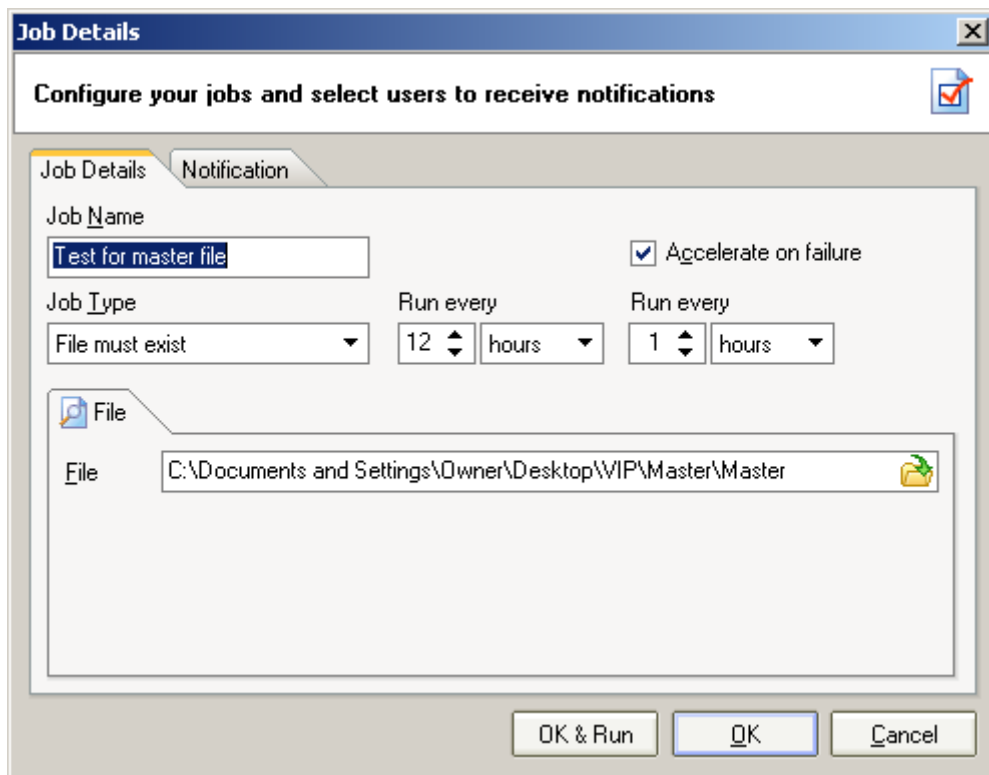
[Back to Main Screen](#)

[Back to Contents Page](#)

5 Jobs

5.1 Add a job

To add a new job, click  on the [main toolbar](#) or select "New" from the [File menu](#). The Job Details dialog will be displayed.




The Job Details dialog box is titled "Job Details" and has a subtitle "Configure your jobs and select users to receive notifications". It features two tabs: "Job Details" (selected) and "Notification".

Under the "Job Details" tab, there are several fields and controls:

- Job Name:** A text box containing "Test for master file".
- Job Type:** A drop-down menu showing "File must exist".
- Run every:** Two sets of controls. The first set has a spinner box set to "12" and a drop-down menu set to "hours". The second set has a spinner box set to "1" and a drop-down menu set to "hours".
- Accelerate on failure:** A checked checkbox.
- File:** A section with a "File" icon and a text box containing the path "C:\Documents and Settings\Owner\Desktop\WIP\Master\Master". To the right of the text box is a folder icon.

At the bottom of the dialog, there are three buttons: "OK & Run", "OK", and "Cancel".

Enter a **Job Name** and select the [Job Type](#) 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 [Options menu](#). If the **Accelerate on failure** box is checked, you can choose the new interval at which the test will be performed.

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**.

[Back to Main Screen](#)

[Back to Contents Page](#)

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.

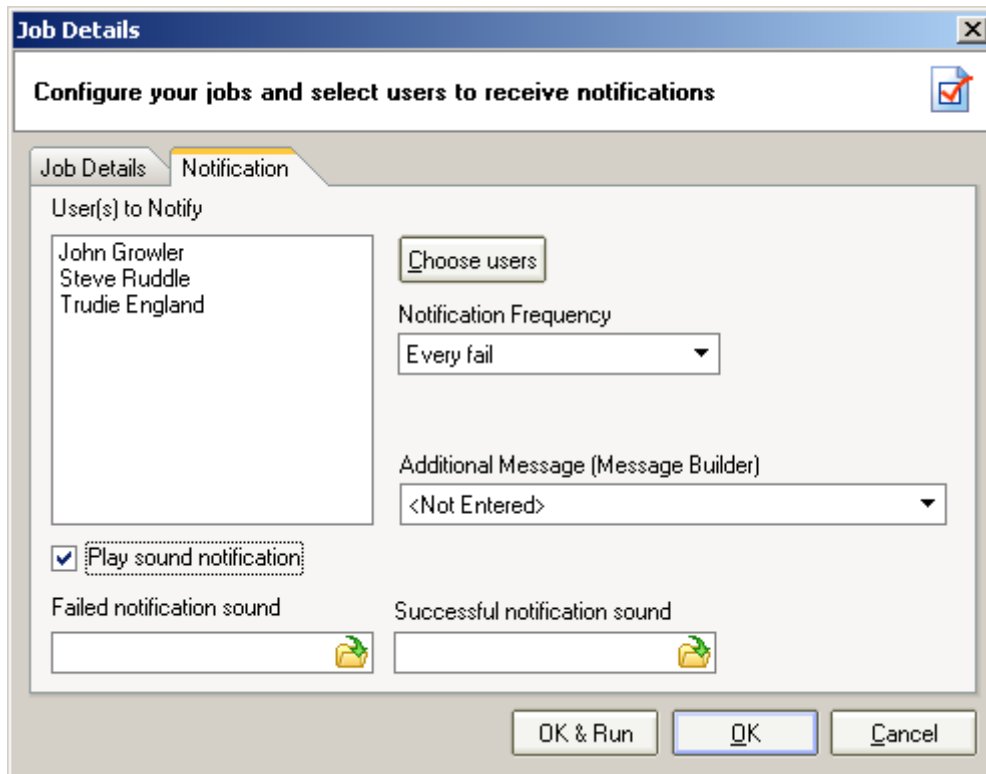
Check for low disk space-specify drive and minimum space allowed in Mb.

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

[Back to Main Screen](#)

[Back to Contents Page](#)

5.3 Notification




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 [configured users](#). Additional users can easily be [added to the list](#).

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 [Message Builder](#).

If the **Play sound notification** box is checked, an audible alert will be played to the selected users. Click  to browse for the appropriate WAV files.

 You can specify the **notification methods** for individual users from the [Users](#) function.

[Back to Job details](#)

[Back to Main Screen](#)

[Back to Contents Page](#)

5.4 Duplicate a job

To duplicate a job, highlight an existing job and select **New Duplicate** from the [File menu](#) or the [main toolbar](#). The [Job details](#) 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.

[Back to Main Screen](#)

[Back to Contents Page](#)

5.5 Edit a job

To edit a job, highlight an existing job and select **Edit** from the [File menu](#) or [main toolbar](#). The [Job details](#) dialog will be displayed for the highlighted job and you can edit as required.

[Back to Main Screen](#)

[Back to Contents Page](#)

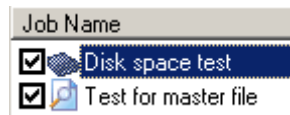
5.6 Delete a job

To delete a job, highlight it and select **Delete** from the [File menu](#) or [main toolbar](#).


[Back to Main Screen](#)

[Back to Contents Page](#)

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.

[Back to Main Screen](#)

[Back to Contents Page](#)

5.8 Run all jobs

Select **Run all jobs** from the [main toolbar](#) to start all currently [selected jobs](#).

[Back to Main Screen](#)

[Back to Contents Page](#)

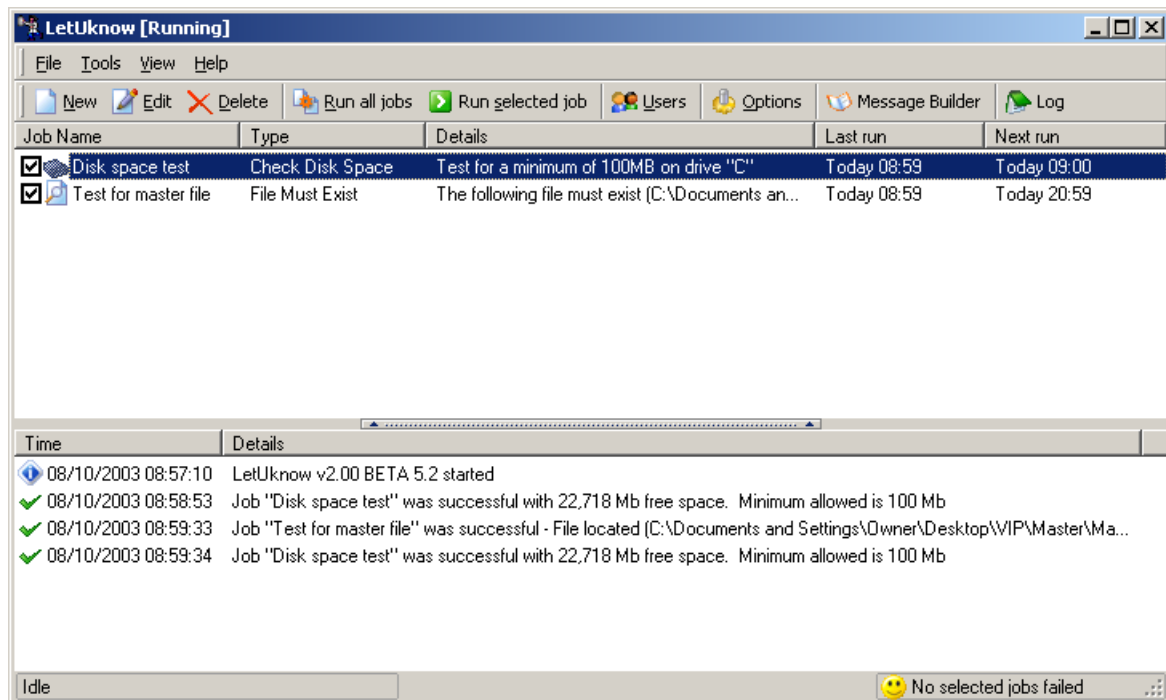
5.9 Run selected job

Select **Run selected job** from the [main toolbar](#) to start the job that is currently highlighted.

[Back to Main Screen](#)

[Back to Contents Page](#)

5.10 Successful job

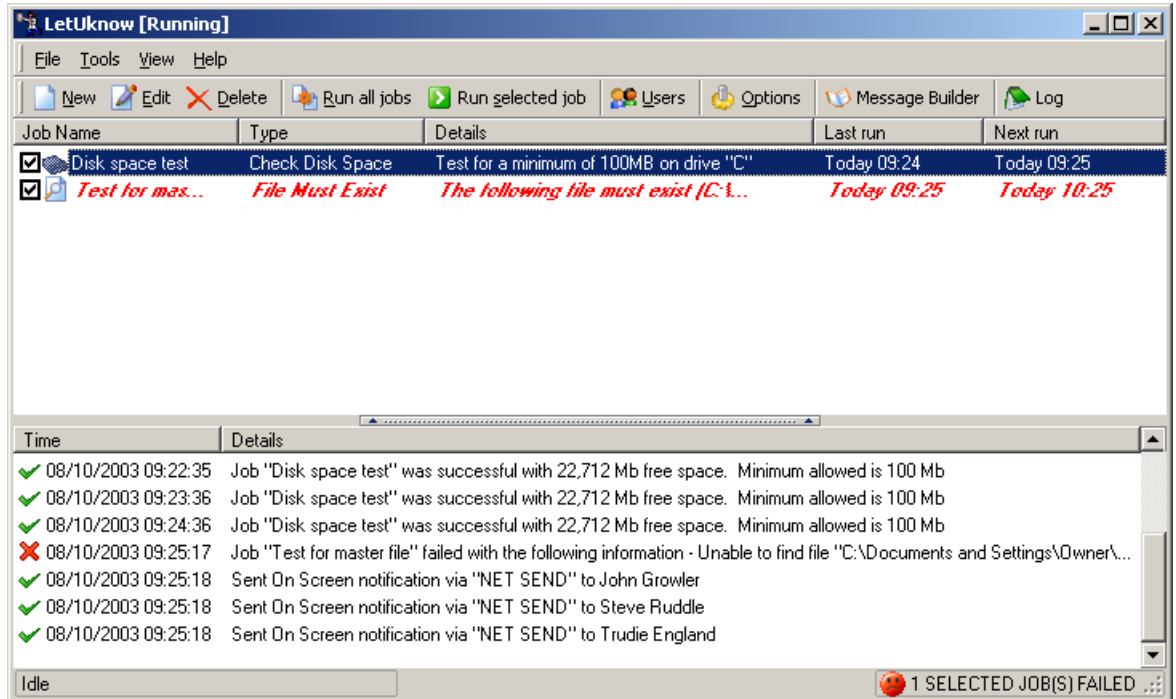


Each time a job runs successfully, the result is displayed in the lower window next to a .

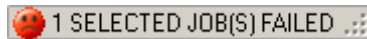
[Back to Main Screen](#)

[Back to Contents Page](#)

5.11 Failed job



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



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

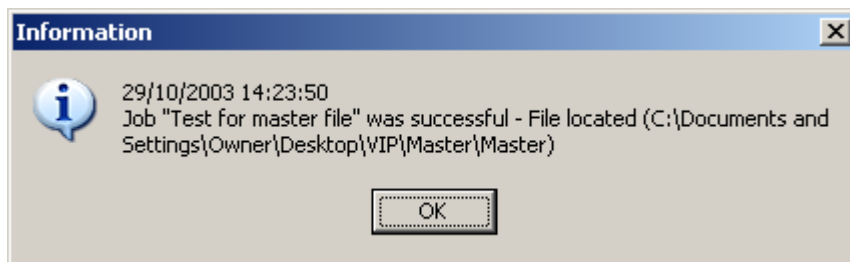
[Back to Main Screen](#)

[Back to Contents Page](#)

5.12 View last result

Select **View last result** from the [View Menu](#) or [main toolbar](#) to see the last outcome of the currently highlighted job.

For example:

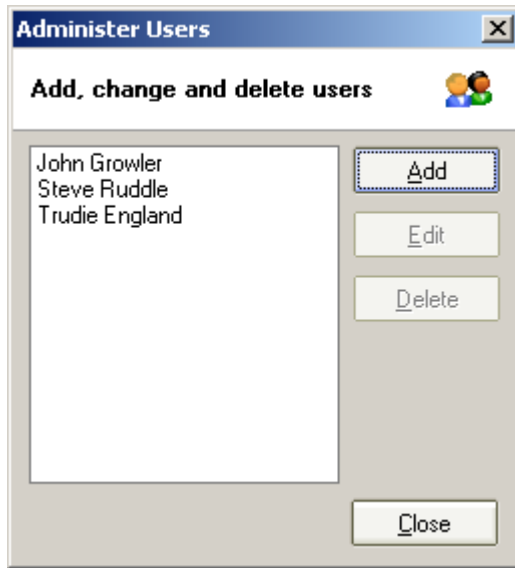


[Back to Main Screen](#)

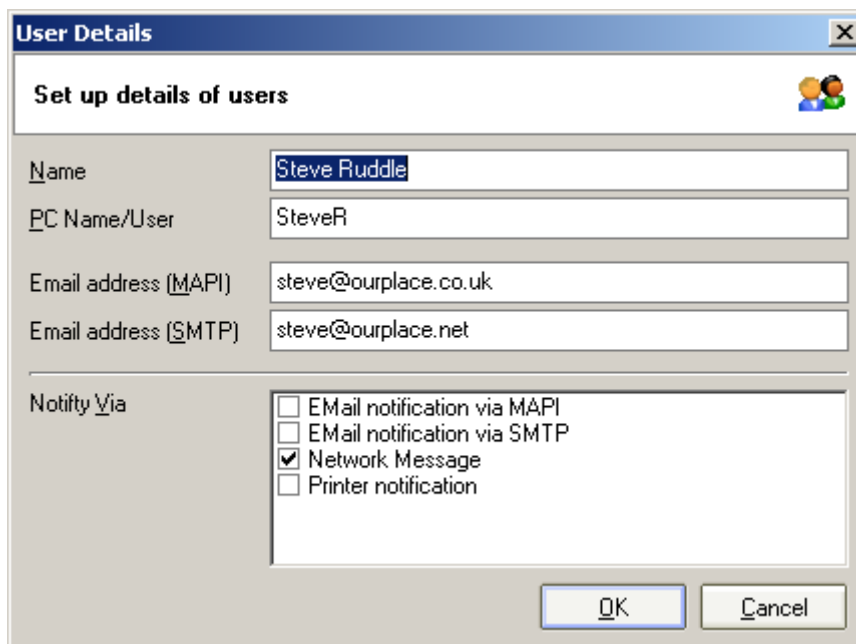
[Back to Contents Page](#)

Administer users


Select **Users** from the [main toolbar](#) to add, edit, change or delete a user.



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



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**.

[Back to Main Screen](#)

[Back to Contents Page](#)

7 Options

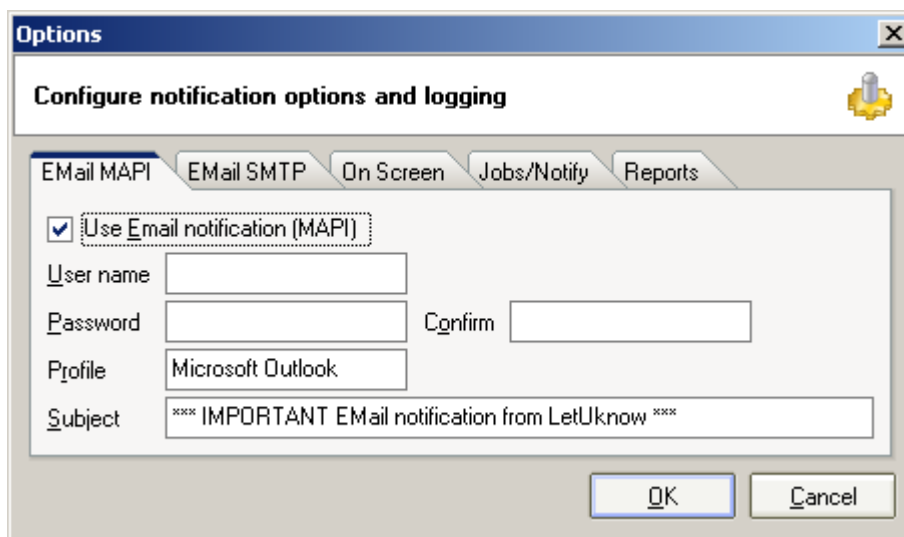
The options menu is accessed from the [Tools Menu](#) or the [main toolbar](#) and is used to configure notification and logging preferences. The following tabs are available:

- [email MAPI](#)
- [email SMTP](#)
- [on screen](#)
- [jobs/notify](#)
- [reports](#)

[Back to Main Screen](#)

[Back to Contents Page](#)

7.1 email MAPI



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.

[Back to Main Screen](#)

[Back to Contents Page](#)

Options

Configure notification options and logging

E-Mail MAPI | **Email SMTP** | On Screen | Jobs/Notify | Reports

Use Email notification (SMTP)

Port: 25

SMTP Server: pc

From address: LetUknow@yourcompany.c

Subject: *** IMPORTANT EMail notification from LetUknow ***

OK Cancel

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.

[Back to Main Screen](#)

[Back to Contents Page](#)

7.3 on screen

Options

Configure notification options and logging

E-Mail MAPI | Email SMTP | **On Screen** | Jobs/Notify | Reports

Use Net Send (Windows NT)

Use Send To (Novell)

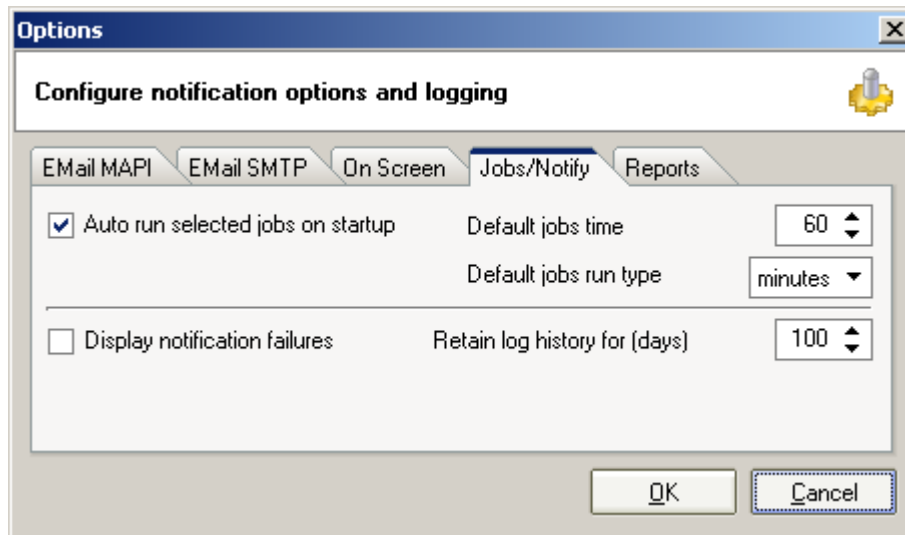
OK Cancel

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

[Back to Main Screen](#)

[Back to Contents Page](#)

7.4 jobs/notify




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.

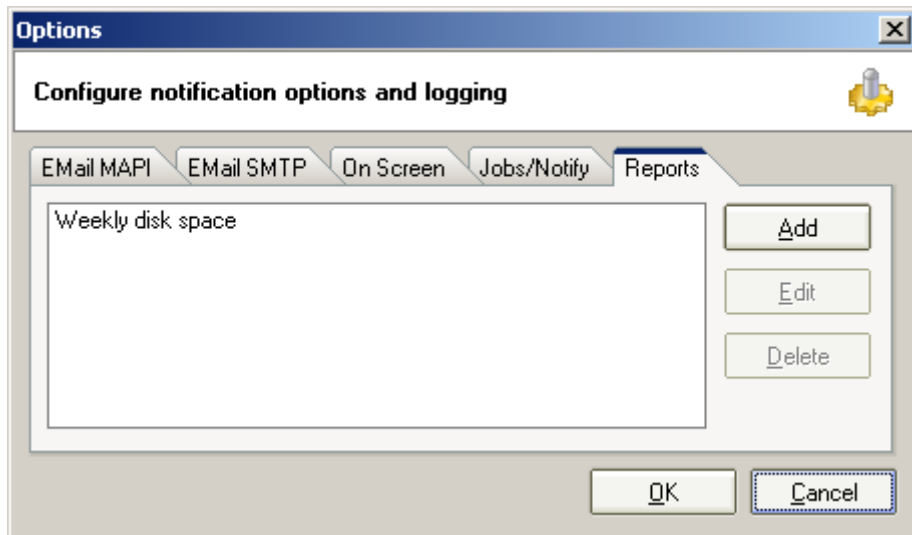
When **Display notification failures** is enabled, notification failures will be displayed in the log.

Select the number of days to **retain log history**.

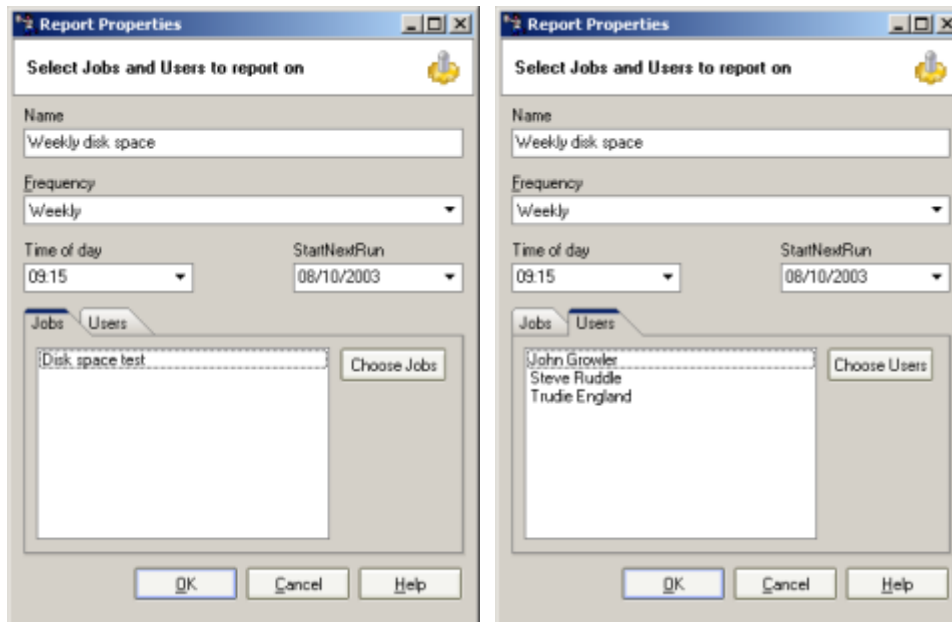
 Log history can be retain for a maximum of 100 days.

[Back to Main Screen](#)

[Back to Contents Page](#)

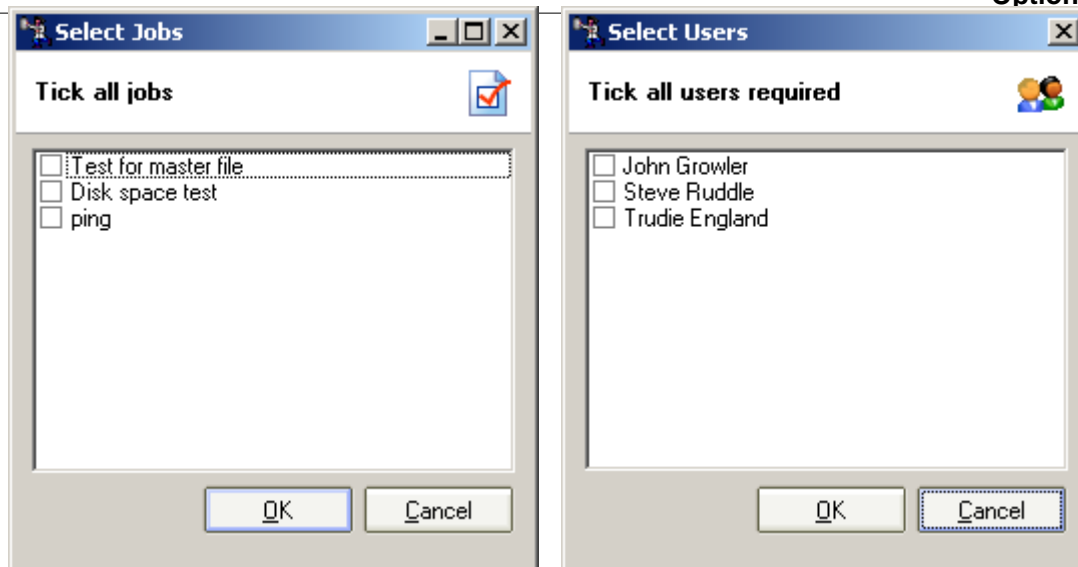


Click "Add" to compile a new report type.



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:



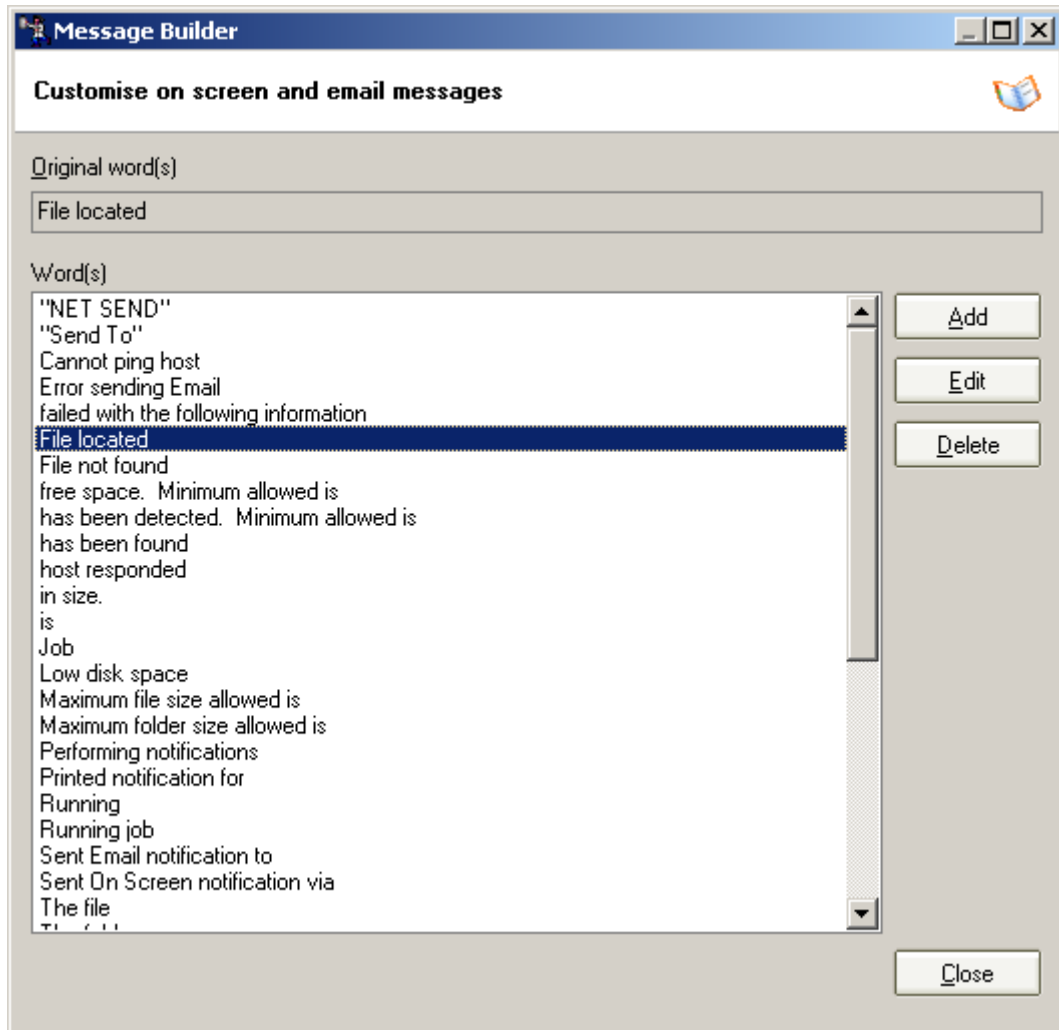
Simply tick the required elements and they will be included in the Report. Reports will be emailed to the appropriate users by their selected email method.

[Back to Main Screen](#)

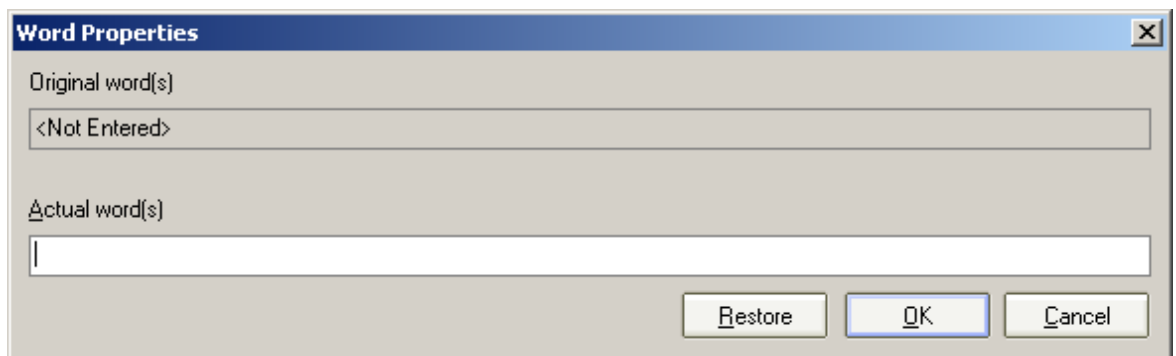
[Back to Contents Page](#)

Message builder

The message builder lets you customise on screen and email messages . Select Message Builder from the [Tools menu](#) or [main toolbar](#).



Click **Add** to create a new message.



Write your new message and click **OK** to save. New messages will be available for selection when you configure the notification for a [new job](#).

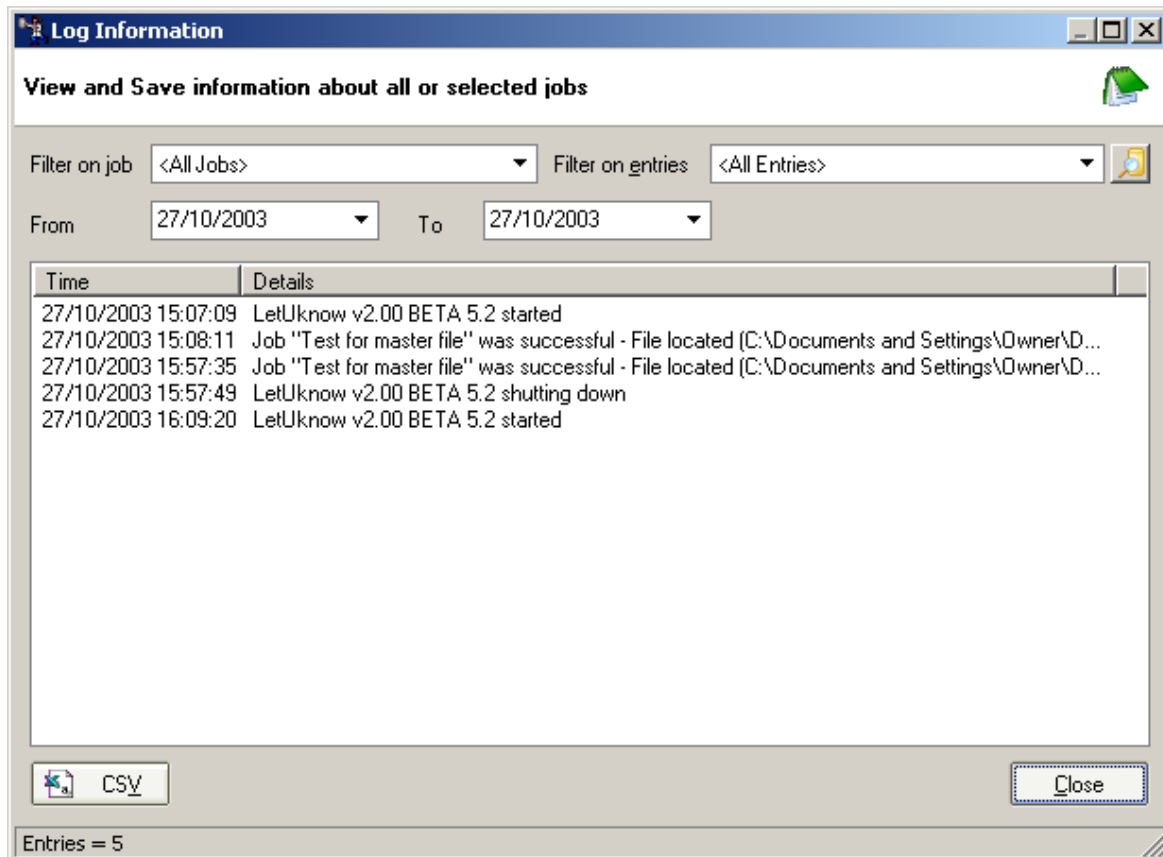
If you edit an existing message you can revert to the original text by clicking **Restore**.

[Back to Main Screen](#)

[Back to Contents Page](#)

9 Log

Select Log from the [View menu](#) or [main toolbar](#) to view log details.



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](#).

[Back to Main Screen](#)

[Back to Contents Page](#)

9.1 print yesterday's log

Select **Print yesterday's log** from the [Tools menu](#) to print a copy of the log from the preceding day.

[Back to Main Screen](#)

[Back to Contents Page](#)

9.2 Export log

Click **CSV** at the bottom of the [log viewer](#) to export the details in CSV file format.

[Back to Main Screen](#)

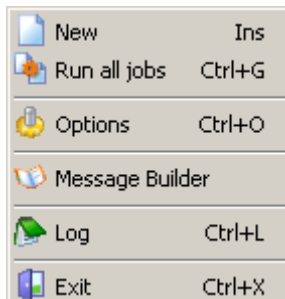
[Back to Contents Page](#)

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.

[Back to Main Screen](#)

[Back to Contents Page](#)

11 Context menu

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

[Back to Main Screen](#)

[Back to Contents Page](#)

12 About

Displays the version number of LetUknow that you are running.

[Back to Main Screen](#)

[Back to Contents Page](#)

13 Tip of the day

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

[Back to Main Screen](#)

[Back to Contents Page](#)

14 Exit

Select **Exit** from the [File Menu](#) to exit LetUknow.

[Back to Main Screen](#)

[Back to Contents Page](#)

Index

- A -

About LetUknow 24
 Add ajob 8
 add user 15
 administer users 15
 all jobs 12

- C -

close 24
 configure email (MAPI) 16
 configure email (SMTP) 17
 configure job and notify options 18
 configure reports 19
 contacting MH Software 4
 Context menu 24
 create a job 8

- D -

delete a job 11
 delete user 15
 duplicate a job 11

- E -

edit a job 11
 edit user properties 15
 email reports to users 19
 exit 24
 expoty log 23

- F -

failed job 13
 File menu 6

- G -

Getting started 3

- H -

Help contents 3
 Help menu 7

- J -

job types 9

- L -

last result 14
 log 22

- M -

main menu 8
 main screen 5
 message builder 21
 MH Software 4

- N -

new job 8
 notification 10

- O -

on screen 17
 Options menu 16

- P -

print log 23

- R -

reports 19
 run all jobs 12
 run selected jobs 12

- S -

select job 12
 select jobs 11
 shutdown 24

Start here 3
successful job 12
system tray 23

- T -

Tip 24
Tools menu 7

- U -

useful features 5
user properties 15
user screen 5

- V -

version 24
view log 22
View menu 7

- W -

what does LetUknow do? 4

- Y -

yesterday's log 23