

Default Agent Service Check monitor CRIT after upgrade to Uptime IM 7.7

In Uptime IM 7.7, the names of the Windows services have changed; instead of "up.time ...", they now say "Uptime ...". This change means that existing Windows Service Check service monitors that check the status of the Uptime services will go CRIT soon after upgrading to Uptime 7.7.

To resolve, edit the affected Windows Service Check monitor and change "up.time" in the service name field to "Uptime".

ex.

Old Windows service name:

Edit Service - Default Agent Service Check

Service Name

Default Agent Service Check

Description

monitors the windows service for the up.time

Host

Single System

lab-wl-ws (localhost)

Unassigned

Windows Service Check Settings

Save All for Graphing

Service Name

up.time agent

Service Status

Save for Graphing

Warning

Select a comparison method

Choose one

Critical

Select a comparison method

Choose one

Response time

Save for Graphing

Warning

Select a comparison method

ms

Critical

Select a comparison method

ms

New Windows service name

Edit Service - Default Agent Service Check

Service Name	<input type="text" value="Default Agent Service Check"/>
Description	<input type="text" value="monitors the windows service for the uptime"/>
Host	<div><input checked="" type="radio"/> Single System <input type="radio"/> Unassigned</div> <div><input type="text" value="lab-wl-ws (localhost)"/></div>

Windows Service Check Settings

		Save All for Graphing	<input type="checkbox"/>
Service Name	<input type="text" value="Uptime agent"/>		
Service Status		Save for Graphing	<input type="checkbox"/>
Warning	<div><input type="text" value="Select a comparison method"/></div> <div><input type="text" value="Choose one"/></div>		
Critical	<div><input type="text" value="Select a comparison method"/></div> <div><input type="text" value="Choose one"/></div>		
Response time		Save for Graphing	<input type="checkbox"/>
Warning	<div><input type="text" value="Select a comparison method"/></div> <div><input type="text"/></div> ms		
Critical	<div><input type="text" value="Select a comparison method"/></div> <div><input type="text"/></div> ms		