



# Metroline – ServerWatch – Quick Reference

## Purpose

ServerWatch monitors MLNOESQLEXP01 (Production SQL Server) from MLNOESQLTEST01 (Test server). It checks server reachability (ping) and SQL port 1433 availability every minute. Alerts are posted to Microsoft Teams (Data Warehouse → Server Alerts).

## Alert Conditions

Condition	Alert Triggered
Ping + SQL port unreachable (3 consecutive checks)	[ALERT] MLNOESQLEXP01 appears DOWN
Server recovers and responds	[RECOVERED] MLNOESQLEXP01 reachable
Repeated failures within cooldown (15 min)	No duplicate alerts until cooldown expires

## Runbook – When an Alert Fires

1. Check Teams \*Server Alerts\* channel for [ALERT] message.
2. Attempt to connect to MLNOESQLEXP01 via SSMS or RDP to confirm status.
3. If SQL service stopped: restart via Services.msc.
4. If host unreachable: check VM/physical server status or escalate to Infrastructure.
5. After recovery, confirm [RECOVERED] message posts in Teams.
6. Log incident in SDP if outage confirmed.

## Testing Scenarios (Summary)

- Stop SQL Service → expect [ALERT] after 3 mins → restart → [RECOVERED].
- Change host to bad value in script → [ALERT] → revert → [RECOVERED].
- Disconnect NIC briefly with FailAfter=3 → no alert (false positive avoided).
- Force repeated failures within 15 mins → only one alert posts (cooldown).
- Delete state.json and rerun script → state resets cleanly.