

Service Hawk

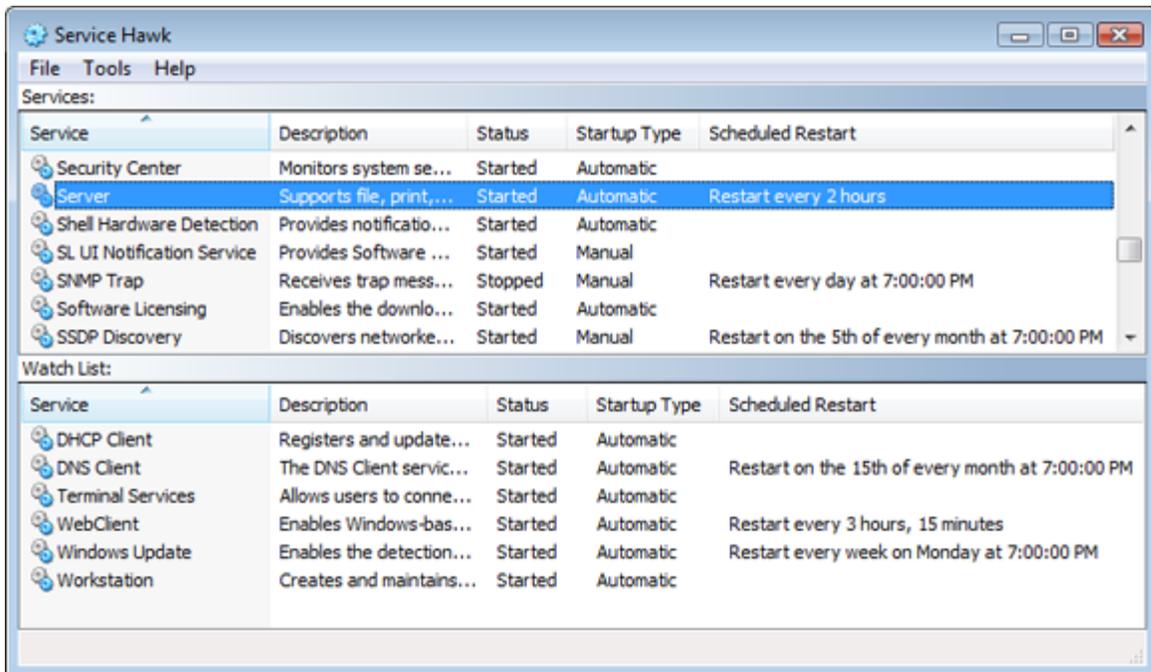
<http://www.servicehawk.com/>

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<http://www.wingenuity.com/>

Service Hawk

Windows Service Monitoring Software

by Wingenuity, Inc.



The screenshot shows the Service Hawk application window with a menu bar (File, Tools, Help) and two main sections: 'Services' and 'Watch List'. Both sections contain a table of service information.

Service	Description	Status	Startup Type	Scheduled Restart
Security Center	Monitors system se...	Started	Automatic	
Server	Supports file, print,...	Started	Automatic	Restart every 2 hours
Shell Hardware Detection	Provides notificatio...	Started	Automatic	
SL UI Notification Service	Provides Software ...	Started	Manual	
SNMP Trap	Receives trap mess...	Stopped	Manual	Restart every day at 7:00:00 PM
Software Licensing	Enables the downlo...	Started	Automatic	
SSDP Discovery	Discovers networke...	Started	Manual	Restart on the 5th of every month at 7:00:00 PM

Service	Description	Status	Startup Type	Scheduled Restart
DHCP Client	Registers and update...	Started	Automatic	
DNS Client	The DNS Client servic...	Started	Automatic	Restart on the 15th of every month at 7:00:00 PM
Terminal Services	Allows users to conne...	Started	Automatic	
WebClient	Enables Windows-bas...	Started	Automatic	Restart every 3 hours, 15 minutes
Windows Update	Enables the detection...	Started	Automatic	Restart every week on Monday at 7:00:00 PM
Workstation	Creates and maintains...	Started	Automatic	

*Protect your servers from hackers and avoid expensive downtime -
Watch your Windows Services like a hawk with Service Hawk!*

Service Hawk Documentation

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Part



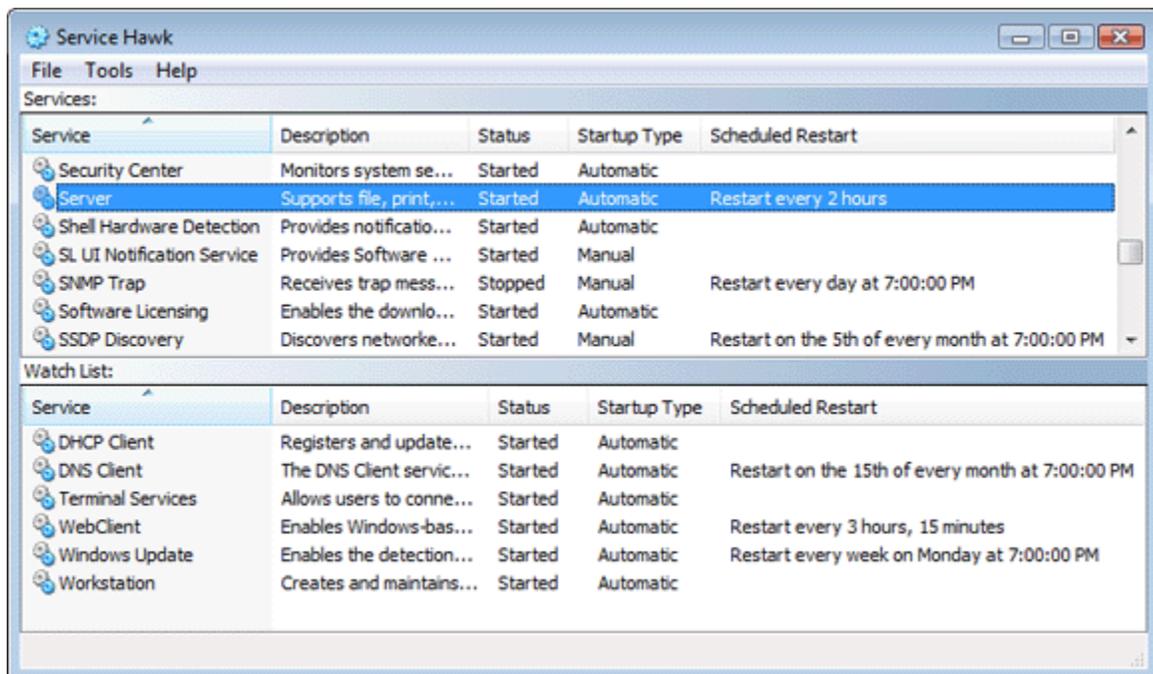
1 Introduction

1.1 Service Hawk

Thank you for using Service Hawk!

Service Hawk monitors your Windows Services and keeps them up and running, so server downtime is kept to a minimum. Service Hawk can also periodically restart services on a user-defined schedule regardless of their state, ensuring that the service is running smoothly and stays operational.

Security breaches take place **every day**, but that doesn't mean you should have to spend lots of time or money monitoring your servers just to make sure you are protected. Hackers, bugs, or even system crashes can wreak havoc on the profitability of your business if given the opportunity. **You must protect yourself from disasters like this!** The good news? Service Hawk can do it *for* you. Automatically.



- Rest easy knowing your servers are up and running!
- Schedule services to automatically restart regardless of their current state.
- Keep **expensive** downtime to a minimum.
- Services are automatically restarted - no human intervention required!
- Get **immediate notifications** via Email, on-screen messages, or sound alerts.
- No limit to the number of services you can monitor.
- Runs on Windows NT, 2000, XP, and Server 2003.

- Free top-notch [Technical Support](#) included with purchase.
- **One full year** of free software upgrades included with purchase.
- 30-day Unconditional 100% Money Back [Triple Guarantee](#).
- Instant Product Key delivery via email.
- **Ensure your security today!** - Only US \$279.00, with **FREE** shipping on all CD-ROM orders!
- We also have [Volume Pricing](#).

Case Study

Imagine this scenario: You own a small ISP that runs web servers for hundreds of clients. Unexpectedly, a hacker breaks into your network and shuts down all of your web servers. You may not be aware of this tragedy for hours, but your clients sure are! This loss of web presence is cutting into their bottom line and they are losing money. Not surprisingly, several of your clients decide to take their business elsewhere because, in their eyes, you are now an unreliable company. Don't let this happen to you!

Sound far-fetched? Unfortunately, scenarios like this occur all the time and are becoming more frequent. Fortunately, Service Hawk can monitor and restart your Windows Services for you, automatically, so you will be ready when hackers or bugs in the system threaten to bring down your services.

Features

- Selectively choose which services you wish to monitor, and specify how often to verify their status.
- Optional service failure notifications via customizable emails, on-screen messages, and sound alerts.
- Send email notifications to multiple recipients.
- Easily keep track of past service interruptions via comprehensive logging.
- Control individual services (Start/Stop, Pause/Resume, Restart) directly from within Service Hawk.
- Modify start-up type for each service (Automatic, Manual, Disabled).
- Optionally include low-level Kernel and System Driver services.
- Supports both HTML and plain text email notifications.
- Add one or more file attachments to email notifications.

1.2 Ordering Information

Our order form utilizes a secure server (using SSL) to process your transaction, so your ordering information will be encrypted and kept safe. We also offer a 30-day

unconditional 100% money back [Triple Guarantee](#) on all of our products!

Order Service Hawk Online:

Click the Buy Now! button to visit our [secure online order form](#), and order your copy of Service Hawk today! Service Hawk may be ordered through our secure online store 24 hours a day, seven days a week.

(Note: Pricing information is available [here](#).)

Full Version Benefits:

1. **Instant** Product Key delivery via email.
2. **FREE** shipping on all CD-ROM orders.
3. **One full year** of free software upgrades included with purchase.
4. **FREE** top-notch Technical Support.
5. 30-day Unconditional 100% Money Back [Triple Guarantee](#).

Additional Payment Methods:

If you prefer, we also provide the ability for you to place your order via Fax, Phone, Postal Mail or Purchase Order. (Send an email to sales@wingenuity.com for more details. Please indicate the payment method you would like to use.)

1.3 Customer Support

Our stance on customer support is simple: **You, our customer, are the most important asset to our business!** We go all-out to ensure that our technical support is among the absolute best in the business. Many believe that the greatest cost in running a successful business is acquiring new customers. That's why you will be treated like **gold** by our technical support staff once we have you on board as one of our customers. We want you to be our customer for life, so we will always take care of you in a prompt, friendly and helpful manner. If you have an issue that needs to be resolved, visit our Customer Support Center today for a quick resolution!

Customer Support Center:

<http://www.servicehawk.com/support.html>

Bug Reports:

(Note: Before submitting a bug report, visit the [Downloads](#) page to ensure that you are using the latest released version of Service Hawk.)

We strive to ensure that no bugs are released in any of our software products. However, this is nearly impossible for even the best software producers to achieve. If you should happen to encounter a bug in any of our software products, we believe it is our responsibility to fix it. As software consumers ourselves, it absolutely frustrates us to spend our time and money on software and then find we cannot get it to run properly. Providing our users with a way to report bugs shows that we are committed to releasing high quality software products, and allows us to focus on creating the most stable applications possible.

Please report any issues you are having with our software via email. Be sure to include the following information:

1. When and how did the problem occur?
2. Can you reproduce the problem? If yes, please list down the steps.
3. Which version of Service Hawk are you running? You can get this information from the About Service Hawk dialog.
4. Which version of Microsoft Windows are you using (98, XP, 2000, 2003, Vista, etc.)?
5. If there were any error messages shown, please include the full text of the error messages.
6. Any other information which you think may help us identify the cause of this problem.

Feature Requests:

We cannot guarantee that any requested features will be implemented in future versions of our software. However, we do evaluate each and every suggestion and do our best to incorporate those that will be useful to the majority of our user base. If you have a suggestion for a new feature, please let us know!

1.4 Contacting Wingenuity, Inc.

Mailing Address:

Wingenuity, Inc.
69947 S River Rd
White Pigeon, MI 49099-9015
USA

Corporate Homepage:

<http://www.wingenuity.com/>

Service Hawk Homepage:

<http://www.servicehawk.com/>

Customer Support Center:

<http://www.servicehawk.com/support.html>

General Information:

info@wingenuity.com

Sales Email:

sales@wingenuity.com

Sales Phone:

1-269-978-8840
1-866-391-0418 Toll Free

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Governing Law; Forum

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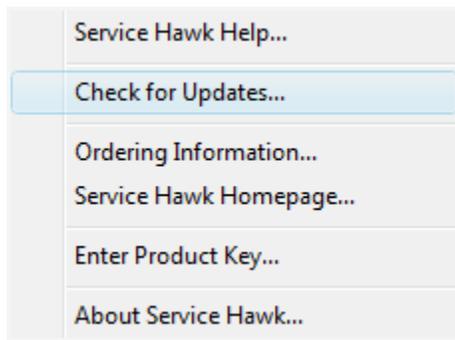
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1.6 Distribution Permission

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1.7 Check for Updates

From the Help menu...



...click "Check for Updates..." to launch your default browser which checks to see if you have the latest version of Service Hawk installed.

Part



2 Installation

2.1 System Requirements

Service Hawk requires a Windows platform that utilizes Windows Services (also known as NT Services).

Such compatible platforms include:

- Windows Server 2008
- Windows Server 2003
- Windows Vista
- Windows XP
- Windows 2000
- Windows NT 4.0

The following versions of Windows do not have the concept of Windows Services, and thus are not compatible with Service Hawk:

- Window 3.x or any older version of Windows
- Windows 95
- Windows 98
- Windows 98 Second Edition (SE)
- Windows Millennium Edition (ME)

2.2 Installing Service Hawk

Installing from CD-ROM:

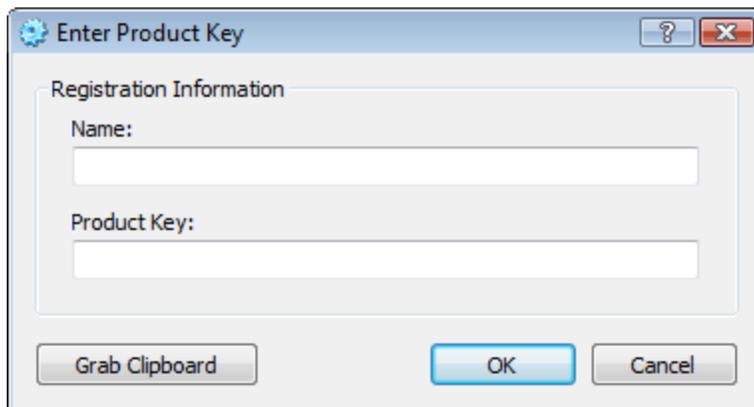
1. Insert the CD-ROM into your CD-ROM drive.
2. Run the ServiceHawkSetup.exe program:
 3. If you have auto run enabled, the ServiceHawkSetup.exe program will start automatically when you insert the CD-ROM.
 4. If you do **not** have auto run enabled (or the ServiceHawkSetup.exe program does not start automatically):
 5. Double-click My Computer from your Desktop.
 6. Click on the CD-ROM drive icon.
 7. Double-click the ServiceHawkSetup.exe program icon.
8. Follow the on-screen instructions as the setup program guides you through the installation process.

Installing from download:

1. Download ServiceHawkSetup.exe to your Desktop (or any other folder of your

- choice).
2. Double-click the ServiceHawkSetup.exe program icon on your Desktop.
 3. Follow the on-screen instructions as the setup program guides you through the installation process.

2.3 Enter Product Key



Once you have purchased Service Hawk, your personal Product Key will be sent to you via email. Follow the steps below for the easiest way to unlock your copy of Service Hawk:

1. Highlight the Registration Information section of this email (including the dashed lines) and copy it to your clipboard by pressing Ctrl+C on your keyboard.
2. Run Service Hawk and choose "Enter Product Key..." from the Help menu.

The registration information should automatically be filled in for you (though you may have to click the Grab Clipboard button). Click OK to finish the process. If this process fails, you may need to manually type the registration information into the Enter Product Key dialog. Please make sure to enter the information EXACTLY as indicated to you in the registration email. You might want to manually copy and paste the Registration Information into the Enter Product Key dialog. Your Product Key is unique to you, and is associated with the order you placed when you purchased Service Hawk.

If successful, you will see the "Product key accepted. Thank you for purchasing Service Hawk!" message. If you see the "You have provided an invalid name or product key." message instead, carefully check over the registration information ensuring that it was entered by following the previous steps. If you still have problems unlocking your copy of Service Hawk, please contact us via email for help. (Include both the original Order

Number and your unique Product Key located in the registration email.)

2.4 Upgrading from a previous version

It is recommended that you uninstall any previous versions of Service Hawk prior to installing the latest version. Before upgrading, however, please ensure that you have a valid product key for the newer version, or your unlocked copy of the older version will turn into a trial copy of the newer version.

2.5 Uninstalling Service Hawk

Service Hawk may be uninstalled in one of two ways:

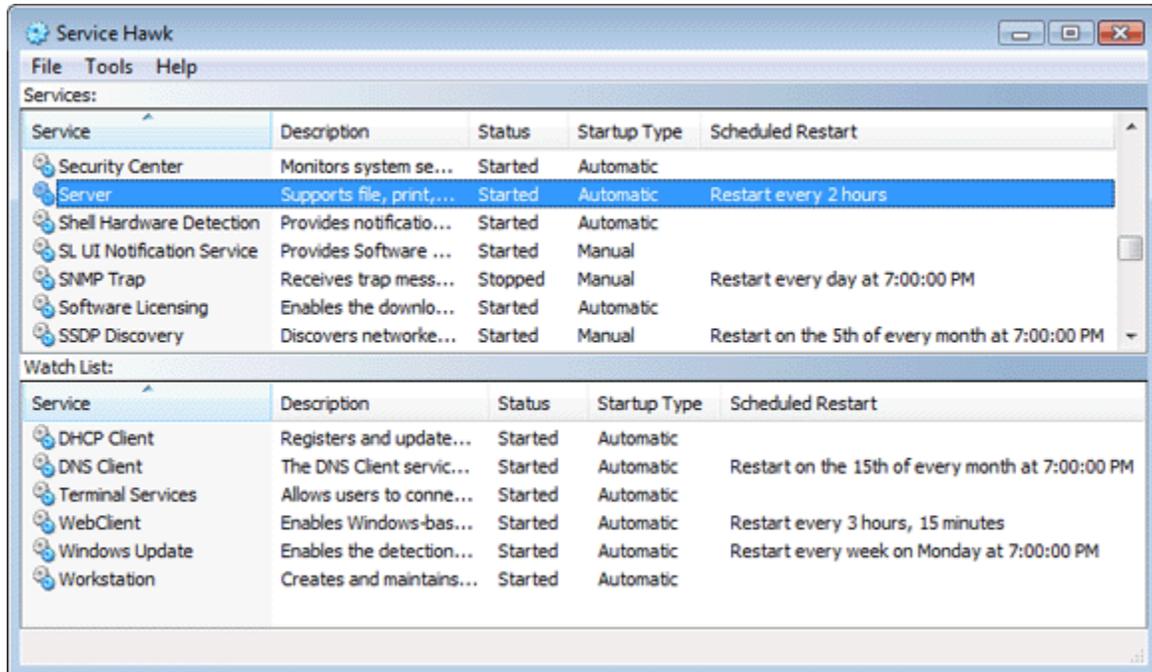
- Click the Uninstall Service Hawk icon in the Start Menu. (Start | Programs | Service Hawk | Uninstall Service Hawk)
- Open the Windows Control Panel and double click on Add/Remove Programs. Then choose Service Hawk from the list of applications to uninstall.

Part



3 Using Service Hawk

3.1 Main Window

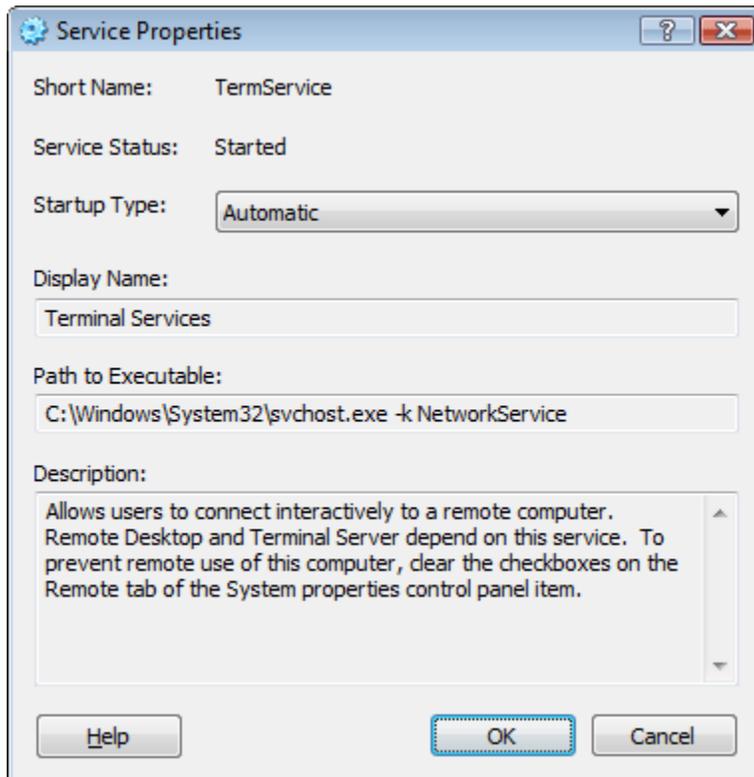


Service Hawk's main window is comprised of two lists. The first list, also known as the **Services List**, displays all Windows Services currently installed on the machine. This list represents the services that you can choose to monitor with Service Hawk.

The second list, also known as the **Watch List**, holds the services that Service Hawk is currently monitoring. To add a service to the Watch List, simply double-click a service in the Services List. You may also right-click the service and choose "Add to Watch List" from the pop-up menu. Lastly, you may also choose to drag and drop a service from one list to the other (see [Drag and Drop](#)^[22] for more information).

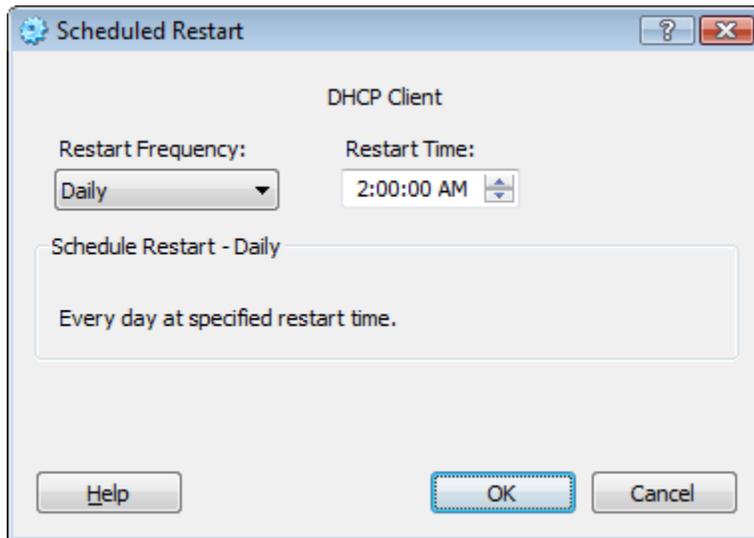
It is important to note the difference between a service being in the Watch List, and scheduling the service to restart periodically via the [Scheduled Restart](#)^[21] window. Adding a service to the Watch List ensures that the service will get restarted immediately after Service Hawk notices that it is not currently running. Scheduling a restart for the service will take place at the specified restart time regardless of what state the specified service is currently in (even if the service is currently running). This is particularly useful for ensuring that a service is running in a healthy state. Sometimes a service will report that it is "running" but is in a hung or frozen state, so scheduling an automatic restart can work around this problem in most cases.

3.2 Service Properties Window



To display the Service Properties window, right-click on a service from Service Hawk's main window and choose "Properties..." from the popup menu. This window allows you to modify the Startup Type for the selected service, and displays all other pertinent information for the service in a single easy-to-read location.

3.3 Scheduled Restart Window



To display the Scheduled Restart window, right-click on a service from Service Hawk's main window and choose "Add/Edit Scheduled Restart..." from the popup menu. This window allows you to add or edit the restart schedule for the selected service. You may add a scheduled restart for a service regardless if the service is in the main [Service List](#) or the [Watch List](#).

It is important to note the difference between a service being in the [Watch List](#), and scheduling the service to restart periodically via this window. Adding a service to the Watch List ensures that the service will get restarted immediately after Service Hawk notices that it is not currently running. Scheduling a restart for the service will take place at the specified restart time regardless of what state the specified service is currently in (even if the service is currently running). This is particularly useful for ensuring that a service is running in a healthy state. Sometimes after a service has been running for a certain amount of time it will still report that it is "running" but is in a hung or frozen state, so scheduling an automatic restart can work around this problem in most cases.

Restart Frequency - Specifies how frequently the selected service will be restarted.

Restart Time / Base Time - Specifies the time in which the selected service will be restarted. NOTE: When a Restart Frequency of Custom is used, this value is used as a Base Time for which the custom time will be used as an offset to determine when the service will be restarted. For example, if the Base Time is 12:00 AM (midnight) and the service is configured to restart every 30 seconds then the service will restart at 12:00:30, 12:01:00, 12:01:30, etc.

Schedule Restart - Daily - Specifies the number of days between restarts for the selected service.

Schedule Restart - Weekly - Specifies the days of the week in which the selected

service will be restarted.

Schedule Restart - Custom - Specifies the number of days, hours, minutes and seconds until the selected service is restarted.

3.4 Drag and Drop

Service Hawk supports drag and drop in the following ways:

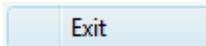
- Drag and drop a service from the Services list to the Watch List, and vice versa.
- Drag and drop the column headers for the Services List to rearrange the column order.
- Drag and drop the column headers for the Watch List to rearrange the column order.

NOTE: The order (and size) of each column is saved when Service Hawk exits and are restored automatically upon subsequent instances of the application.

3.5 Menus

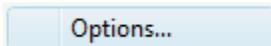
3.5.1 Main Menu

The **File** menu has the following sub-menus:



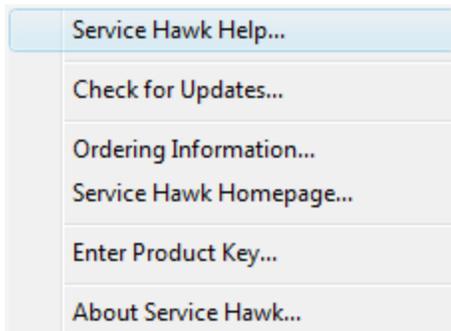
1. **Exit** - Exits the Service Hawk application.

The **Tools** menu has the following sub-menus:



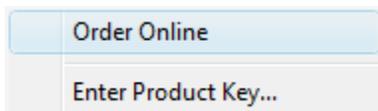
1. **Options...** - Configures various global application settings.

The **Help** menu has the following sub-menus:



1. **Service Hawk Help...** - Launches this help file.
2. **Check for Updates...** - Checks to see if there is an updated version of Service Hawk available.
3. **Ordering Information...** - Launches the Service Hawk ordering information web page.
4. **Service Hawk Homepage...** - Launches the Service Hawk homepage.
5. **Enter Product Key...** - Allows you to enter (or update) the product key.
6. **About Service Hawk...** - Launches the About Service Hawk dialog.

The **Buy Now!...** menu has the following sub-menus:

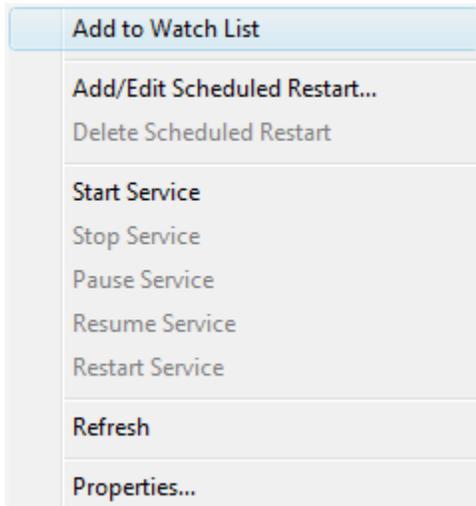


(Note: This menu disappears when a valid product key has been entered and accepted.)

1. **Order Online** - Launches the Service Hawk ordering information web page.
4. **Enter Product Key...** - Allows you to enter the product key. To change the product key at a later date, click **Enter Product Key...** from the **Help** menu.

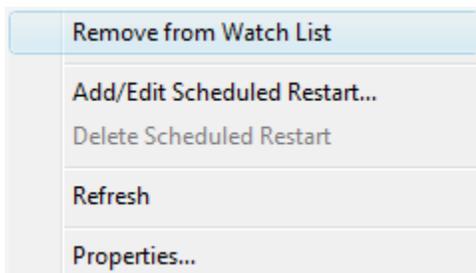
3.5.2 Context Menus

The **Service List Context** menu has the following sub-menus:



1. **Add to Watch List** - Adds the selected service to the Watch List, removing it from the Service List.
2. **Add/Edit Scheduled Restart...** - Launches the [Scheduled Restart](#)^[21] window.
3. **Delete Scheduled Restart** - Deletes the scheduled restart for the selected service. *(Note: This menu item is disabled when the selected service is not currently scheduled to automatically restart.)*
4. **Start Service** - Starts the selected service. - *(Note: This menu item is disabled when the selected service is already started.)*
5. **Stop Service** - Stops the selected service. - *(Note: This menu item is disabled when the selected service is already stopped.)*
6. **Pause Service** - Pauses the selected service. - *(Note: Not all services can be paused. This menu item is disabled when the selected service is unable to be paused.)*
7. **Resume Service** - Resumes the selected service. - *(Note: This menu item is disabled when the selected service is not in the paused state.)*
8. **Restart Service** - Restarts the selected service. - *(Note: This menu item is disabled when the selected service is already stopped.)*
9. **Refresh** - Refreshes the list of services, and their states, in the Service List.
10. **Properties...** - Launches the [Service Properties window](#)^[20].

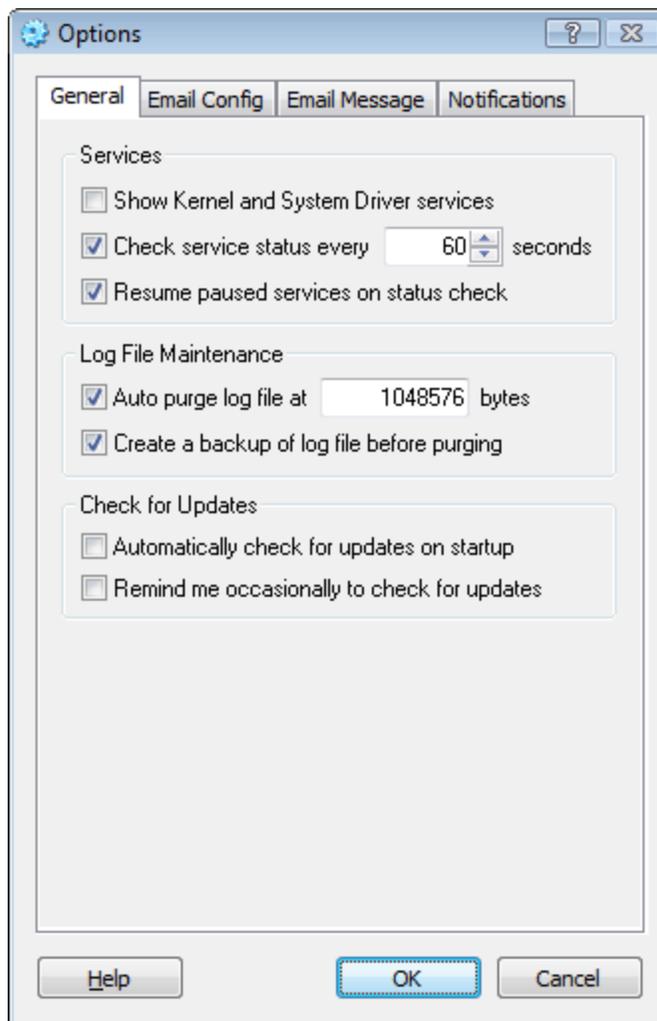
The **Watch List Context** menu has the following sub-menus:



1. **Remove from Watch List** - Removes the selected service from the Watch List, adding it back to the Service List.
2. **Add/Edit Scheduled Restart...** - Launches the [Scheduled Restart](#)^[21] window.
3. **Delete Scheduled Restart** - Deletes the scheduled restart for the selected service. *(Note: This menu item is disabled when the selected service is not currently scheduled to automatically restart.)*
4. **Refresh** - Refreshes the list of services, and their states, in the Watch List.
5. **Properties...** - Launches the [Service Properties window](#)^[20].

3.6 Application Options

3.6.1 General



Services:

1. **Show Kernel and System Driver services** - Check this option if you would like Service Hawk to add Kernel and System Driver services to the [Watch List](#)^[19]. Once they have been added to the Watch List, these services are treated like normal services and can be monitored in a similar fashion. This option is disabled by default.
2. **Check service status every NN seconds** - This setting specifies how often Service Hawk will check the status of the services currently in the [Watch List](#)^[19]. Configuring Service Hawk to check the service status less than every 30 seconds is not recommended. While not restricted, it may cause unnecessary strain and lead to performance problems. **WARNING:** If this option is disabled, Service Hawk does not check the status of any services in the Watch List, and thus will not restart any services. This option is enabled by default. The default time is 60 seconds.
3. **Resume paused services on status check** - Check this option if you would like Service Hawk to restart services in the watch list that have a "paused" status. This option is enabled by default.

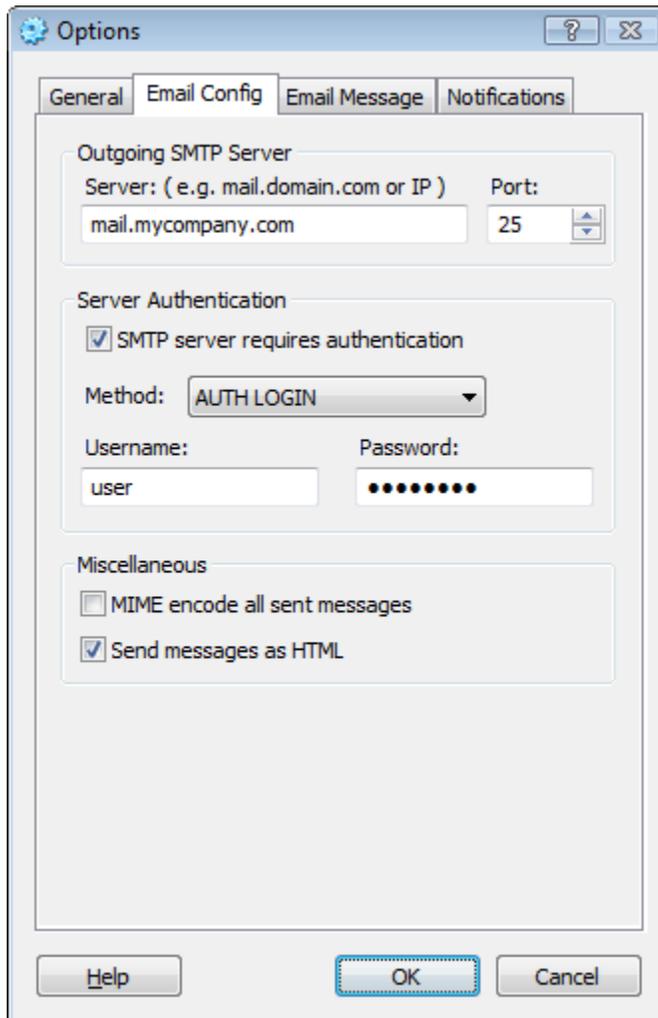
Log File Maintenance:

1. **Auto purge log file at NN bytes** - When this option is checked, Service Hawk's log file (ServiceHawk.log) will be purged automatically when it reaches the number of bytes indicated. If this option is disabled Service Hawk will not purge the log file. This option is enabled by default. The default file size is 1 MB, or 1048576 bytes.
2. **Create a backup of log file before purging** - Check this option if you would like the log file to be backed up before purging its contents. The backups will be stored in the same directory as the original log file, and are named with the following naming convention: ServiceHawk.log.0001, ServiceHawk.log.0002, etc. This option is only enabled when the "Auto purge log file at N bytes" option is enabled. This option is enabled by default.

Check for Updates:

1. **Automatically check for updates on startup** - Check this option if you would like to automatically check for updates each time Service Hawk is started. This option is disabled by default.
2. **Remind me occasionally to check for updates** - Check this option if you would like Service Hawk to remind you when it has been a while since the last time you checked for updates. This option is only enabled when the "Automatically check for updates on startup" option is not checked. This option is disabled by default.

3.6.2 Email Configuration



Outgoing SMTP Servers:

1. **Outgoing SMTP (Simple Mail Transfer Protocol) Server** - Specifies the outgoing SMTP server used to send email notifications. Fully qualified domain names as well as IP addresses are both valid. (e.g. mail.mycompany.com or 123.123.123.123)
2. **Outgoing SMTP (Simple Mail Transfer Protocol) Server Port** - Specifies the port number to use when establishing a connection with the outgoing SMTP server. The default port number is 25.

Server Authentication:

1. **SMTP (Simple Mail Transfer Protocol) server requires authentication** - Check this option if the specified SMTP server requires user authentication. Checking this option will enable the Method, Username and Password fields. This option is disabled by default.
2. **SMTP Authentication Method** - Specifies the authentication method used by the

SMTP server. This option is only enabled when the "SMTP server requires authentication" option is enabled. Possible choices include: AUTH LOGIN, AUTH PLAIN, CRAM MD5, or NTLM. Consult your SMTP server's documentation for more information regarding these types of authentication methods. Most common choices are AUTH LOGIN and AUTH PLAIN. If in doubt try using AUTH LOGIN first.

3. **SMTP Username** - Specifies the username that is required for authentication by your SMTP server.
4. **SMTP Password** - Specifies the password that is required for authentication by your SMTP server. NOTE: Your password is encrypted before it is stored and is never stored in plain text for security purposes.

Miscellaneous:

1. **MIME (Multiple Internet Mail Extensions) encode all messages** - Check this option if you wish to use MIME encoding for all email notifications. This option is disabled by default. If you are sending email messages as HTML, or plan to specify one or more [attachments](#)^[32], this option should be enabled.
2. **Send messages as HTML (Hyper Text Markup Language)** - Check this option if you wish to send all email notifications as HTML mail, thus allowing the use of HTML tags in the [Email Message](#)^[29] field. This option is enabled by default.

3.6.3 Email Message

The screenshot shows the 'Options' dialog box with the 'Email Message' tab selected. The fields are as follows:

- Sender (From...):** Name: Service Hawk, Email: user@mycompany.com
- Recipient (To...):** Name: Bob Smith, Email: bob@mycompany.com
- Carbon Copies:** Cc... : sally@domain.com, Bcc... : (empty)
- Priority:** High (selected), Normal, Low
- Message:** Subject: Service Hawk Notification - %%HOSTNAME%%, Body: <!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN" "http://www.w3.org/TR/html4/loose.dtd"><ht

Sender (From...):

1. **Name** - Specifies the "From" name to be used when sending notification emails.
2. **Email** - Specifies the "From" Email to be used when sending notification emails.

Recipient (To...):

1. **Name** - Specifies the "To" name to be used when sending notification emails.
2. **Email** - Specifies the "To" Email to be used when sending notification emails.

Carbon Copies:

1. **Cc...** - Specifies the carbon copy list used when sending notification emails. The values in this list must be separated by either commas or semicolons. (e.g.

user1@domain.com;user2@domain.com;user3@domain.com)

2. **Bcc...** - Specifies the blind carbon copy list used when sending notification emails. The values in this list must be separated by either commas or semicolons. (e.g. user1@domain.com;user2@domain.com;user3@domain.com)

Priority:

1. **High** - Specifies high priority for the notification emails. This value is read by the email client which displays the priority accordingly. (X-Priority header values: High = 1, Normal = 3, Low = 5)
2. **Normal** - Specifies normal priority for the notification emails. This value is read by the email client which displays the priority accordingly. (X-Priority header values: High = 1, Normal = 3, Low = 5)
3. **Low** - Specifies low priority for the notification emails. This value is read by the email client which displays the priority accordingly. (X-Priority header values: High = 1, Normal = 3, Low = 5)

Message:

1. **Subject** - Specifies the subject to be used when sending notification emails.
2. **Body** - Specifies the email body to be used when sending notification emails. If you wish to include HTML tags, make sure that the "Send messages as HTML" option is enabled on the [Email Config](#)^[27] tab. See [Dynamic Email Variables](#)^[30] for details on how to add dynamic information to the email message.

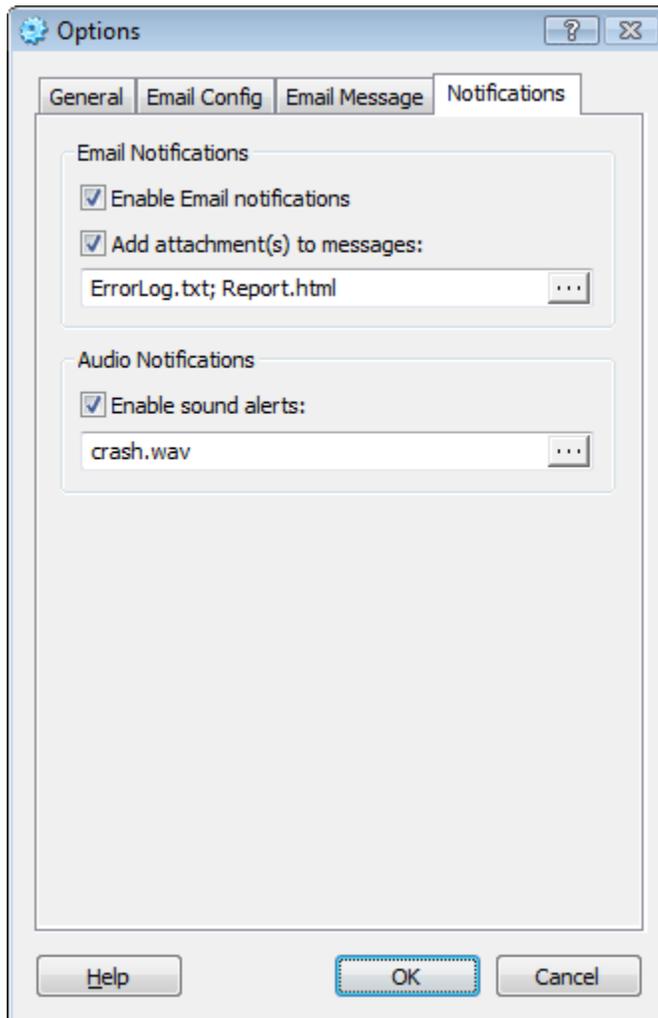
3.6.3.1 Dynamic Email Variables

Service Hawk allows you to add dynamic information to the body, as well as the subject, of outgoing email notifications. Simply use the variables below, including the "%%" beginning and ending tags in the [Message Body](#)^[29] and/or the [Message Subject](#)^[29].

Variable :	Replaced With:
%%SERVICE_NAME%%	Display name of the service in question.
%%SERVICE_NAME_SHORT%%	Short name of the service in question.
%%SERVICE_STARTUP_TYPE%% %	Startup Type of the service in question.
%%SERVICE_DESCRIPTION%%	Description of the service in question.
%%SERVICE_EXE_PATH%%	Path to the executable associated with the service .
%%SYSTEM_DAY_NAME%%	Current day (long). Monday, Tuesday , etc.
%%SYSTEM_DAY_NAME_SHORT%% T%%	Current day (short). Mon, Tue, Wed , etc.

%%SYSTEM_MONTH_NAME%%	Current month (long). January, February , etc.
%%SYSTEM_MONTH_NAME_SHORT%%	Current month (short). Jan, Feb, Mar , etc.
%%SYSTEM_YEAR%%	Current year in four digit format. YYYY
%%SYSTEM_YEAR_SHORT%%	Current year in two digit format. YY
%%SYSTEM_DAY_OF_WEEK%% %	Current day of week in decimal format. 0-6, Sunday is 0
%%SYSTEM_DAY_OF_MONTH%% %	Current day of month in decimal format. 01-31
%%SYSTEM_DAY_OF_YEAR%%	Current day of year in decimal format. 001-366
%%SYSTEM_WEEK_OF_YEAR_SUNDAY%%	Current week of year in decimal format (Sunday as first day). 00-53
%%SYSTEM_WEEK_OF_YEAR_MONDAY%%	Current week of year in decimal format (Monday as first day). 00-53
%%SYSTEM_MONTH_OF_YEAR%%	Current month of year in decimal format. 01-12
%%SYSTEM_HOUR_12%%	Current hour in 12-hour format. 01-12
%%SYSTEM_HOUR_24%%	Current hour in 24-hour format. 00-24
%%SYSTEM_MINUTES%%	Current minute as decimal number. 00-59
%%SYSTEM_SECONDS%%	Current second as decimal number. 00-59
%%SYSTEM_AM_PM%%	Current A.M./P.M. indicator. AM or PM
%%SYSTEM_TIME_ZONE%%	System time zone name or abbreviation.
%%SYSTEM_DATE_TIME%%	Current date/time in the following format: Thursday, August 09, 2007 : 13:45:59
%%HOSTNAME%%	Hostname of machine running the service in question.

3.6.4 Notifications



Email Notifications:

1. **Enable Email notifications** - Check this option if you wish to have Service Hawk generate and send email notifications upon finding a stopped service. It is important to note that this option **MUST** be enabled for Service Hawk to send email notifications, even if all other email configuration settings have been entered. This option is disabled by default.
2. **Add attachment(s) to messages:** - Check this option if you wish to add one or more attachment to email notifications. Click the "..." button to browse for the attachment file(s). The file(s) specified are only attached when the "Add attachment(s) to messages:" option is enabled. This option is disabled by default, and can only be enabled when the "Enable Email notifications" option is enabled.

Audio Notifications:

1. **Enable sound alerts:** - Check this option if you wish to have Service Hawk play sound notifications upon finding a stopped service. Click the "..." button to browse for an audio file. The audio file must be in Wave format (*.wav), and is only played when the "Enable sound alerts:" option is enabled. This option is disabled by default.

Part



4 Privacy Policy

(Note: This document is subject to change without notice. Please view the [Privacy Policy](#) online for the latest version of this document.)

Your privacy is very important to us. Wingenuity, Inc. will never share, sell, lend or otherwise make any customer information available to third parties without your consent, unless it is required by law for us to do so.

We may occasionally contact you regarding product updates, bug fixes, or other product related information.

Cookies:

Our website makes use of anonymous cookies to track the way our website is used. A cookie is a small amount of data that is sent from our web server to your browser. This small amount of data is then stored on your hard drive so that it may be accessed later for informational purposes. That information can then be used to: track your progress when placing an order, help ensure affiliate effectiveness, analyze the way our site is being used, etc. No personally identifiable information is stored in our cookies.

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This site has security measures in place to protect the loss, misuse and alteration of the information under our control.

Changes to this Privacy Policy:

Wingenuity, Inc. reserves the right to amend this policy from time to time without advance notice. Any amended terms will be posted clearly on this website.

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By accessing this website (and using our software products and services) you are agreeing to the practices regarding the information collection, and its associated use, as described in this policy.

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