

Kofax Communication Server

Monitoring Administration User Manual

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The logo for Kofax, consisting of the word "KOFAX" in a bold, blue, sans-serif font.

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Chapter 1

Preface

This manual describes the Monitoring and Alerting Administration application.

Usage

The KCS Monitoring and Alerting Administration application is installed during the KCS Monitoring and Alerting suite installation, as a shortcut in the KCS monitoring folder.

You can use the application from the Start menu or you can copy the application executable to any computer that has .NET Framework 2.0 installed. To use the application you need access to the KCS Monitoring and Alerting web services, which can run anywhere on the internet or intranet.

Chapter 2

Prerequisites

The application requires .NET Framework 2.0 to be installed.

Chapter 3

Features

This section describes the features of KCS Monitoring and Alerting Administration application.

Introduction

The KCS Monitoring and Alerting Administration application is a .NET Windows Forms application which allows you to configure and administer the monitored environment for the KCS Monitoring and Alerting Suite.

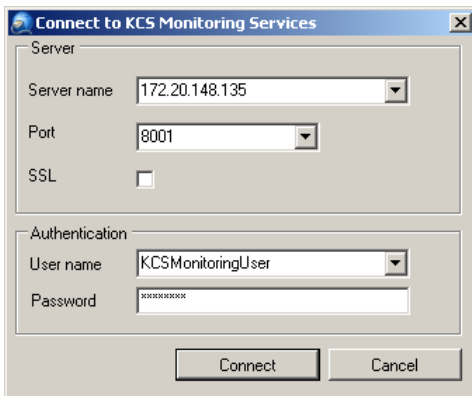
It consists of several functions:

- Connect/Disconnect to KCS Monitoring web services
- View defined servers
- Refresh the defined servers view
- Add/Edit/Remove application servers and message servers
- Administer message server alert queues
- Administer message server vs. applications mappings

Connect to KCS Monitoring Web Services

First, you have to connect to KCS Monitoring Services. In order to successfully log on, KCS Monitoring must be installed, licensed and running.

You should log on with a KCS Monitoring and Alerting super user account, otherwise you will not be able to modify any data.



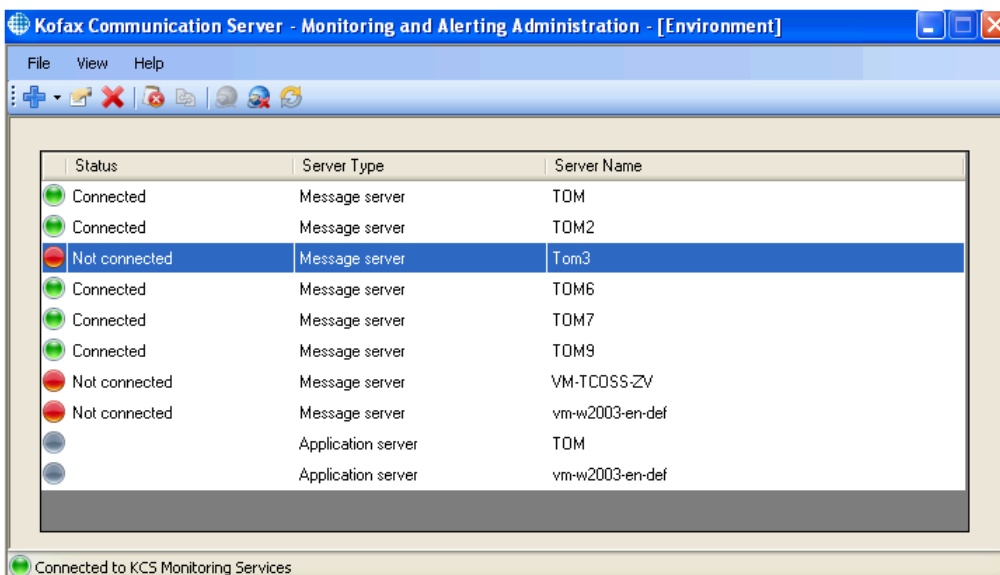
View Servers

After having successfully connected to the KCS Monitoring Services, the application displays a list of servers (if any) that are already defined in the KCS Monitoring and Alerting database.

The status icon and column show the current status of the server.

When you define a server for a first time, the KCS Monitoring and Alerting WMI providers could require several seconds to update the server status in the database, thus it could take several seconds before the correct server status is shown in the server view.


The server list does not refresh automatically. Select Refresh from the File menu or click Refresh (🔄) button to refresh the list. If refreshing the list takes long time, you can interrupt it by clicking Cancel in the progress window.

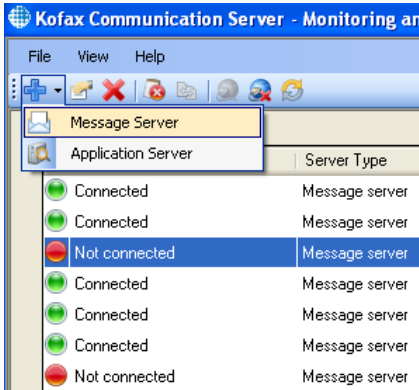


Add/Edit/Remove Application and Message Servers

This section describes how to add/edit/remove application and message servers.


Add Server

You can add a new application server or message server by expanding the New  button and selecting the type of server you want to define. Alternatively, you can select New from the File menu.




Type the server connection details. Click **OK** to save the data. If the data are successfully saved, the server list refreshes automatically and the newly created server is selected in the list.

Edit Server

1. To edit a server, select either an application server or message server from the list and click the Edit Server  button (or select Edit Server from the File menu).
2. Review the server connection data and update it if appropriate.
3. Click **OK** to save the data.
The server list refreshes automatically.

Delete Server

To delete a server, select either an application server or a message server from the list and click the Delete Server  button (or select Delete Server from the File menu).

Message Server Configuration Form

Field name	Description
Server Name	A unique name for the server you want to add to the monitored environment


Field name	Description
Server Path	The path of the server you want to add to the monitored environment. The path should be entered in KCS standard path format
User Name	The KCS user name to access the configured server
Password	The password for the entered KCS user (optional)

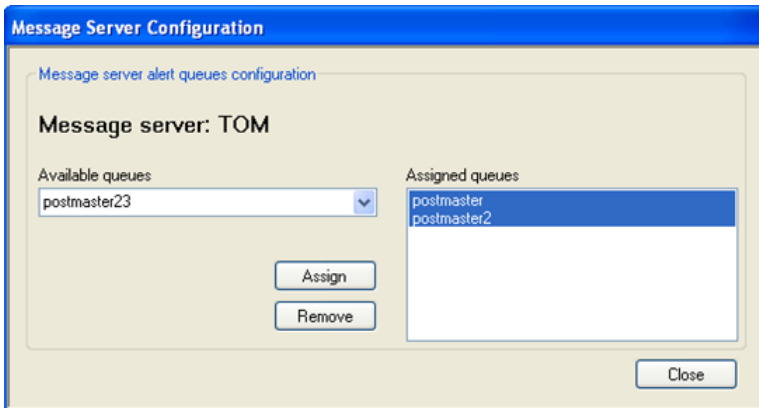
Application Server Configuration Form

The screenshot shows a dialog box titled "Application Server Configuration". Inside, there is a section labeled "Application server configuration parameters" containing four text input fields: "Server Name", "Password", "WMI User Name", and "WMI Password". At the bottom of the dialog are "OK" and "Cancel" buttons.

Field name	Description
Server Name	The host name of the server you want to add to the monitored environment
Password	The KCS Monitor password for the server you want to add to the monitored environment. (optional)
WMI User Name	The WMI user name to access the configured server (optional). It is required that the entered user is an administrator on the defined server. A domain or computer name has to be specified, thus the user name has to be entered in the format <domain>\<user name> or <computer>\<user name>. Note If KCS Monitoring and the monitored application server are on the same computer, the WMI user name and password must be empty.
WMI Password	The password for the entered WMI user (optional)

Administer Message Server Alert Queues

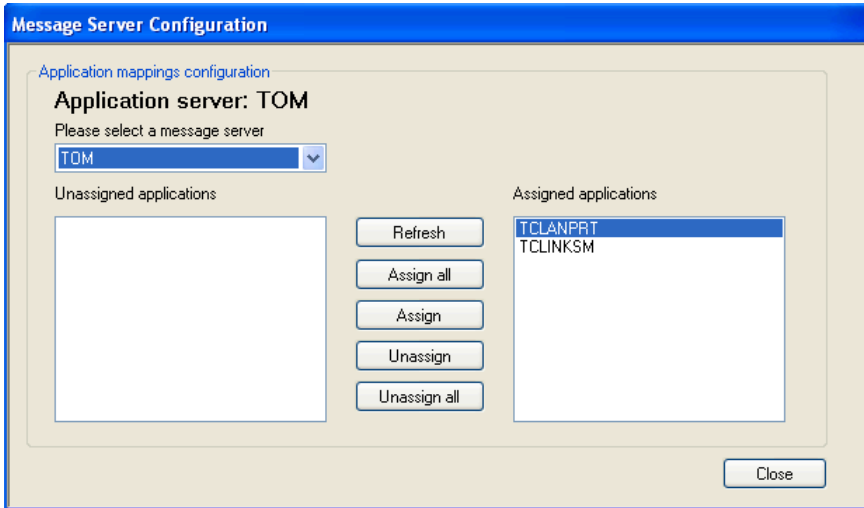
If you select a message server and click the Alert Queues  button (or select Alert Queues from the file menu) you will be presented a form to administer monitored alert queues. The alert queues action is valid only for message servers, if an application is selected in the list, the alert queues button and menu item are disabled.



Item name	Description
Message server	Label showing the currently selected message server name
Available queues	The drop-down list shows standard KCS alert queue names, but you can enter any other desired queue names. Type a name and click Assign to define a new monitored alert queue for the currently selected message server.
Assigned queues	The list box shows a list of queues that are defined as monitored alert queues for the currently selected message server. You can select one or more queues (by holding CTRL) and click Remove to remove the selected queues from the monitored alert queues list.

Administer Message Server vs. Applications Mappings

KCS Monitoring and Alerting uses the mappings between message servers and applications to handle application security. The message server administrator and users will have access rights to any application that is associated to a message server.



Item name	Description
Message Server drop down	This drop-down list shows all message servers defined in the monitored environment.
Unassigned applications	<p>This list box shows all applications for the currently selected application server that have not been assigned to the message server selected in the drop down list.</p> <p>You can select one or more applications and click Assign to assign the applications to the message server selected in the drop down list.</p> <p>By clicking Assign all, all the available applications for the currently selected applications server will be assigned to the message server currently selected in the drop down list</p>
Assigned applications	<p>This list box shows all applications for the currently selected application server that have been assigned to the message server selected in the drop down list.</p> <p>You can select one or more applications and click Unassign to un assign the applications from the message server selected in the drop down list.</p> <p>By clicking Unassign all, all the available applications for the currently selected applications server will be un assigned from the message server currently selected in the drop down list</p>