

Service Manager for Windows

Version: 7.3

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Acknowledgements

Intellicus acknowledges using of third-party libraries to extend support to the functionalities that they provide.

For details, visit: <http://www.intellicus.com/acknowledgements.htm>

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1 Service Manager for Windows

Intellicus Reporting Service

Intellicus Reporting Service is Windows NT service. It launches Report Server, Web Server and Load Balancers in SYSTEM account. Processes that run in SYSTEM account continue to run even after the user logs off.

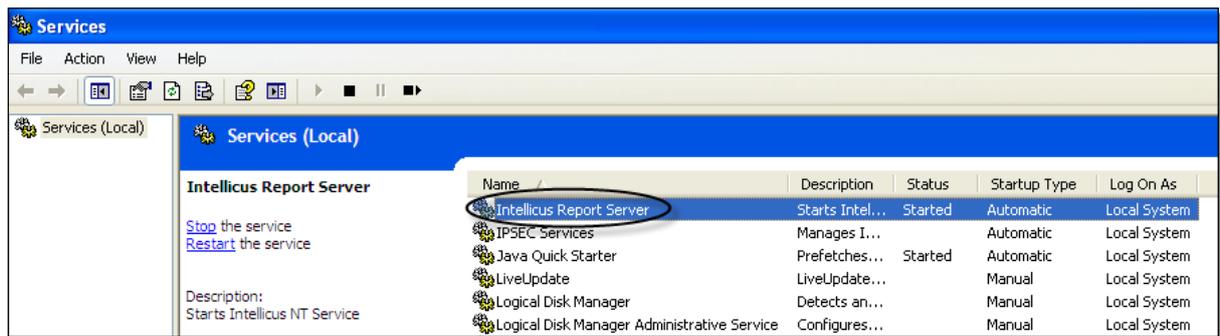


Figure 1: Intellicus Service

Purpose of launching these processes by a service is that user does not need to login in order to start the Intellicus processes. This service starts automatically when system boots up, which in turn starts Intellicus servers.

Servers

Intellicus Service Manager manages following server processes:

- **Report Server:** This server serves reporting and internal repository services to clients.
- **Web Server:** Provides a web-based interface to users, takes requests from users and sends to report server. Receives responses from report server and sends to users.
- **LoadBalancer server:** In heavy load environment, multiple report servers are deployed. Load Balancer server receives user requests and distributes it to different report servers.

Service Manager

Service Manager is a Windows user interface to view and manage Intellicus Server processes.

How to open Service Manager dialog

From **Start Menu**, click **All Programs > Intellicus > Service Manager** option.

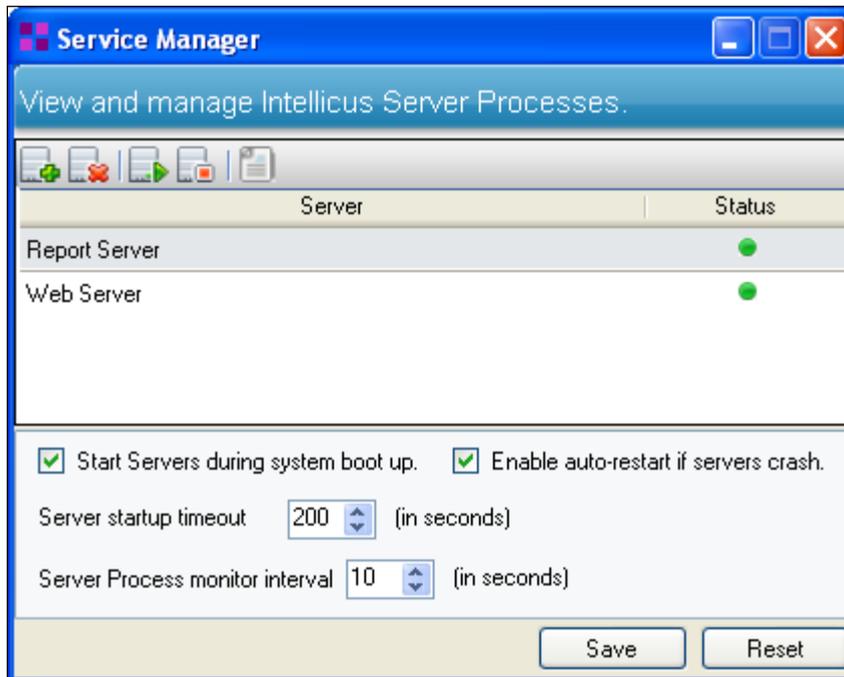


Figure 2: Service Manager dialog

Service Manager lists all the Intellicus services that it manages along with their latest status (like Started or stopped). When you select a server, its properties are displayed below the list.

Tool buttons



: To add a server.



: To delete a server. When you delete a server, that server is stopped if it is running, and then it is removed from the manager list.



: To start the selected (highlighted) server.



: To stop the selected (highlighted) server.



: To view logs of the selected server.

Highlight the server on which you want to take action. You can highlight multiple servers as well. For example, highlight Report Server and Web Server (shift+click) and click  button to stop both the servers.

Important: A server when it is in the process of starting up can't be deleted as well as stopped. You cannot take an action on a server that is in the process of stopping.

The Save Button

You need to click **Save** button to save changes made on **Add New Server** dialog and **Service Manager** dialog (like Any configuration change and global setting change).

The Reset button

Click **Reset** button to abandon the changes made on **Add New Server** dialog and **Service Manager** dialog.

Minimizing and re-opening the dialog

Like any other windows application, you can close by clicking minimize button. When you minimize the dialog its icon remains visible on system tray. To re-open the dialog, right-click the services icon on system tray and click **Show Service Manager** option on the context menu.

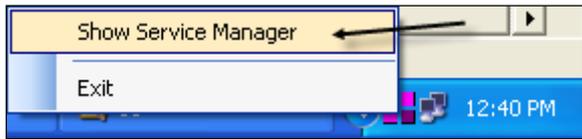


Figure 3: Re-opening the service manager dialog

To re-open the dialog, you can double-click its systray icon as well.

Closing the dialog

When the dialog is open, you can close the dialog by clicking close button. When the dialog is minimized, you can click **Exit** option on its context-menu.

Adding a server

Note: When you add a server, make sure the server is in stopped state.

When you try adding a server that is in running state, service does not know that it is already in running state. When service tries to start such a server, the service may find configured port as “bound” and may result in an error.

To add a server, click  button on **Service Manager. Add New Server** dialog opens.

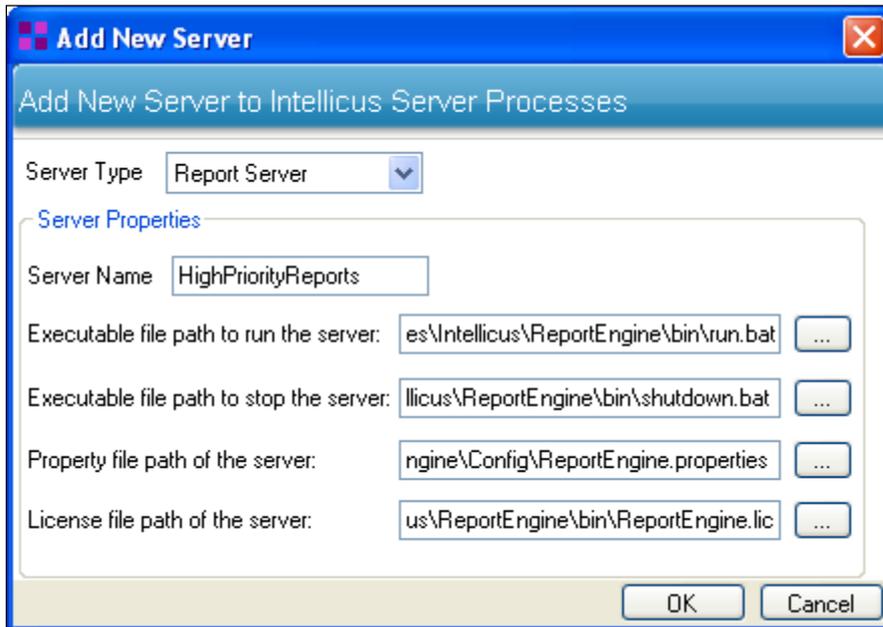


Figure 4: Add New Server dialog

You need to provide following information while adding a server:

- **Server Type:** Depending on the type of server you are adding, select among Report Server, Web Server and LoadBalancer server.
- **Server Name:** A unique name to for Service Manager to identify this server.

The name must not contain characters other than alphabets, numeric, dot, dash, @, space and underscore.

Specify file name including path of:

- **Executable file to run the server:** File that the service will execute to startup the server. For example:
D:\Program Files\Intellicus\ReportEngine\bin\run.bat
- **Executable file path to stop the server:** File that the service will execute to stop (shutdown) the server.
D:\Program Files\Intellicus\ReportEngine\bin\shutdown.bat
- **Property file path of the server:** Server will need this file to get the values like port at which the server should run, path where log file should be created log file path, etc.
D:\Program Files\Intellicus\ReportEngine\Config\ ReportEngine.properties

- **License file path of the server:** Report Server reads the license file while booting and before serving every client request.

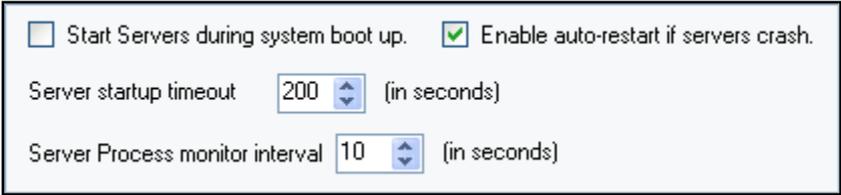
D:\Program Files\Intellicus\ReportEngine\bin

Specify the information and click **OK**. **Add New Server** dialog will be closed and newly added server will be listed on **Service Manager** dialog.

A server can be started only after it is saved. To save the changes, click **Save** button on **Service Manager** dialog.

Server properties

This information is common for all the servers.



Start Servers during system boot up. Enable auto-restart if servers crash.

Server startup timeout (in seconds)

Server Process monitor interval (in seconds)

Figure 5: Server Properties

- **Start servers during system bootup:** Check this to start all the servers when system boots up. If you keep it unchecked, you can manually start individual services from Service Manager window.
- **Server Process monitor interval:** This is the time (in seconds) after which Intellicus Service will check if server is running or not. Value can be between 10 and 7200 seconds.
- **Enable auto-restart if servers crash:** Check this to auto-restart a server if Intellicus Service finds it crashed. Intellicus Manager will consider a server as crashed if it is not stopped from within Intellicus Service Manager.
- **Server startup timeout:** When a server is started, Intellicus service keeps on pinging the server to know if it has started. Server startup timeout is the time in seconds for which the service will keep on pinging and wait for server to respond. If server fails to respond within this time, it stops pinging and logs error in the Event Viewer. Specify a value between 0 and 7200 (seconds).