



DABCC, Inc.

## IMAPing 3.0 Administrator's Guide

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Language: English

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### Welcome to DABCC IMAPing

DABCC IMAPing is a product designed to help Citrix administrator's manage their MetaFrame XP Presentation Server farm. IMAPing monitors the Citrix IMA and License Manager services, as well as the Windows Net Logon and Print Spooler services, to determine the status of each. If IMAPing determines that there is a problem with either one of them, then IMAPing will notify one or more individuals via email letting them know there is a problem. The two main benefits are; first, no email client is required on the Citrix Presentation server. That's right. IMAPing operates independent of any email client. Second, by determining immediately that there is a problem with either service, administrators don't have to worry about users not being able to connect to the farm, which results in lower costs of support for IT organizations.

This Readme contains the following information:

- [What's New In Version 3.0](#)
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### What's New In Version 3.0

The entire focus of version 3.0 was to make installing and licensing of IMAPing MUCH simpler, as well as giving it a huge user-interface make over for better usability and user-friendliness.

In version 3.0, there is now no need to install IMAPing in each individual Citrix server. IMAPing 3.0 need only be installed on a single server and from there it can monitor all the other Citrix servers in the farm.

IMAPing 3.0 now writes error information to the system event log as well as its own log file. You also have the ability to determine the level of logging as well.

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## System Requirements

- Microsoft .NET Framework version 2.0
- Windows 2000 Server with latest service packs
- Windows 2003 Server with latest service packs
- Citrix MetaFrame Presentation Server 3.0
- Citrix MetaFrame Presentation Server 4.0
- Citrix MetaFrame XP with FR1, FR2, or FR3

**NOTE:** *IMAPing 3.0 has also been tested to run on Windows XP Professional with SP2. Microsoft .NET Framework version 2.0 is still required.*

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## Installation

*Prior to installation, please make sure you have completed the following tasks:*

- Either create, or select, a domain user account in which to run the IMAPing monitoring service.
- Add the new user account (or selected user account) to the Administrators group of the server where IMAPing will be installed.
- Add the new user account (or selected user account) to the Administrators group of each Citrix server.
- On server in which IMAPing will be installed, add the user to the "Log on as a service" policy.

### To Install:

- Double click the Setup.MSI file
- At the *Welcome* screen, click **Next**
- At the *License Agreement* screen, click **I accept the license agreement** and then click **Next**
- At the *User Information* screen, enter your name and organization name and then click **Next**
- At the *Destination Folder* screen, select the directory where IMAPing will be installed, then click **Next**.
- At the *IMAPing Service* screen, enter the domain user account information, then click **Next**.
- At the *Ready to Install the Application* screen, click **Next** to begin the installation.

## To Configure:

Once the installation is complete, there is **no longer** a need to reboot the server or start IMAPing manually.

- Click on Start -> Programs -> DABCC -> IMAPing and select *IMAPing Configuration Manager*

## To Add Servers:

- Step 1: Click on the *Services* link on the main form.
- Step 2: On the *Services* form, click the **Add Server** link to add a server.
- Step 3: On the *Add Server* form, enter the NETBIOS name of a Citrix Presentation Server in your Citrix farm.

**NOTE:** Each time a server is added to the server list, two checks are made. The first check validates to see if the server you entered is a valid server in DSN. If it passes this test, it then checks to see if the server is reachable by issuing a network ping. If both of these tests pass, the server is added to the list.

- Repeat steps 2 and 3 for each server you wish to add to the list

## To Remove Servers:

- Select a server by clicking on a server in the *server list* on the left.
- Click the *Remove Server* link.

## To configure the services:

- Select a server by clicking on a server in the *server list* on the left.
- Select a service to configure by clicking on one of the desired service in the *service list* on the right.

**NOTE:** When a service is selected in the service list, IMAPing will try to ping that service for validation reasons. For example, the Citrix Presentation Server license server only resides on one server, so there is no need to configure it on the other servers in the farm. When IMAPing determines that the service doesn't exist (such as in the case of the Citrix license server service) the configuration controls on the form will disable.

- *Check every X minutes* sets the number of minutes between checks to the selected service. The default is 15 minutes.

**NOTE:** If you wish that a service not be checked, simply set the "Check every minute" value to 0 (zero).

- *Disable on startup* determines whether the selected service ping is enabled or disabled when IMAPing Service is started.
- *Disable service on Error* specifies whether IMAPing will continue pinging the selected service if it finds an error. The default is set so that it will discontinue pinging the service.
- *Restart service on Error* specifies whether IMAPing will attempt to stop and restart the selected service if a problem is encountered. The default is set so that it will try to restart the selected service.

To configure eMail:

- Click on the *Email* link on the main form.
- The eMail list is used to hold email addresses of individuals who want to be notified that a problem has occurred with either of the services. To add names, enter an email address in the eMail Address field, and click **Add** link. The format of the eMail address should be "*bsmith@companyname.com*".
- To remove a name from the list, select the name in the list and click the **Remove** link
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- IMAPing needs to know where the mail server is. No eMail client is needed, but the name of the eMail server is. To specify the name of the mail server, enter the name of the eMail server in the Mail Server field. The Mail server can be a Pop3, Exchange, or any valid mail server. Click **OK**
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- IMAPing now provides the ability to test email functionality from the Configuration Manager to ensure that email communication is working. Once the email server and the individual email addresses have been entered, click **Test** on the email tab. A test email should be sent to the individual address in the list. If a test email is not received, preview the application log (located in the application directory) for detailed error information. For more information on email requirements, see "*Limitations and Known Issues*"

To configure the logging:

- Click on the *Logs* link on the main form.
- *Enable Logging* specifies whether IMAPing will log actions to a log. The error log shows more detailed error information than what might be displayed in an error message dialog. The log is located in the application directory called Error.log, and tracks all actions taken by IMAPing. The default is Logging enabled.
- **Write to Log file** tells IMAPing to write errors and messages to a log file located in the application directory.
  - **Full** logging logs all messages. These include successful pings, error messages, and Ping problems.
  - **Errors only** logs only application errors and Ping issues (such as when IMAPing determines a problem with one of the services it is checking).

- **Write to Windows Event Log** tells IMAPing to write errors and messages to the Windows Event Log.
- *Disable Logging* turns off all logging.

To add a license key:

- Click on the *IMAPing License* link on the main form.
- On the *Manage License* form, click on the Browse link to browse to the folder destination where you have downloaded your IMAPing license.
- Once the license is selected, IMAPing will copy the license to the Windows\System32 directory.
- IMAPing will read the license and display the license information.
- Click Close.

*NOTE: Any configuration changes require that the IMAPing Service be restarted for those changes to take effect. The IMAPing Configuration Manager will take care of restarting the IMAPing Service when the user clicks the Apply button. Likewise, you can manually start and stop the IMAPing service via the links along the bottom of the main form. Clicking the Close link will also prompt you to save any changes you have made.*

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## Support and Troubleshooting

### The IMAPing Service:

The IMAPing Service is a Windows Service specifically developed by DABCC to monitor specific Windows and Citrix Windows Services. Any errors generated by the IMAPing service will be written to its own error log located in the Program Files\DABCC\IMAPing directory. The Error log is called IMAPingServiceLog.txt.

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### Technical Support:

Technical support is handled via email at [imapingsupport@dabcc.com](mailto:imapingsupport@dabcc.com), or via the DABCC IMAPing support forum at [www.dabcc.com/forums/](http://www.dabcc.com/forums/). All support requests received via email will be responded to within 24 hours. The DABCC IMAPing forum is monitored throughout the day.

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## Limitations and Known Issues

- **The built-in email service for IMAPing relays the notification email to a mail server of your choice. If your email server does not support "smtp relaying", this feature may fail. In order to allow the IMAPing email notification service to operate, the smtp gateway must be configured to allow smtp mail relaying from the IMAPing host/hosts. Please see your email administrator regarding this configuration.**
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## Contact

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