Service Hawk

http://www.servicehawk.com/

Service Hawk

Windows Service Monitoring Software

by Wingenuity, Inc.

*Protect your servers from hackers and avoid expensive downtime -
Watch your Windows Services like a hawk with Service Hawk!*

Service Hawk Documentation

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Part I

1 Introduction

1.1 Service Hawk

Thank you for using Service Hawk!

Service Hawk monitors your Windows Services and keeps them up and running, so server downtime is kept to a minimum.

Security breaches take place **every day**, but that doesn't mean you should have to spend lots of time or money monitoring your servers just to make sure you are protected. Hackers, bugs, or even system crashes can wreak havoc on the profitability of your business if given the opportunity. **You must protect yourself from disasters like this!** The good news? Service Hawk can do it *for* you. Automatically.
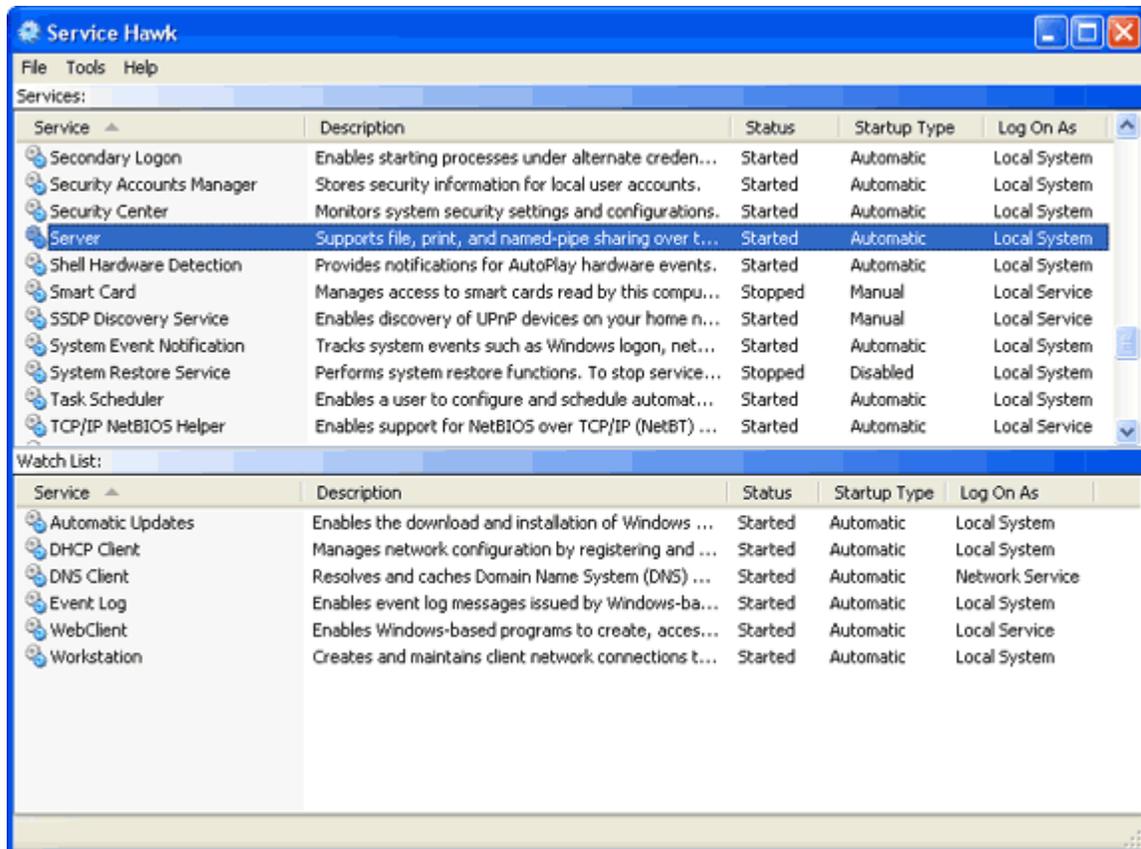
∑ Rest easy knowing your servers are up and running!
∑ Keep **expensive** downtime to a minimum.
∑ Services are automatically restarted - no human intervention required!
∑ Get **immediate notifications** via email, on-screen messages, or sound alerts.
∑ No limit to the number of services you can monitor.
∑ Runs on Windows NT, 2000, XP, and Server 2003.
∑ Free top-notch Technical Support included with purchase.
∑ **One full year** of free software upgrades included with purchase.
∑ 30-day Unconditional 100% Money Back Triple Guarantee.

∑ Instant Product Key delivery via email.
∑ **Ensure your security today!** - Only US $179.00, with **FREE** shipping on all CD-ROM orders!
∑ We also have [Volume Pricing](#).

Case Study

Imagine this scenario: You own a small ISP that runs web servers for hundreds of clients. Unexpectedly, a hacker breaks into your network and shuts down all of your web servers. You may not be aware of this tragedy for hours, but your clients sure are! This loss of web presence is cutting into their bottom line and they are losing money. Not surprisingly, several of your clients decide to take their business elsewhere because, in their eyes, you are now an unreliable company. Don't let this happen to you!

Sound far-fetched? Unfortunately, scenarios like this occur all the time and are becoming more frequent. Fortunately, Service Hawk can monitor and restart your Windows Services for you, automatically, so you will be ready when hackers or bugs in the system threaten to bring down your services.

Features

∑ Selectively choose which services you wish to monitor, and specify how often to verify their status.
∑ Optional service failure notifications via customizable emails, on-screen messages, and sound alerts.
∑ Send email notifications to multiple recipients.
∑ Easily keep track of past service interruptions via comprehensive logging.
∑ Control individual services (Start/Stop, Pause/Resume, Restart) directly from within Service Hawk.
∑ Modify start-up type for each service (Automatic, Manual, Disabled).
∑ Optionally include low-level Kernel and System Driver services.
∑ Supports both HTML and plain text email notifications.
∑ Add one or more file attachments to email notifications.

1.2   Ordering Information

Our order form utilizes a secure server (using SSL) to process your transaction, so your ordering information will be encrypted and kept safe. We also offer a 30-day unconditional 100% money back [Triple Guarantee](#) on all of our products!

Order Service Hawk Online:

Click the Buy Now! button to visit our [secure online order form](#), and order your copy of Service Hawk today! Service Hawk may be ordered through our secure online store 24 hours a day, seven days a week.

(Note: Pricing information is available [here](#).)

Full Version Benefits:

1. **Instant** Product Key delivery via email.
2. **FREE** shipping on all CD-ROM orders.
3. **One full year** of free software upgrades included with purchase.
4. **FREE** top-notch Technical Support.
5. 30-day Unconditional 100% Money Back Triple Guarantee.

Additional Payment Methods:

If you prefer, we also provide the ability for you to place your order via Fax, Phone, Postal Mail or Purchase Order. (Send an email to sales@wingenuity.com for more details. Please indicate the payment method you would like to use.)

1.3   Customer Support

Our stance on customer support is simple: **You, our customer, are the most important asset to our business!** We go all-out to ensure that our technical support is among the absolute best in the business. Many believe that the greatest cost in running a successful business is acquiring new customers. That's why you will be treated like **gold** by our technical support staff once we have you on board as one of our customers. We want you to be our customer for life, so we will always take care of you in a prompt, friendly and helpful manner. If you have an issue that needs to be resolved, visit our Customer Support Center today for a quick resolution!

Customer Support Center:
http://www.wingenuity.com/support.html

Bug Reports:
(Note: Before submitting a bug report, visit the Downloads page to ensure that you are using the latest released version of Service Hawk.)

We strive to ensure that no bugs are released in any of our software products. However, this is nearly impossible for even the best software producers to achieve. If you should happen to encounter a bug in any of our software products, we believe it is our responsibility to fix it. As software consumers ourselves, it absolutely frustrates us to spend our time and money on software and then find we cannot get it to run properly. Providing our users with a way to report bugs shows that we are committed to releasing high quality software products, and allows us to focus on creating the most stable applications possible.

Please report any issues you are having with our software in our forum listed below. Be sure to include the following information:

1. When and how did the problem occur?
2. Can you reproduce the problem? If yes, please list down the steps.
3. Which version of Service Hawk are you running? You can get this information from the About Service Hawk dialog.
4. Which version of Microsoft Windows are you using (98, XP, 2000, 2003, Vista, etc.)?

5.   If there were any error messages shown, please include the full text of the error messages.
6.   Any other information which you think may help us identify the cause of this problem.

Feature Requests:
We cannot guarantee that any requested features will be implemented in future versions of our software. However, we do evaluate each and every suggestion and do our best to incorporate those that will be useful to the majority of our user base. If you have a suggestion for a new feature, please visit the forum below and let us know!

Wingenuity Customer Support Forum:
http://www.wingenuity.com/forum/

Service Hawk Forum:
http://www.wingenuity.com/forum/viewforum.php?f=4

1.4   Service Hawk User Forum

We welcome you to visit and participate in our Customer Support Forum.

Wingenuity Customer Support Forum:
http://www.wingenuity.com/forum/

Service Hawk Forum:
http://www.wingenuity.com/forum/viewforum.php?f=4

1.5   Contacting Wingenuity, Inc.

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Wingenuity, Inc.
69947 S River Rd
White Pigeon, MI 49099-9015
USA

Corporate Homepage:
http://www.wingenuity.com/

Service Hawk Homepage:
http://www.servicehawk.com/

Customer Support Center:
http://www.wingenuity.com/support.html

General Information:
info@wingenuity.com

Sales Email:
sales@wingenuity.com

Sales Phone (Sales related calls only!):
1-269-978-8840
1-866-391-0418 Toll Free

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1.8   Check for Updates

From the Help menu...

| Service Hawk Help... |
| Check for Updates... |
| Ordering Information |
| Service Hawk Homepage |
| Enter Product Key... |
| About Service Hawk... |

...click "Check for Updates..." to launch your default browser which checks to see if you have the latest version of Service Hawk installed.

Part II

2 Installation

2.1 System Requirements

Service Hawk requires a 32-bit Windows platform that utilizes Windows Services (also known as NT Services).

Such compatible platforms include:

∑ Windows Server 2003
∑ Windows XP
∑ Windows 2000
∑ Windows NT 4.0

The following versions of Windows do not have the concept of Windows Services, and thus are not compatible with Service Hawk:

∑ Window 3.x or any older version of Windows
∑ Windows 95
∑ Windows 98
∑ Windows 98 Second Edition (SE)
∑ Windows Millennium Edition (ME)

2.2 Installing Service Hawk

Installing from CD-ROM:
1. Insert the CD-ROM into your CD-ROM drive.
2. Run the ServiceHawkSetup.exe program:
    3. If you have auto run enabled, the ServiceHawkSetup.exe program will start automatically when you insert the CD-ROM.
    4. If you do **not** have auto run enabled (or the ServiceHawkSetup.exe program does not start automatically):
        5. Double-click My Computer from your Desktop.
        6. Click on the CD-ROM drive icon.
        7. Double-click the ServiceHawkSetup.exe program icon.
8. Follow the on-screen instructions as the setup program guides you through the installation process.

Installing from download:
1. Download ServiceHawkSetup.exe to your Desktop (or any other folder of your choice).
2. Double-click the ServiceHawkSetup.exe program icon on your Desktop.
3. Follow the on-screen instructions as the setup program guides you through the installation process.

2.3   Enter Product Key

Once you have purchased Service Hawk, your personal Product Key will be sent to you via email. Follow the steps below for the easiest way to unlock your copy of Service Hawk:

1. Highlight the Registration Information section of this email (including the dashed lines) and copy it to your clipboard by pressing Ctrl+C on your keyboard.
2. Run Service Hawk and choose "Enter Product Key..." from the Help menu.

The registration information should automatically be filled in for you (though you may have to click the Grab Clipboard button). Click OK to finish the process. If this process fails, you may need to manually type the registration information into the Enter Product Key dialog. Please make sure to enter the information EXACTLY as indicated to you in the registration email. You might want to manually copy and paste the Registration Information into the Enter Product Key dialog. Your Product Key is unique to you, and is associated with the order you placed when you purchased Service Hawk.

If successful, you will see the "Product key accepted. Thank you for purchasing Service Hawk!" message. If you see the "You have provided an invalid name or product key." message instead, carefully check over the registration information ensuring that it was entered by following the previous steps. If you still have problems unlocking your copy of Service Hawk, please contact us via email for help. (Include both the original Order Number and your unique Product Key located in the registration email.)

2.4   Upgrading from a previous version

It is safe (and recommended) that you simply install the latest version of Service Hawk on top of any previous version already installed. All settings and configuration data will be carried over to the newer version automatically. Before upgrading, however, please ensure that you have a product key for the newer version, or your unlocked copy of the older version will turn into a trial copy of the newer version.

2.5   Uninstalling Service Hawk

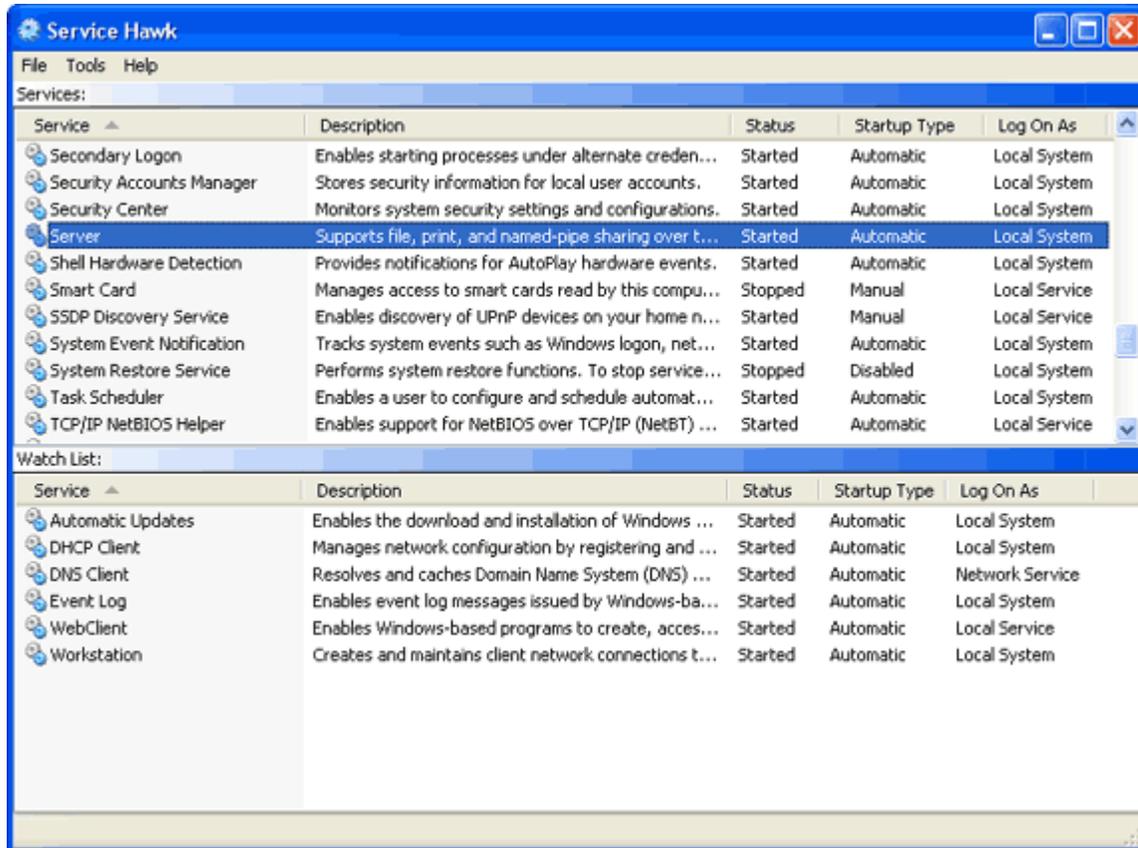Service Hawk may be uninstalled in one of two ways:

∑ Click the Uninstall Service Hawk icon in the Start Menu. (Start | Programs | Service Hawk | Uninstall Service Hawk)

∑ Open the Windows Control Panel and double click on Add/Remove Programs. Then choose Service Hawk from the list of applications to uninstall.

Part III

3   Using Service Hawk

3.1   Main Window

Service Hawk's main window is comprised of two lists. The first list, also known as the Services List, displays all Windows Services currently installed on the machine. This list represents the services that you can choose to monitor with Service Hawk.

The second list, also known as the Watch List, holds the services that Service Hawk is currently monitoring. To add a service to the Watch List, simply double-click a service in the Services List. You may also right-click the service and choose "Add to Watch List" from the pop-up menu. Lastly, you may also choose to drag and drop a service from one list to the other (see Drag and Drop 21 for more information).

3.2   Service Properties Window
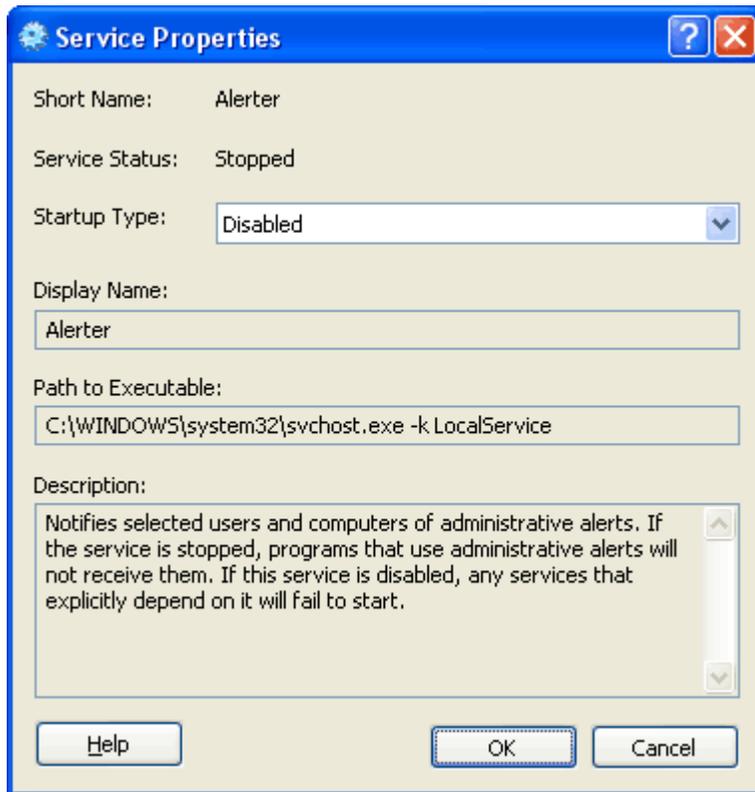
To display the Service Properties window, right-click on a service from Service Hawk's main window and choose "Properties..." from the popup menu. This window allows you to modify the Startup Type for the selected service, and displays all other pertinent information for the service in a single easy-to-read location.

3.3   Drag and Drop

Service Hawk supports drag and drop in the following ways:

∑ Drag and drop a service from the Services list to the Watch List, and vice versa.

∑ Drag and drop the column headers for the Services List to rearrange the column order.

∑ Drag and drop the column headers for the Watch List to rearrange the column order.

NOTE: The order (and size) of each column is saved when Service Hawk exits and are restored automatically upon subsequent instances of the application.
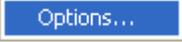
3.4   Menus

3.4.1   Main Menu

The *File* menu has the following sub-menus:
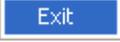
Exit

1.   **Exit** - Exits the Service Hawk application.

The *Tools* menu has the following sub-menus:

Options...

1.   **Options...** - Configures various global application settings.

The *Help* menu has the following sub-menus:

Service Hawk Help...

Check for Updates...

Ordering Information
Service Hawk Homepage

Enter Product Key...

About Service Hawk...

1.   **Service Hawk Help...** - Launches this help file.
2.   **Check for Updates...** - Checks to see if there is an updated version of Service Hawk available.
3.   **Ordering Information** - Launches the Service Hawk ordering information web page.
4.   **Service Hawk Homepage** - Launches the Service Hawk homepage.
5.   **Enter Product Key...** - Allows you to enter (or update) the product key.
6.   **About Service Hawk...** - Launches the About Service Hawk dialog.

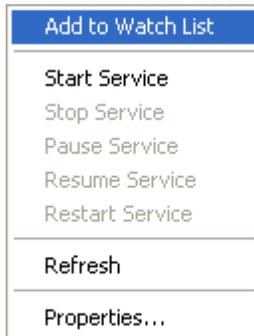The *Buy Now!...* menu has the following sub-menus:

Order Online

Enter Product Key...

(Note: This menu disappears when a valid product key has been entered and accepted.)
1.   **Order Online** - Launches the Service Hawk ordering information web page.
4.   **Enter Product Key...** - Allows you to enter the product key. To change the product key at a later date, click *Enter Product Key...* from the *Help* menu.

3.4.2   Context Menus

The ***Service List Context*** menu has the following sub-menus:

```
Add to Watch List

Start Service
Stop Service
Pause Service
Resume Service
Restart Service

Refresh

Properties...
```

1. **Add to Watch List** - Adds the selected service to the Watch List, removing it from the Service List.
2. **Start Service** - Starts the selected service. - *(Note: This menu item is disabled when the selected service is already started.)*
3. **Stop Service** - Stops the selected service. - *(Note: This menu item is disabled when the selected service is already stopped.)*
4. **Pause Service** - Pauses the selected service. - *(Note: Not all services can be paused. This menu item is disabled when the selected service is unable to be paused.)*
5. **Resume Service** - Resumes the selected service. - *(Note: This menu item is disabled when the selected service is not in the paused state.)*
6. **Restart Service** - Restarts the selected service. - *(Note: This menu item is disabled when the selected service is already stopped.)*
7. **Refresh** - Refreshes the list of services, and their states, in the Service List.
8. **Properties...** - Launches the Service Properties window[21].

The ***Watch List Context*** menu has the following sub-menus:

```
Remove from Watch List

Refresh

Properties...
```
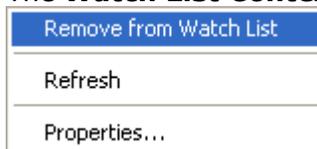
1. **Remove from Watch List** - Removes the selected service from the Watch List, adding it back to the Service List.
2. **Refresh** - Refreshes the list of services, and their states, in the Watch List.
3. **Properties...** - Launches the Service Properties window[21].

The ***System Tray Context*** menu has the following sub-menus:

```
Options...

Open
Exit
```
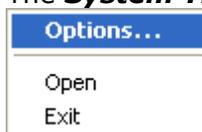
1. **Options...** - Launches the Options dialog, with the following four configuration tabs: General[24], Email Configuration[26], Email Message[28], Notifications[31]
2. **Open** - Displays Service Hawk's main window.
3. **Exit** - Closes Service Hawk. ***WARNING: After Service Hawk is closed, your Windows Services will no longer be monitored by Service Hawk.***

3.5   Application Options

3.5.1   General
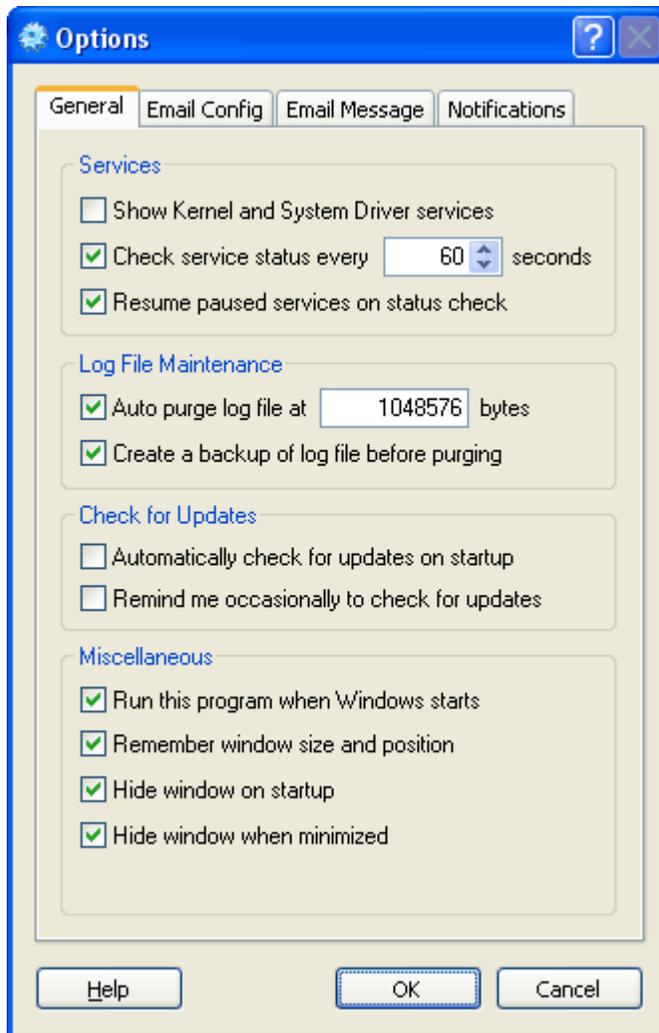
Services:

1. **Show Kernel and System Driver services** - Enable this option if you wish to include Kernel and System Drivers in the list of services available for Service Hawk to monitor.
2. **Check service status every *NN* seconds** - This setting specifies how often Service Hawk will check the status of the services currently in the Watch List[20]. Configuring Service Hawk to check the service status less than every 30 seconds is not recommended. While not restricted, it may cause unnecessary strain and lead to performance problems. WARNING: If this option is disabled, Service Hawk does not check the status of any services in the Watch List, and thus will not restart any services.
3. **Resume paused services on status check** - Enable this option to have Service Hawk resume services in the Watch List[20] that have been paused.

Log File Maintenance:

1. **Auto purge log file at *NN* bytes** - This setting allows for the log file to be automatically purged when it reaches the specified size in bytes. If this option is disabled Service Hawk will not purge the log file.
2. **Create a backup of log file before purging** - Enable this option to have Service Hawk create a backup copy of the log file before it gets purged. The backups will be stored in the same directory as the original log file, and are named with the following naming convention: ServiceHawk.log.0001, ServiceHawk.log.0002, etc.

Check for Updates:

1. **Automatically check for updates on startup** - Enabling this option allows you to see if there is a new version of Service Hawk each time it is started.
2. **Remind me occasionally to check for updates** - Enabling this option will remind you to check for updates every few weeks.

Miscellaneous:

1. **Run this program when Windows starts** - Enabling this option ensures that Service Hawk will start each time Windows is started.
2. **Remember window size and position** - Enable this option to force Service Hawk to use the same window size and position for the Main Window [20] the next time it is launched.
3. **Hide window on startup** - Enabling this option causes the Main Window to be hidden each time Service Hawk is started.
4. **Hide window when minimized** - Enable this option to remove Service Hawk from the taskbar when the Main Window [20] is minimized. The system tray icon is still present and active when the Main Window is hidden.

3.5.2 Email Configuration
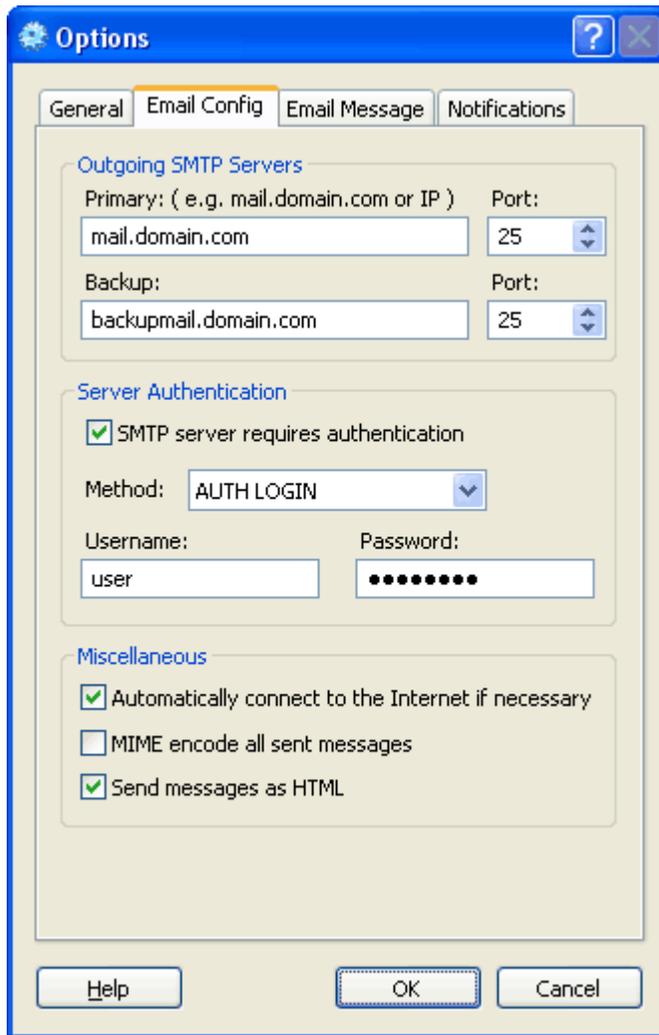
Outgoing SMTP Servers:

1. **Primary (server)** - Use this field to specify your Primary SMTP server for sending Email.
2. **Primary (port)** - Use this field to specify the port number for your Primary SMTP server. The default port number is 25.
3. **Backup (server)** - Use this field to specify your Backup SMTP server for sending Email. If the Primary SMTP server fails, Service Hawk will attempt to send the Email notification via the Backup server.
4. **Backup (port)** - Use this field to specify the port number for your Backup SMTP server. The default port number is 25.

Server Authentication:

1. **SMTP server requires authentication** - Enable this option if your SMTP server requires you to log on in order to send Email.
2. **Method** - This option allows you to specify which authentication method your SMTP server requires. Possible choices include: AUTH LOGIN, AUTH PLAIN, CRAM MD5, or

NTLM. Consult your SMTP server's documentation for more information regarding these types of authentication methods.
3. **Username** - This field specifies the username needed to log in to your SMTP server.
4. **Password** - This field specifies the password needed to log in to your SMTP server. NOTE: Your password is encrypted before it is stored, therefore it is never stored in plain text for easy viewing.

Miscellaneous:

1. **Automatically connect to the Internet if necessary** - This option allows Service Hawk to automatically connect to the Internet for the purpose of sending Email notifications, if no connection is currently present.
2. **MIME encode all messages** - Enable this option to MIME encode all outgoing Email notifications. If you are sending Email messages as HTML, or plan to specify one or more attachments 31, this option should be enabled.
3. **Send messages as HTML** - Enabling this option tells Service Hawk to send Email notifications as HTML Email. This allows the use of HTML tags in the Email Message 28.

3.5.3 Email Message

Sender (From...):

1. **Name** - This field is used for the sender's name for outgoing Email notifications. Since this application is the "sender" it would probably make sense to use something like "Service Hawk" for this value.
2. **Email** - This field is used for the sender's Email address for outgoing Email notifications.

Recipient (To...):

1. **Name** - This field is used to specify the name of who will be receiving Service Hawk's Email notifications.
2. **Email** - This field is used to specify the Email address of who will be receiving Service Hawk's Email notifications.

Carbon Copies:

1. **Cc...** - Use this field to send a carbon copy of all Email notifications to additional

recipients. This field should only contain Email addresses. Multiple Email addresses must be delimited with commas or semi-colons.
2. **Bcc...** - Use this field to send a blind carbon copy of all Email notifications to additional recipients. This field should only contain Email addresses. Multiple Email addresses must be delimited with commas or semi-colons.

Priority:

1. **High** - Specifies that all outgoing Email notifications will be tagged as having a high priority.
2. **Normal** - Specifies that all outgoing Email notifications will be not have a priority associated with it.
3. **Low** - Specifies that all outgoing Email notifications will be tagged as having a low priority.

Message:

1. **Subject** - This field specifies the subject that will be used for all outgoing Email notifications.
2. **Body** - Use this field to specify the body of the Email notifications. See Dynamic Email Variables 29 for details on how to add dynamic information to the Email.

3.5.3.1　Dynamic Email Variables

Service Hawk allows you to add dynamic information to the body, as well as the subject, of outgoing Email notifications. Simply use the variables below, including the "%%" beginning and ending tags in the Message Body 28 and/or the Message Subject 28.

Variable :	Replaced With:
%%SERVICE_NAME%%	Display name of the service in question.
%%SERVICE_NAME_SHORT%%	Short name of the service in question.
%%SERVICE_STARTUP_TYPE%%	Startup Type of the service in question.
%%SERVICE_DESCRIPTION%%	Description of the service in question.
%%SERVICE_EXE_PATH%%	Path to the executable associated with the service .
%%SYSTEM_DAY_NAME%%	Current day (long). ***Monday***, ***Tuesday***, etc.
%%SYSTEM_DAY_NAME_SHORT%%	Current day (short). ***Mon***, ***Tue***, ***Wed***, etc.
%%SYSTEM_MONTH_NAME%%	Current month (long). ***January***, ***February***, etc.
%%SYSTEM_MONTH_NAME_SHORT%%	Current month (short). ***Jan, Feb, Mar***, *etc.*
%%SYSTEM_YEAR%%	Current year in four digit format. ***YYYY***
%%SYSTEM_YEAR_SHORT%%	Current year in two digit format. ***YY***
%%SYSTEM_DAY_OF_WEEK%%	Current day of week in decimal format. ***0-6, Sunday is 0***
%%SYSTEM_DAY_OF_MONTH%%	Current day of month in decimal format. ***01-31***
%%SYSTEM_DAY_OF_YEAR%%	Current day of year in decimal format. ***001-366***
%%SYSTEM_WEEK_OF_YEAR_SUNDAY%%	Current week of year in decimal format (Sunday as first day). ***00-53***
%%SYSTEM_WEEK_OF_YEAR_MONDAY%%	Current week of year in decimal format (Monday as first day). ***00-53***
%%SYSTEM_MONTH_OF_YEAR%%	Current month of year in decimal format. ***01-12***
%%SYSTEM_HOUR_12%%	Current hour in 12-hour format. ***01-12***
%%SYSTEM_HOUR_24%%	Current hour in 24-hour format. ***00-24***
%%SYSTEM_MINUTES%%	Current minute as decimal number. ***00-59***
%%SYSTEM_SECONDS%%	Current second as decimal number. ***00-59***
%%SYSTEM_AM_PM%%	Current A.M./P.M. indicator. ***AM or PM***
%%SYSTEM_TIME_ZONE%%	System time zone name or abbreviation.
%%SYSTEM_DATE_TIME%%	Current date/time in the following format: Thursday, August 09, 2007 : 13:45:59
%%HOSTNAME%%	Hostname of machine running the service in question.

3.5.4 Notifications
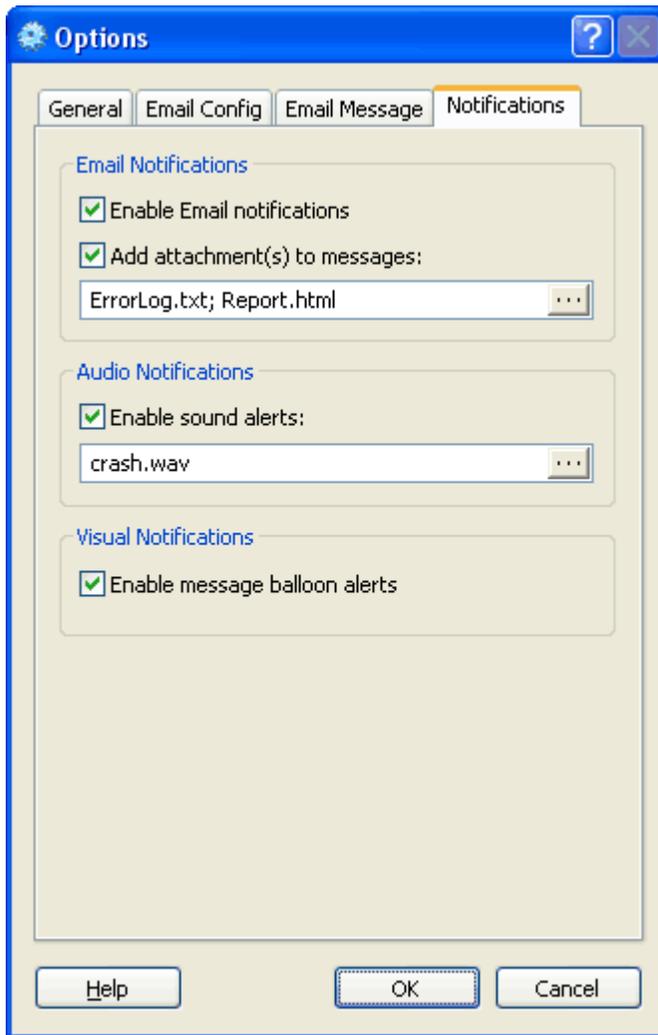
Email Notifications:

1. **Enable Email notifications** - Enable this option if you wish to receive Email notifications each time a service in the <u>Watch List</u> [20] is found to be not running.
2. **Add attachment(s) to messages:** - Enabling this option allows one or more files to be added as attachments to all outgoing Email notifications.

Audio Notifications:

1. **Enable sound alerts:** - Enable this option to specify an audio file to be played when a service in the Watch List is found to not be running. The audio file must be in WAV format.

Visual Notifications:

1. **Enable message balloon alerts** - This option enables "message balloons" to be displayed in the lower right-hand corner of your screen when a service in the <u>Watch List</u> [20] is found to not be running.

Part IV

4   Privacy Policy

(Note: This document is subject to change without notice. Please view the [Privacy Policy](#) online for the latest version of this document.)

Your privacy is very important to us. Wingenuity, Inc. will never share, sell, lend or otherwise make any customer information available to third parties without your consent, unless it is required by law for us to do so.

We may occasionally contact you regarding product updates, bug fixes, or other product related information.

Cookies:
Our website makes use of anonymous cookies to track the way our website is used. A cookie is a small amount of data that is sent from our web server to your browser. This small amount of data is then stored on your hard drive so that it may be accessed later for informational purposes. That information can then be used to: track your progress when placing an order, help ensure affiliate effectiveness, analyze the way our site is being used, etc. No personally identifiable information is stored in our cookies.

Information Collection and Usage:
We gather general website usage information (such as the number of times our products have been downloaded, the number of times specific pages have been visited, etc). Also, when you visit our website or order our products, we may ask that you provide us with certain types of personal information (such as your name, mailing address and email address). We use this information, for example, to fulfill and/or ship orders placed from our website.

External Links:
Our website may contain links to third-party websites. We have no control over any content, policies or practices employed by these websites. We suggest that you read any policies applicable to the site you are visiting as, for example, this privacy policy only applies to our website.

Website Security:
This site has security measures in place to protect the loss, misuse and alteration of the information under our control.

Forums:
Should you choose to become a member of our forums (to gain access to our online technical support), you will need to provide us with a username/password and a valid email address. This information will only be used to grant you access to the forums, and will not be shared with any third parties. Any information posted to our online forums becomes public information, which means that you should exercise good judgment while posting information on the forum pages. We are not responsible for any information posted to our forums.

Changes to this Privacy Policy:
Wingenuity, Inc. reserves the right to amend this policy from time to time without advance notice. Any amended terms will be posted clearly on this website.

Acceptance of Terms:

By accessing this website (and using our software products and services) you are agreeing to the practices regarding the information collection, and its associated use, as described in this policy.

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