



User Manual
NSClient++ 0.2.7.1

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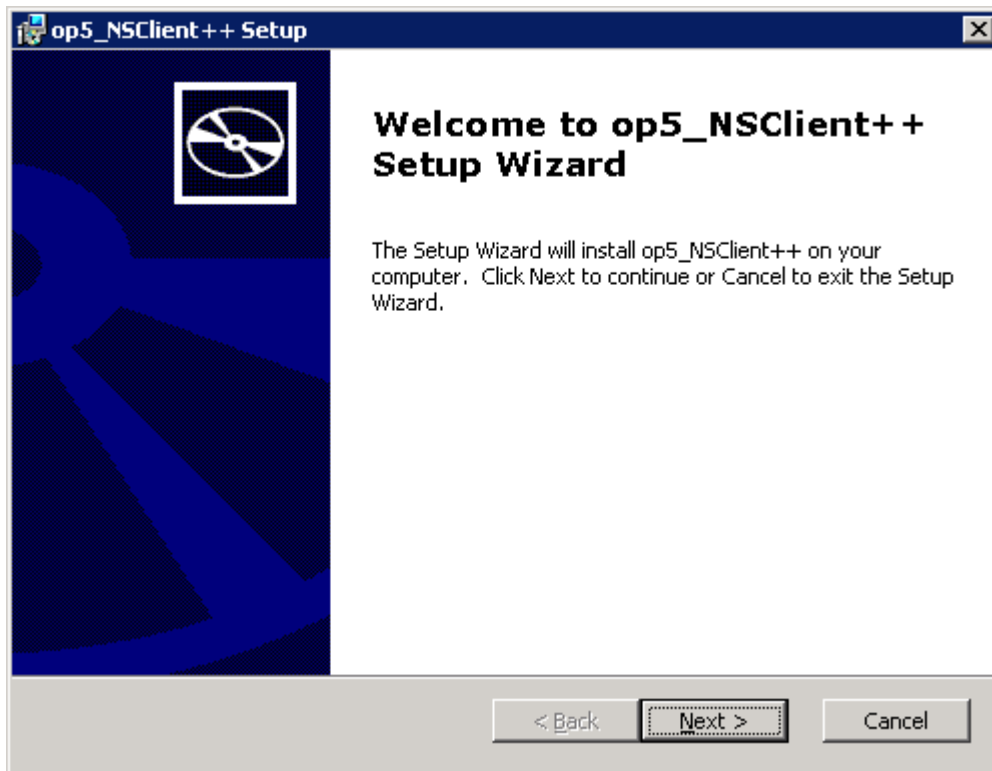
Introduction

NSClient++ is an agent software used together with op5 Monitor and/or op5 Statistics to monitor and gather performance information from Windows servers. NSClient++ is intended as a drop-in-replacement for NSClient and NRPE_NT since it provide the combined functionality of those agents.

Basic knowledge in windows server administration is recommended.

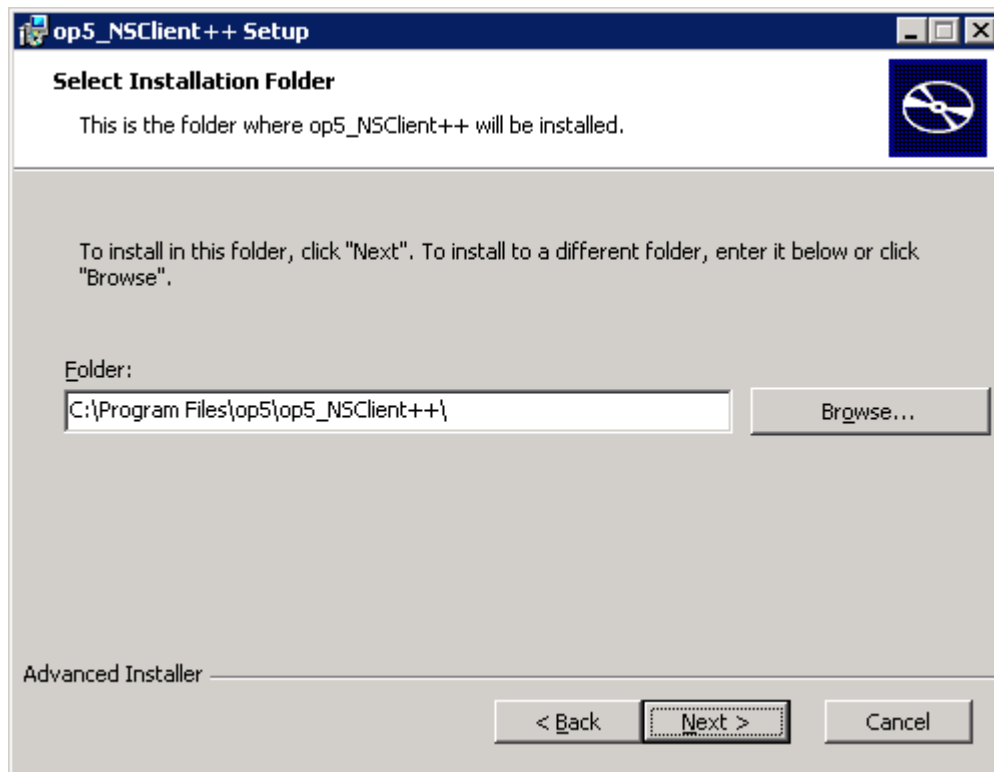
Installation

The op5 NSClient ++ installation package consists of an msi installer. To install simply double-click the installation msi file and follow the on-screen instructions.



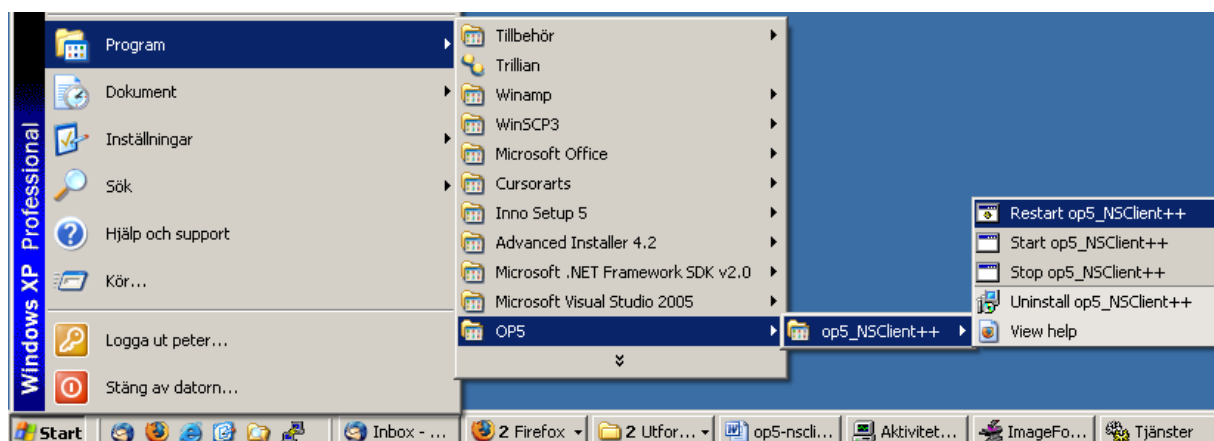
By default NSClient++ will be installed in an op5 subdirectory to the programfiles folder. Usually: `C:\Program Files\op5\op5_NSClient++\`

During the installation you will have the opportunity to change where to install the application.



The installation package automatically starts the NSClient++ service and sets its start method to automatic. This means that the service will be automatically started when the server is rebooted.

The installer will also create a folder in the start-menu containing shortcuts to start/stop/restart the NSClient++ service.



Upgrading

NSClient users should uninstall NSClient prior to installing NSClient++. Since NSClient++ provides the exact same functionality as the old NSClient there is no need to reconfigure op5 Monitor/Statistics as long as the same port is used on the Windows server.

NRPE_NT users need to uninstall NRPE_NT before installing NSClient++. All command definitions from the NRPE_NT configuration file should be copied to the **[NRPE Handlers]** section in **NSC.ini**.

Users of NSClient++ versions prior to 0.2.7 (0.2.6 and below), where the installation package consisted of an exe-installer in opposite of the current version which is an msi installation package, must uninstall that version prior to installing this version. If you have made any changes to **NSC.ini** (NSClient++'s configuration file), you must save a copy of this file before uninstalling the old version. Otherwise this file will get deleted during the uninstallation of the previous version of NSClient++. After installing the new version you should merge the changes you had done to **NSC.ini** into the newly installed **NSC.ini** file.

Users of NSClient++ v0.2.7 can install this upgrade (v0.2.7.1) directly without uninstalling the previous version. Remember that **NSC.ini** (NSClient++'s configuration file) is replaced with the default version during install. A copy is made to **NSC.ini.backup** during the update. After installing the new version you should merge the changes you had done to **NSC.ini** into the newly installed **NSC.ini** file. From v0.2.7 to v0.2.7.1 no changes have been made to the **NSC.ini** file so you can safely just replace it with the backup version if you had made any changes in it.

Configuration

NSClient++ operation is configured in a plain text file called **NSC.ini** located in the install directory. The default configuration provided is fully functional but there are some options that likely need to be changed.

To edit configuration open the **NSC.ini** file using your favorite text-editor (e.g. WordPad). All sections in this configuration file are commented so read this carefully to get a complete understanding of all configuration options. Lines starting with ; (semicolon) are comments. For changes to take effect NSClient++ must be restarted.

Options most likely in need for configuration are described below, section by section.

[Settings]

allowed_hosts=

This option lists all servers that are allowed to talk to the agent. Enter the IP-address of the op5 Monitor/Statistics server. If this option is left blank anybody will be able to communicate with the agent.

[log]

`debug=0`

Set debug to 1 to enable debugging. This is normally not needed but can be very useful when debugging.

[NSClient]

`port=1248`

This is the port used for NSClient style requests, i.e. using the `check_nt` plugin. If any other application is already using the default port it might be necessary to change this option. Note, if a non default port is used you also need to make changes on the op5 Monitor/Statistics server.

[NRPE]

`port=5666`

This is the port used for nrpe style requests. In order for a minimum of configuration on the op5 Monitor/Statistics server it's recommended that this option is left with the default value. If this is changed new nrpe check commands using the configured port need to be created on the op5 Monitor/Statistics server.

`allow_arguments=0`

Set this to 1 to enable the possibility to include arguments in nrpe requests. This could be considered a security risk so only enable this if needed. Also, make sure to set the `allowed_hosts` option described above if arguments are allowed.

[NRPE Handlers]

The nrpe handlers provide a way to execute any custom plugin/check command on the monitored Windows server. In this section you configure all the commands that should be available.

For example:

`command[my_custom]=c:\mycustomdir\my_prog.exe`

Or the simplified syntax:

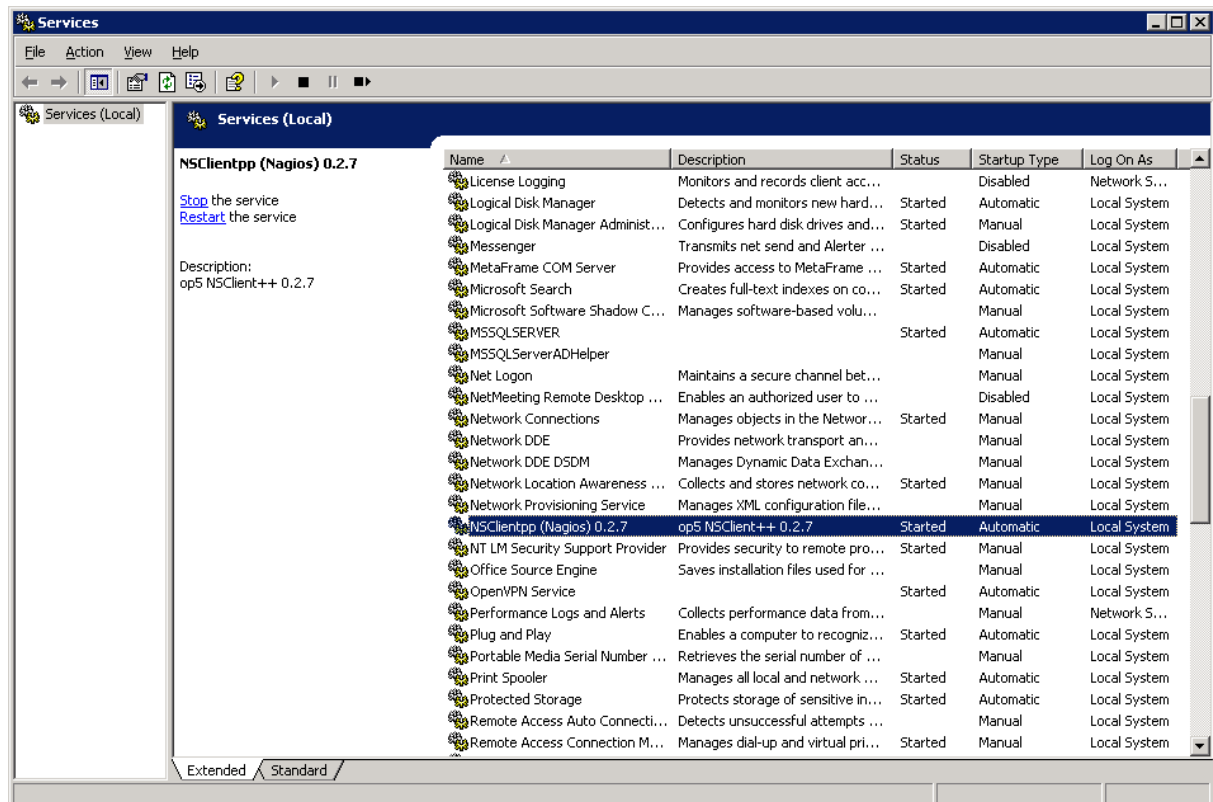
`my_custom=c:\mycustomdir\my_prog.exe`

Troubleshooting

This section includes a number of troubleshooting tips to be used if NSClient++ does not respond to queries.

Verify that the service is running

Locate NSClientpp in the list of services. How to navigate to the services list depends on operating system and control panel mode. It might, for example, be found in Control panel -> Administrative Tools -> Services.



From this view it is also possible to start and stop the service.

Turn on debugging

Enable debugging in the configuration file, `nsc.ini`, as described in the configuration section above. Force a check from the op5 Monitor server and view the debug info generated in the debug file specified.

Command line checks from the op5 server

Log on to the op5 server using ssh or use standard console access (keyboard/mouse). Execute the following:

```
# /opt/plugins/check_nt -H <windows-server-address> -v CLIENTVERSION
```

The response should be something similar to the following:

```
NSClient++ 0.2.7.1 2007-06-18
```



If the command above fails, review the NSClient++ log file for hints on what causes the problem.

Common problems

Firewalls blocking the traffic are the number one cause of communication problems. If debugging is enabled there will always be entries in the log-file when issuing check commands. If the log file remains empty it is likely that a firewall is blocking the traffic. Verify that the used ports are open between the op5 server and the monitored windows server (port 1248 for NSClient checks and port 5666 for nrpe checks).

Online help

On the op5 support web, <https://support.op5.se>, you will find additional documentation as well as information on how to contact the op5 support team.