

**Inncom Watchdog User Guide**

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## Summary

“Watchdog-O-Matic” is a 3<sup>rd</sup> party program that is loaded onto Inncom server computers to monitor running Inncom applications. Watchdog provides a “dash-board” type window so you can easily tell what Inncom programs are running, and it will automatically re-start any Inncom program that has locked-up, crashed, or been shut down.

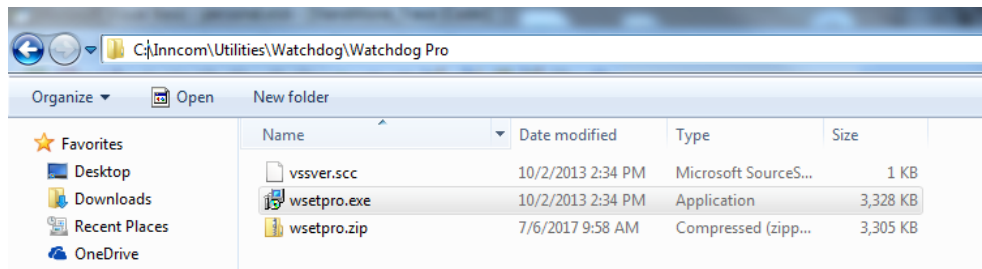
## Section 1: Installing “Watchdog”

1. The Watchdog setup/install file is available at the following locations:

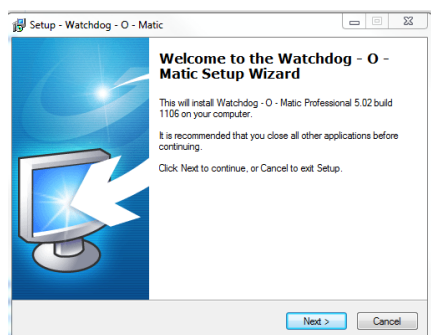
Inncom Niantic Network : T:\FTP\Server\_Install\Inncom\Utilities\Watchdog\Watchdog Pro

This same folder structure is copied onto the Inncom server hard drive shipped to a property, so you can get the installer from the Inncom\Utilities\Watchdog\Watchdog Pro folder.

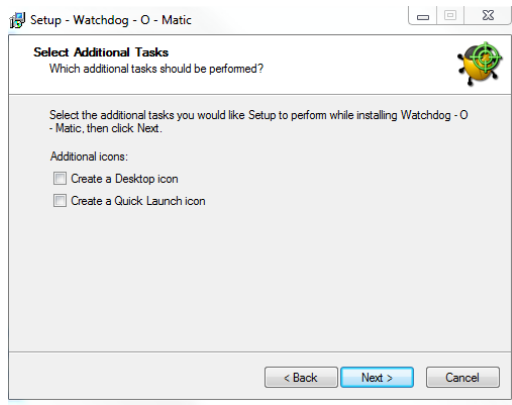
2. Browse to the folder where you placed the Watchdog setup program. Run the Watchdog setup program by double-clicking “**wsetpro.exe**”.



3. A welcome window will appear asking if you want to install Watchdog. Click Next to proceed.



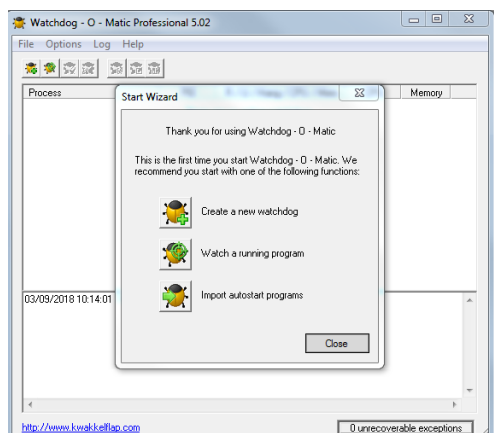
4. The next screen is a License Agreement. Accept the license agreement and click “Next>” to proceed.
5. Select the installation directory on the next screen that appears. The default location of “C:\Program Files\Kwakkelflap\Watchdog” is fine if you want to use that. Click “Next>”.
6. A “Select Additional Tasks” window will open. Select if you want to create a desktop icon and create a quick launch icon and click “Next>”. The installation process will start.



7. When installation is complete, a window will appear indicating the installation is complete with an option to launch the application. Check the Launch application and click Finish. .



8. The main Watchdog – O – Matic window will open with a Start Wizard displayed. Click the “Close” button on the Wizard. We will manually add the Inncom applications in the following steps.



## Section 2: Add Inncom Applications to Watchdog

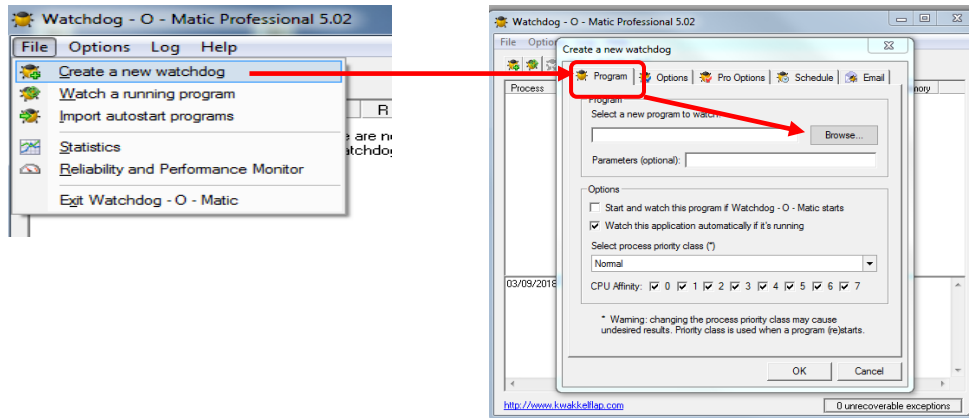
1. Add the desired Inncom programs that need to be monitored to Watchdog by repeating steps A and B below for each program.

This should typically include:

- ✓ WinP5PT.Exe Located at X:\Inncom\Bin
- ✓ Netcom.Exe Located at X:\Inncom\Bin
- ✓ DCenter.Exe Located at X:\Inncom\Bin
- ✓ WSCon.Exe Located at X:\Inncom\Bin
- ✓ WinTLC.exe (ONLY if Timelox RF locks are installed) Located at X:\Inncom\Bin
- ✓ MicrosFIASInterface.exe (ONLY if MicrosFIAS PMS interface is used)  
Located at X:\Inncom\Bin
- ✓ TermDMS.exe Located at X:\Inncom\Bin

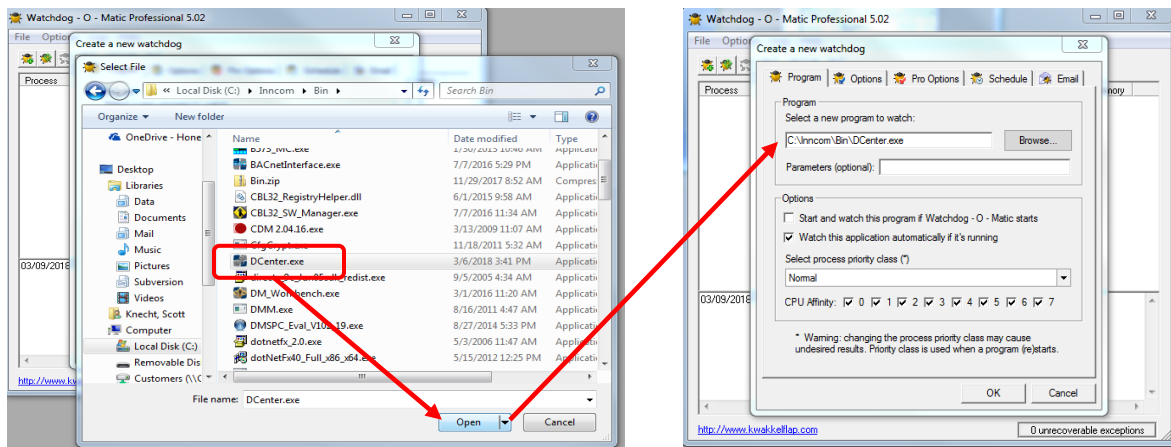
X = the actual drive where Inncom software is installed

- A. Left-click on the “File” menu and select “Create a new watchdog” to open the “Create a new watchdog” window. Select the “Program” tab if not already selected and click the “Browse” button to open a file browser.

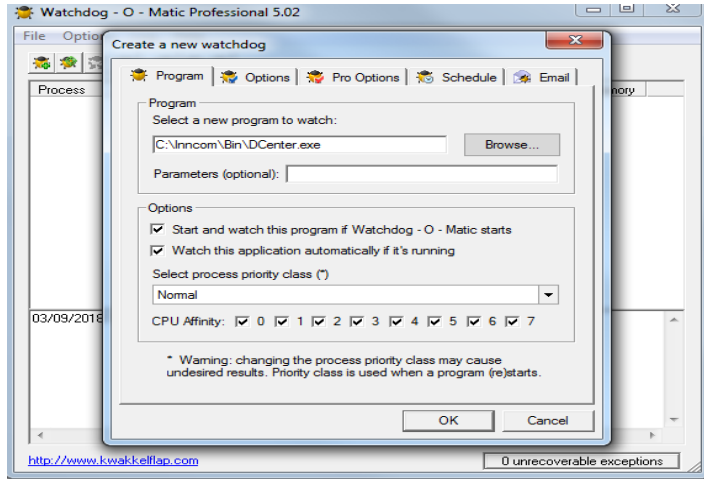


- B. Do the following steps to add the Inncom programs to be watched:
  1. Navigate to the Inncom\Bin folder and select the desired Inncom application. In this example, DCenter.exe is selected.

Click the Open button. The selected program path will be added.



2. Configure the following options on the “Program” tab window:
  - ✓ Check the “Start and watch this program if Watchdog-O-Matic starts” option.
  - ✓ Check the “Watch this application automatically if it is running” option.
  - ✓ Set the “Select process priority class” to “Normal”
  - ✓ Leave all of the “CPU Affinity” checkboxes checked.

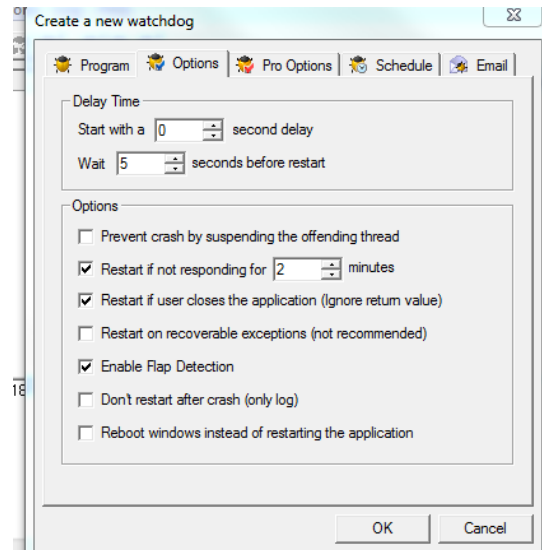


3. Select the “Options” tab and configure the following items on the Option tab.

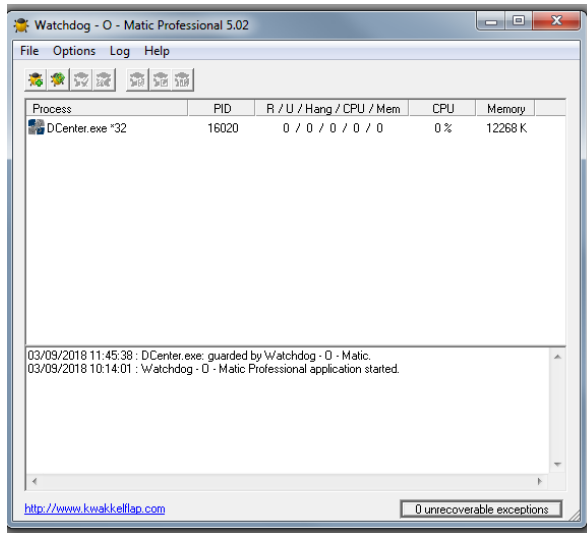
- ✓ Start with a XX second delay. It is recommended to use the following delays for each of the Inncom applications to create an optimal startup sequence for the Inncom applications:

- WinP5PT.exe – 0 second delay
- Netcom.exe – 0 second delay
- DCenter.exe – 0 second delay
- WCon.exe – 0 second delay
- WinTLC.exe (if applicable) – 5 second delay
- MicrosFIASInterface.exe (if applicable) – 10 second delay
- TermDMS.exe – 20 second delay

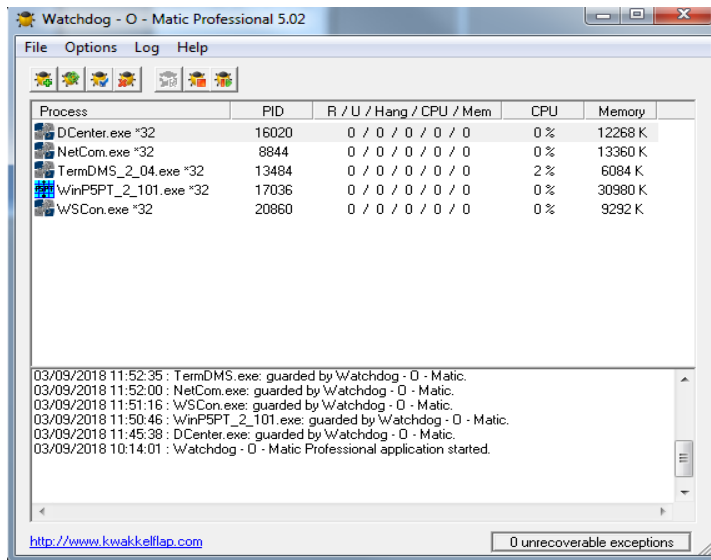
- ✓ Wait 5s before start
- ✓ Restart if not responding for 2 minutes
- ✓ Restart if user closes the application(Ignore return value)
- ✓ Enable Flap Detection



4. Click the “OK” button when finished. The new “watched” program should appear in the Watchdog window and the program should startup if not already running. In the below example , “DCenter.exe” program has been added and is being watched.



- C. When all desired programs have been added, they should be listed in the Watchdog window.



- D. Watchdog installation is complete. Minimize Watchdog by clicking the minimize button in the upper right corner.

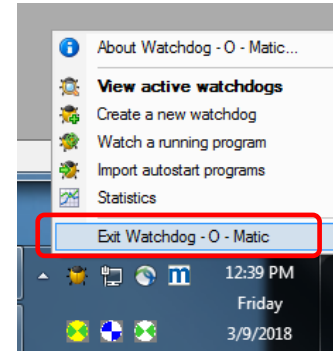
## Section 3: Using Watchdog Once Installed

Once Watchdog has been installed, configured and activated, it will watch the selected programs running on the Inncom computer and automatically re-start a program if it crashes or is accidentally shut down. In most cases, no user interaction is required with Watchdog. Watchdog will run minimized in the background (as indicated by the red check symbol in the Windows system tray next to the clock). Watchdog will also auto-start upon Windows startup.

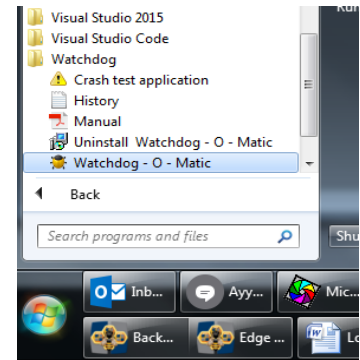
### Stopping and Starting Watchdog

To manually close Watchdog and stop watching the Inncom programs , right-click the Watchdog icon in the Windows system tray and select the “Exit Watchdog – O – Matic”

Any Inncom applications will continue to run, but are no longer monitored by Watchdog and will not auto restarted if closed.



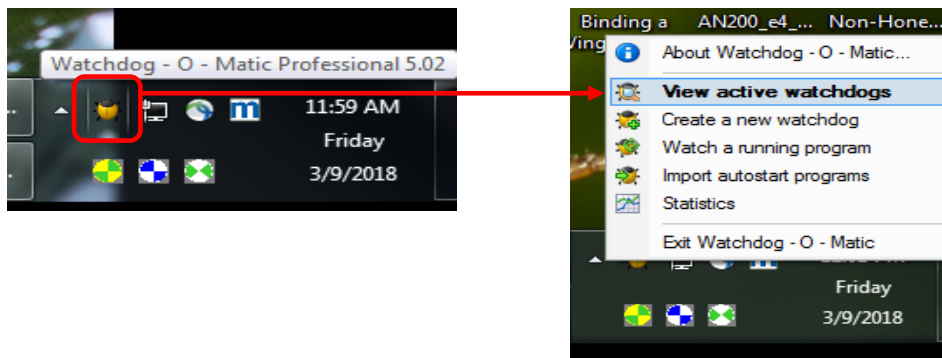
To manually Start Watchdog if it is not running, click the Windows “Start” button and click Watchdog-O-Matic to start it.



There are certain cases where the Watchdog program is accessed:

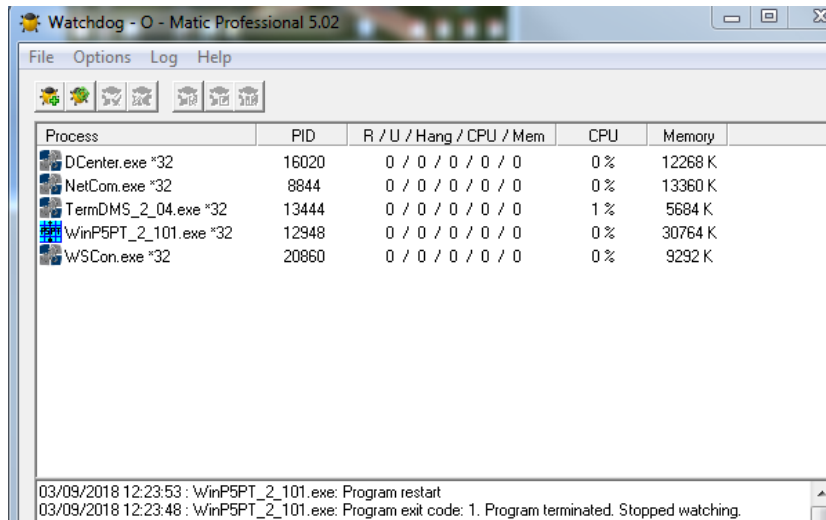
### To check on the status of a program being monitored by Watchdog.

To check the current status of a program being monitored by Watchdog, open the Watchdog main window by right-clicking on the Watchdog symbol in the Windows system tray and selecting “**View active watchdogs**” from the pop-up menu.



The main Watchdog window will open and display a list of the programs being monitored. When a particular program is running, it will have a PID (process ID) value in the PID column. If the program is currently not running, “not running” will appear in the PID column.

A history of the programs being watched is displayed at the bottom of the window. In the example shown below, all monitored programs are currently running, but the “WinP5PT” program was shutdown by someone and was automatically re-started by Watchdog.



The program history displayed at the bottom of the Watchdog window is also saved into a text log file located in the Watchdog installation directory. This would be “C:\Program Files\Kwakkelflap\Watchdog\logfile.txt” if Watchdog was installed using the default install location.

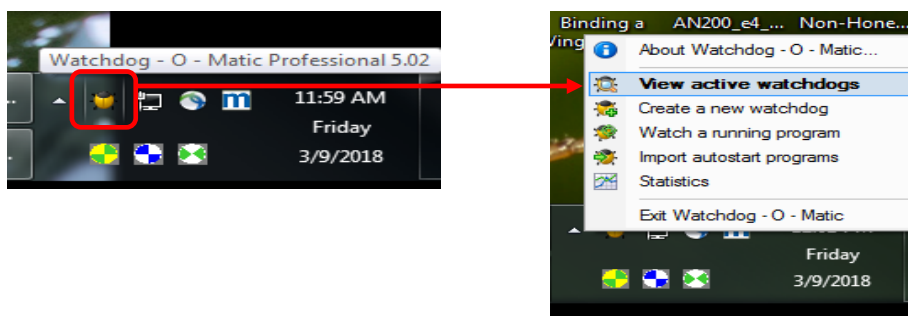
## To use Watchdog as a “menu” in order to start and stop Inncom programs.

Inncom programs such as Netcom, WSCon (Work station concentrator) and DCenter (Data Center) run as a Windows “service” and do not have a window that is visible on the windows desktop. In order to close these programs, you must normally access the Windows “Task Manager” by typing “CTRL-Alt-Delete” and from Task Manager “kill” or stop the program.

However, with Watchdog installed, you can start/stop the programs being watched by Watchdog from within the Watchdog program.

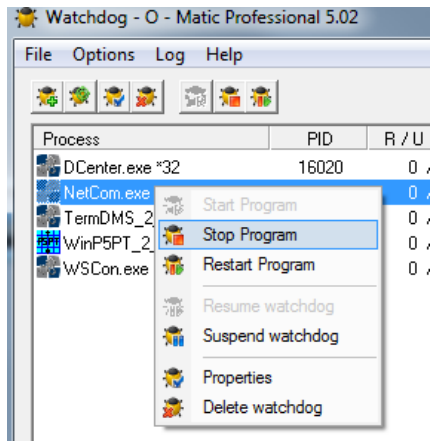
To start or stop an individual Inncom program being watched by Watchdog:

- If not already opened, open the watchdog window by right-clicking on the Watchdog symbol in the Windows system tray and selecting “**View active watchdogs**” from the pop-up menu.

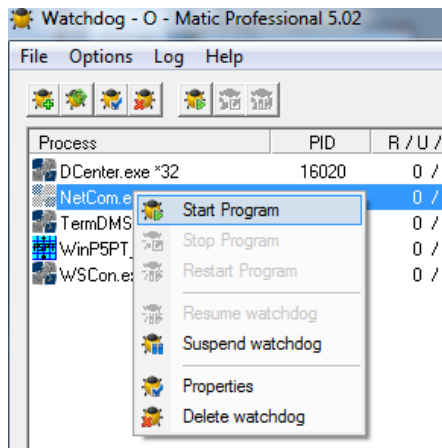




- B. Right-click on the desired program listed in the “Process” column.
- C. From the pop-up menu that appears, select “Stop Process” to stop the selected running program. To restart the selected program, select “Restart Process” from the menu.



- D. Once you have manually stopped a program using the “Stop Process” option, it will NOT automatically re-start and must be re-started by selecting “Start Process” from the drop down menu.



## Document Information

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Location: T:\FTP\Server\_Install\Inncom\Utilities\Watchdog

## Document History

Version 1.0	3/9/2018	Initial Release
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