

# **Configure MonitorMagic For Use Within A Workgroup Environment**

## **Important notes:**

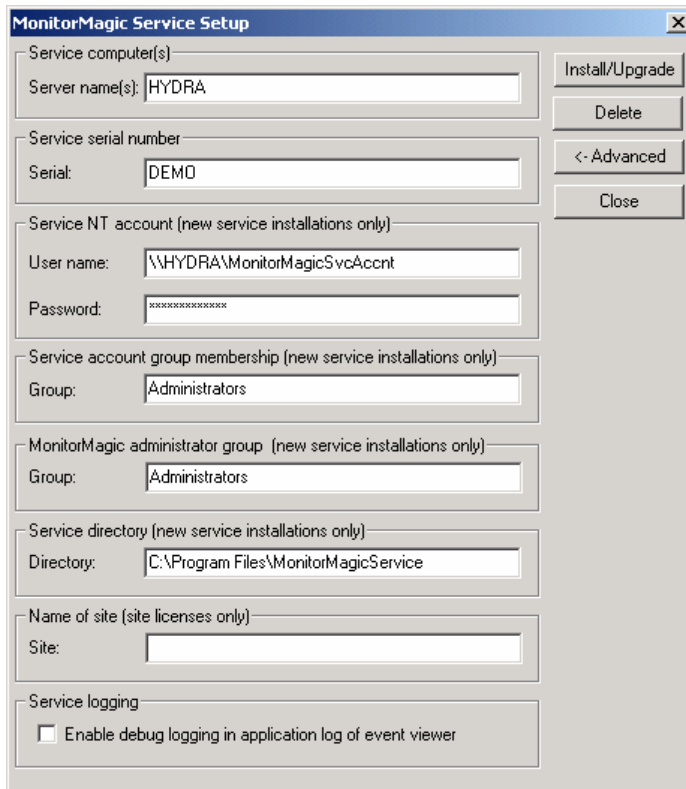
1. Tools4ever recommends installing MonitorMagic in a domain-oriented environment.
2. Tools4ever provides this document as reference for installing an autonomous configuration in a workgroup environment.
3. Tools4ever cannot guarantee that the solution provided in this document will work for all current and future versions of the Microsoft Windows operating system.
4. Installing MonitorMagic in a workgroup may impact the functionality of the global alarm window.
5. Installing MonitorMagic in a workgroup may impact client – service connections from remote environments.
6. A MonitorMagic agent running in a workgroup cannot monitor resources in a domain environment and vice versa.

Monitoring modern day networks can often seem like a daunting task. When deploying a monitoring tool there are many items to consider, such as: how many machines will be monitored, what will be monitored on them, how often will the monitor's poll, and what action(s) should be taken if a problem is found? More often than not the machines, which should be monitored, aren't located within the same site or are in different domains. MonitorMagic successfully addresses the majority of these scenarios.

However, there are many instances where machines that should be monitored are not located in a domain, but in a workgroup. It is important to understand that a MonitorMagic service residing in a domain does not have the capacity, due to permissions inherent in the operating system, to monitor a machine residing in a workgroup. This can lead to the belief that MonitorMagic does not have the ability to monitor machines residing in workgroups at all. This is not true, MonitorMagic does have the ability to monitor workgroup machines but some additional configuration is required before the product can successfully do so.

## **The following procedure outlines how to deploy the MonitorMagic service to a machine residing in a workgroup:**

- 1.) Choose a machine that will act as your monitoring station. The monitoring station, typically a server, will monitor all specified machines in the workgroup via the MonitorMagic service.
- 2.) Install the MonitorMagic client, 6.0 build 1279 is the most recent version at the time of writing (11/16/2004.)
- 3.) Open the client and use the Network view to navigate to the machine that will act as the monitoring station. Now right-click the machine and choose "Setup service.../Advanced." A dialog similar to the following appears:

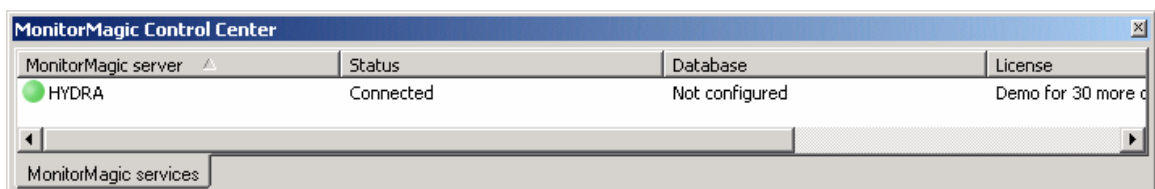


The image shows the 'MonitorMagic Service Setup' dialog box. It contains several sections for configuration:

- Service computer(s):** Server name(s): HYDRA
- Service serial number:** Serial: DEMO
- Service NT account (new service installations only):** User name: \\HYDRA\MonitorMagicSvcAcct, Password: [masked]
- Service account group membership (new service installations only):** Group: Administrators
- MonitorMagic administrator group (new service installations only):** Group: Administrators
- Service directory (new service installations only):** Directory: C:\Program Files\MonitorMagicService
- Name of site (site licenses only):** Site: [empty]
- Service logging:**  Enable debug logging in application log of event viewer

Buttons on the right include: Install/Upgrade, Delete, <- Advanced, and Close.

- 4.) Change the value of password field to something you'll remember. Now choose Install/Upgrade to deploy the service.
- 5.) Once the service has been deployed successfully the MonitorMagic control center will display a green indicator next to the name of the machine running the service, similar to the following:



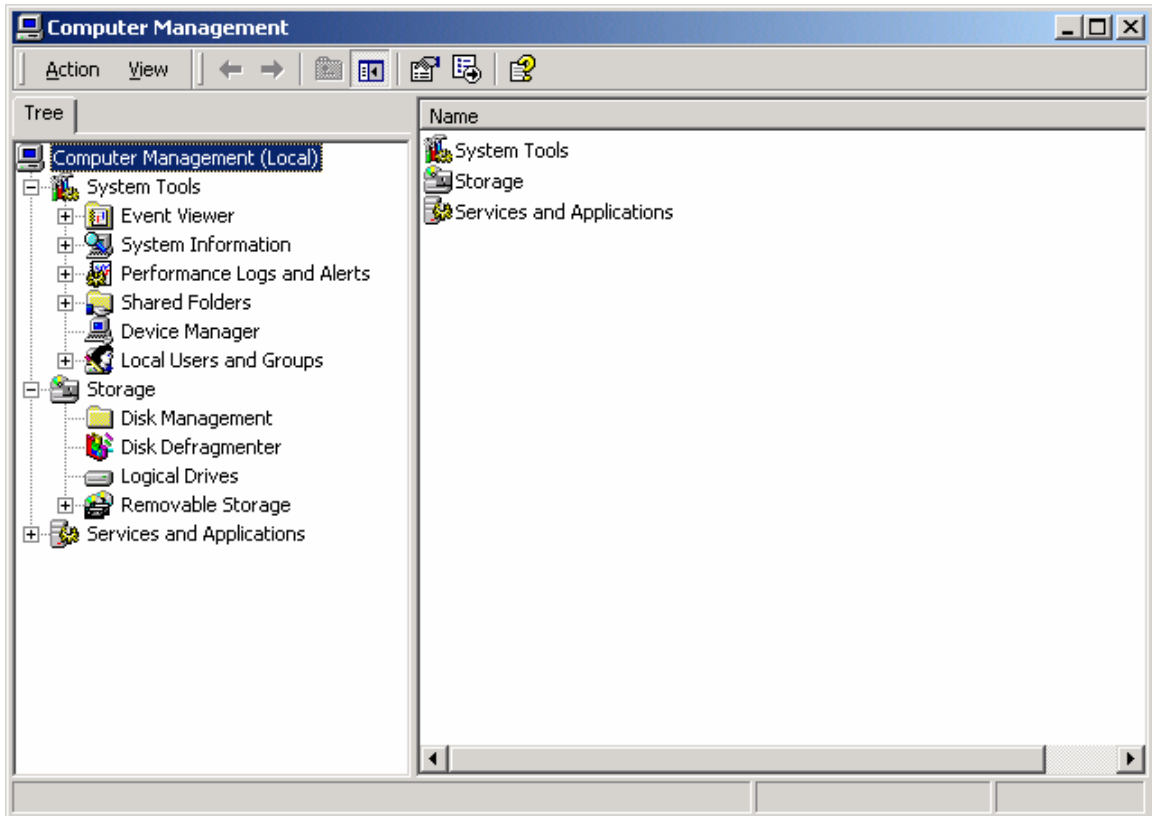
The image shows the 'MonitorMagic Control Center' window with a table of server status:

MonitorMagic server	Status	Database	License
● HYDRA	Connected	Not configured	Demo for 30 more d

Below the table is a tab labeled 'MonitorMagic services'.

**The following procedure outlines the additional configuration that must be done on EVERY machine in the workgroup that will be monitored via the MonitorMagic service:**

- 1.) Go to the physical location of the machine which should be monitored
- 2.) Logon to the machine using an account which has Administrative rights
- 3.) Right-click "My Computer" (found on the desktop) and choose Manage, the following appears:



- 4.) Expand the "Local Users and Groups" item so that the "Users" and "Groups" folders display
- 5.) Right-click the "Users" folder and choose "New user..."
- 6.) Un-check the option "User must change password at next logon" and check the option "Password never expires."
- 7.) Assign the account the username "MonitorMagicSvcAcnt" and enter the password specified in step 4 of the previous procedure. Choose "Create"
- 8.) Select the "Groups" folder and double-click the group named "Administrators." Choose "Add" and select the MonitorMagicSvcAcnt, choose "OK," choose "OK"
- 9.) Monitors can now successfully be applied to this machine. Apply a monitor to this machine using the MonitorMagic client to confirm.

With a small amount of additional configuration MonitorMagic can easily be adapted for use within a workgroup, without sacrificing functionality. Please keep in mind that the MonitorMagic service, residing in the workgroup, can only successfully monitor machines that have been configured as per the procedure above. Additionally, the machines being monitored need to reside within the same workgroup the service is running in. If you have any questions please do not hesitate to contact support.

**Contact Tools4ever support:**

[support@tools4ever.com](mailto:support@tools4ever.com)

[www.tools4ever.com](http://www.tools4ever.com)

[forum.tools4ever.com](http://forum.tools4ever.com)