

Operation and Maintenance

This White Paper deals with the subject of the operation and maintenance of Netviewer Server products. The target groups are all Netviewer customers hosting own Netviewer Server on their premise.

Operation and Monitoring

All Netviewer Server products can be monitored using third party applications like Nagios. It can monitor the hardware health and software parameters. Our team can assist integrating the desired monitoring tool to work with the Netviewer server software.

The Netviewer Enterprise Server also comes with an own monitoring software – the Netviewer Monitoring Server. It can monitor all Enterprise Servers in an Enterprise Server environment. With this program it is possible to monitor all performance values of the Server (number of connections, CPU load, response time etc.).

To monitor the servers using a normal web browser all Netviewer servers support a HTML status response on port 80. To see the status just enter the following URL in the web browser:
<http://MYDNSNAME.com/nvserver?stat=1>

This request returns the CPU load, connection numbers by product, the current traffic and server version number.

By only typing in the server URL (for example *<http://MYDNSNAME.com/nvserver>*) in the web browser the Netviewer server will return the character "5". This is the status code for a normal server operation.

Maintenance

Log file clean up:

The log files of the Netviewer server products continue growing and take a large amount of hard disk space after several months of heavy traffic. It is recommended to back up old log files and delete them from the Netviewer server hard disk. The interval depends on the session load of the server and can be from once every few weeks till several months.

Database backup:

The Netviewer Enterprise Server uses a Microsoft SQL database to store settings and log information. To securely store this information is recommended to back up the database. The Microsoft SQL Server product supports an automatic backup of databases according to a time plan. Please consult the SQL Server manual for more details. The free versions of the SQL Server (MSDE and 2005 Express) do not support an automatic backup. It is recommended to backup these databases by hand or batch process on a regular basis.

Summary

The Netviewer server products can be monitored on several ways. By using a external third party program, by using the Netviewer Monitoring Server or by checking the server URL in a web browser.

The maintenance of the server products only consists of backing up the log files and the database information to prevent loss of information in case of a hardware malfunction.

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Reference to Server- and Client Version: G3 & G3.1

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