

JKB00222
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Creating a Server Failure Alert Script

General:

A network communication failure or other hardware or software problem can prevent the Terminal Server Agent software from communicating with CockpIT and trigger a failure alert. If a terminal server does not communicate with CockpIT for longer than the timeout period defined in the registry, the server will be announced as an off-line server*.

A few things take place when a server goes off-line:

1. CockpIT stops directing users to this server.
2. The green server icon under the '**Server Load Monitor**' page is replaced with a red icon.
3. Server failure alert is executed.

The script for the server failure alert is a command line kept in the CockpIT registry. CockpIT runs this command line and adds the server name as a parameter to it. **AlertScriptPath** is the registry key defines the command line used as alert script. This parameter is empty by default.

The following instructions explain how to implement and test a server failure alert.

Methods:

Attaching an alert script:

1. **Create a script or batch file.**
Use parameter **%1** to represent the server name in your script.
When CockpIT executes this script this parameter will be replaced with the server's name.
2. **Write the full script name and path in the *AlertScriptPath* registry key.**
The Registry key is located in:
HKEY_LOCAL_MACHINE\SOFTWARE\Jetro\JDS
3. **Restart the JDS service.**
CockpIT will read the changes in the registry when the JDS service restarts.

* See for more about setting server time out period, see **JKB00223 CockpIT Registry Settings** under the entry "ServerTimeout."

Testing server failure alert:

1. **Write the following line in Microsoft Notepad:**

Net Send **ComputerName** Server %1 is down !

ComputerName is the name of the computer where you want the alert sent. This computer must have NT, Win2K or XP with Messenger Service enabled.

2. **Save the notepad file as *c:\alert.bat***
3. **Enter the script name and path into the CockpIT registry key:**

**HKEY_LOCAL_MACHINE\SOFTWARE\Jetro\JDS\AlertScriptPath =
c:\alert.bat**

4. **Restart JDS service.**
5. **Close the *Jhgate* service on one terminal server.**
6. **Wait five seconds or for the timeout period for your CockpIT farm.**
A pop up message will appear on your desktop.