# Server Diagnostics Monitor

## Support Guide

Syvir Technologies

**Server Diagnostics Monitor**

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This guide lists and describes the typical log messages produced by the local service probe. It is your responsibility to ensure that these function and deliver data through your systems to the SDM cloud.

On service probe start, log message "Server Diagnostics Probe started" is generated with a timestamp.
The status of the probe is set to UP.
This indicates that the probe is running, and the most recent sensor list has been loaded ready for a diagnostic scan of the local Server.

If there is a problem with the start-up,
a message "Error: 965f. Server Diagnostics Probe failed to start."
is generated with a timestamp.

The status of the probe is set to DOWN.

This message can be generated for a number of reasons.
1.Unable to retrieve sensor list from the SDM cloud.

**Solution.** Check local Server has active internet connection.

**Solution**. Check local Server firewall is letting through communication from the local SDM probe.

The SDM probe is called Server Diagnostics Monitor – Probe.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.**  Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

2.The local settings file "vsettings" is corrupted.

**Solution A.** delete the local probe by logging into the vdm server.
   **B.** delete the folder "C:\ProgramData\Syvir SDM"
   **C.** Run the console and authenticate.
This recreates the probe details and probe in the sdm server.

3. Unable to receive probe settings from the vdm server.
**Solution.** Check local server has active internet connection.
**Solution**. Check local server firewall is letting through communication from the local vdm probe.

The sdm probe is called Server Diagnostics Monitor – Probe.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

Log message "Error: 5850. Sensors failed to load."

Unable to receive sensors from the SDM cloud.
**Solution.** Check local Server has active internet connection.
**Solution.** Check local Server firewall is letting through communication from the local SDM probe.

The SDM probe is called Server Diagnostics Monitor – Probe.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

**Solution.** Stop the Server Diagnostics Monitor – Probe under services, restart the probe. If the timestamp for any sensors for the affected probe changes in the network web page, then the SDM cloud is receiving data from the probe.

4. The local settings file "sdmk.ini" is corrupted.

**Solution A.** delete the local probe by logging into the SDM cloud.
   **B.** delete the folder "C:\ProgramData\Syvir SDM"
   **C.** Run the console and authenticate.
This recreates the probe details and probe in the SDM cloud.

**5.** Your subscription has elapsed and is no longer connected to the SDM cloud.

**Diagnostic polling scans**

Error: 044f - Timer.

This error message is generated at the start of a scan.
It indicates a scan was not started due to an error.
The probe is set to DOWN.

**Solution.** Stop the local service probe and restart it.
If no sensors are assigned to the probe the local service will stop
polling for a diagnostics scan. Adding new sensors will not start
polling. To do this stop and restart the local probe.

**Diagnostic scans**

On the start of a scan a log message "Probe: Diagnostic scan
started" is generated with a timestamp.

The log entry is set to UP. A log code "p:DScan" is generated.
This indicates that the probe is running, and the most recent
sensor list has been loaded and a diagnostic scan of the local
Server is taking place.

Server Diagnostics Monitor produces no log messages as each
sensor is scanned.
A "Not Detected" status is generated when no hardware is found
for the scanned sensor.

**Alarms**
When a sensor is set WARNING or DOWN an alarm is
generated. A log message "Alarm set for: sensor" Is produced.

Log message "Error: a4a2. EMail alerts down"
**Solution**. missing to email address.

When sensor data is transferred to the SDM cloud each transfer is authenticated with user login and password.
Log message "Error:2f57. Sensor authenticate."

Indicates the credentials failed to authenticate.
In this case no sensor data would be uploaded to the SDM cloud.

**Solution** run the console to ascertain the right authentication details are provided, if the console logins ok, authentication details are correct, otherwise re-enter correct authentication details.

**Error:afa6. Sensor data.**
No sensor data has been transferred to the SDM cloud.
**Solution.** Check local Server has active internet connection.
**Solution.** Check local Server firewall is letting through communication from the local SDM probe.

The SDM probe is called Server Diagnostics Monitor – Probe.
**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

**Diagnostics Probe stopped.**

"Diagnostics Probe stopped" The local probe service has stopped either through a problem or manual intervention.

**Solution.** Restart the probe and investigate any further log messages.

Service tries to start manually or automatically.
Dialog message appears.

**Solution.** Check local Server has active internet connection.
**Solution.** Check local Server firewall is letting through communication from the local SDM probe.

The SDM probe is called Server Diagnostics Monitor – Probe.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

**Solution.** Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

**Local probe.**

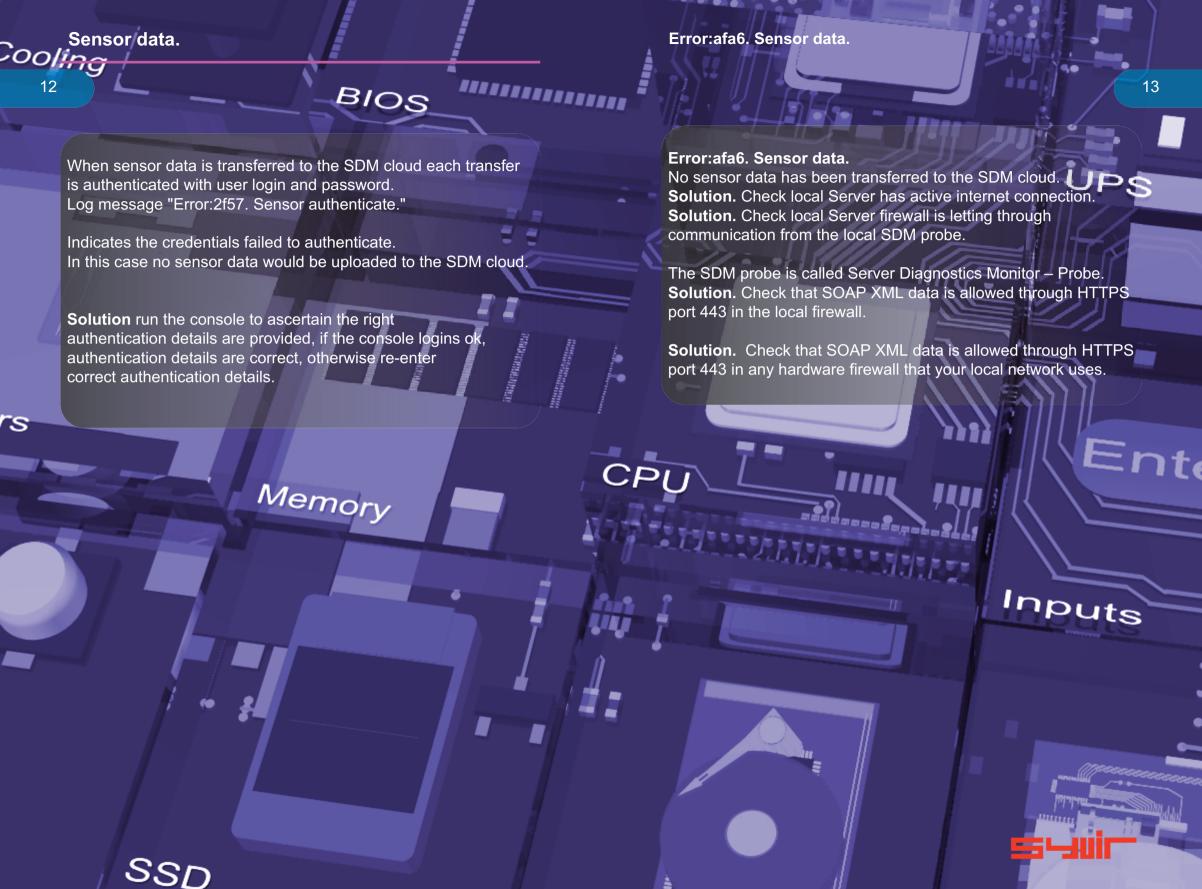If the problem persists and other solutions fail...
**Solution A.** delete the local probe by logging into the SDM cloud.
**B.** delete the folder "C:\ProgramData\Syvir SDM"
**C.** Run the console and authenticate.
This recreates the probe details and probe in the SDM cloud.

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