



Getting started with Remote Status

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For more information, see <https://www.syspeace.com/>

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Overview

This document describes what Remote Status is, how Syspace can be set up to work with it and how to use the Remote Status Console application.

What is Remote Status?

With the Remote Status Console application, you can see the status of Syspace running on your servers from another computer. You can pair the application with one or more Syspace accounts and see the status of your servers running Syspace.

Syspace will need to have Remote Status enabled on each server, and firewalls and networking must allow communication with a Remote Status Relay server.

How do I enable Remote Status on a server running Syspace?

Upgrade to a version of Syspace capable of Remote Status, then perform these steps.

1. Start Syspace.
2. Click **Settings...**
3. Select the **System Settings** pane.
4. Check **Allow Remote Status**.
5. Click **Save**.
6. Close the Settings window.
7. If the Syspace service is running, click **Stop**.
8. Click **Start**.

When this setting is set, you can also include the group “Remote Status participation” and export the setting to a .syspaceSettings file for manual or automated configuration. For more information, see the **Deploying Syspace** document.

How do I get started with the Remote Status Console application?

First, download and install the Remote Status Console application on your own computer or on a server you intend to use for this purpose.

Linking a Syspace account

In Remote Status Console, click **Link Syspace account** and enter the Syspace account and password. This is the same account created when Syspace was installed for the first time, to which a welcome to Syspace email message was sent, and which is used to log into the Syspace Licenses site to purchase licenses.

Remote Status Console will show the Syspace servers linked to this Syspace account where Remote Status has been enabled.

You can link multiple accounts and view them simultaneously.

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The list of servers

Name	Connection	Actions	Version	Current status	License status
▲ account@manual.example	● Connected	▼		(from 10 servers)	
server-b171fafa	● Connected	▼	3.1.0.0	24 blocks	● Trial expires in 25 days
server-3397ce07	● Connected	▼	3.0.7.0	21 blocks	Valid license
server-6a844ba5	● Connected	▼	3.0.8.0	96 blocks	● Trial expires in 28 days
server-1f380f6b	● Connected	▼	3.1.0.0	59 blocks	Valid license
server-38a06f33	● Connected	▼	3.0.8.0	23 blocks	Valid license
server-eb7d03f9	● Connected	▼	3.0.7.0	28 blocks	Valid license
server-9da0ef06	● Connected	▼	3.1.0.0	23 blocks	Valid license
server-392beaa4	● Connected	▼	3.0.7.0	23 blocks	● Trial expires in 25 days
server-3041d811	● Connected	▼	3.1.0.0	19 blocks	Valid license
server-7715cca6	● Connected	▼	3.0.7.0	23 blocks	● Trial expires in 28 days

For each Syspace account, the status of the connection to the Remote Status Relay server is shown. The Current status column shows from how many servers current status has been received.

For each server in the Syspace account, the following information is listed:

Connection	Whether Syspace running on the server appears to be connected to the Remote Status Relay server
Version	The version of Syspace running on the server
Current status	The number of active blocks (both rule-triggered blocks and blacklist entries)
License status	Whether the license is currently valid for this server.
Last updated	When any status information was last updated

License and version information is provided by the Syspace backend server, so that it is visible even if Syspace is not running.

If license information is available and the license appears to be valid, but the server has not been in contact with the backend server for more than two days, the date of last contact is also shown, since not all information is not from the same point in time, and more servers may show “valid license” than could have valid licenses at the same time.

If a server is using a trial/grace period, it will be counted down with a pie chart icon, and the color shifted towards red as the trial is about to expire. When a trial has expired, a crossed-out circle icon will be shown. The timestamp marking the end of the trial is visible as a tooltip when hovering the license info; Syspace may continue running until the next time the license is checked (once a day or at the next startup), even after the end-of-trial timestamp.

Actions

By right-clicking on a server or clicking the Actions button, the following actions can be performed:

- **Copy server name**, to copy the server name to the clipboard.
- **Export settings**, to export the current settings from Syspace running on that server.
- **Remove server**, to remove a disconnected server from the Remote Server list when the server has stopped using Syspace.

By right-clicking on a Syspace account or clicking the Actions button, the following actions can be performed:

- **Copy account name**, to copy the account email address to the clipboard.

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- **Connection info**, to see more information about the Relay connection and measure round-trip time.
- **Remove link to account**, to remove the account and its servers from the list.

Time zones

Using the Time zone switcher at the top of the window, you can select in which time zone you want to view timestamps:

- **UTC** for the universal base time zone, “GMT without Daylight Savings Time”
- **This computer’s** for the local time zone of your computer
- **Each server’s** for the local time zone of the server the timestamp is relating to

Selected server information and blocks

When a server is selected, more information is visible in the information box to the right of the list of servers including information about blocks.

The name of the server and the license status are always visible.

If the server is connected, information about local IP addresses, the Windows operating system version, the time zone used and the currently active blocks are also shown. This information can be hidden to give more space for the list of blocks by clicking the server name at the top of the information box.

The name of the time zone is shown by matching the time offset to a list of known time zones; where multiple time zones are available with the same time offset, another name may be used than the actual location.

The list of blocks can be sorted by clicking on the column headers. The type of block and the country of a country-rule based block is visible as a tooltip when hovering over the icon in the first column.

More information about a block is visible by expanding the selected block info section below the list of blocks.

If the server is running Syspace 3.1.1 or later, a forgivable block (caused by rules and not a blacklist) can be forgiven by selecting it and clicking **Forgive block** in the selected block info section. If the server is not running Syspace 3.1.1 or later, the button is disabled with the text “not locally supported”.

Settings

The width and height of the window, the sidebar width, the time zone selected in the time zone switcher and the state (collapsed/expanded) of the server information and selected block info expanders are automatically saved as they are changed.

Logging verbosity can be changed by clicking **Settings...** and selecting **Full** or **Reduced**. You may be asked by Syspace support to turn on the setting **Protocol tracing (extremely detailed)**. It is recommended not to leave this setting on because of the very verbose logs it will produce.

Clicking **Open Logs folder** will open the folder where the log files are. Log files are automatically removed when they are older than 10 days.

Appendix A: Syspace Remote Status network use

Remote Status Relay

When Remote Status is enabled, each participating Syspace server will start an outgoing connection to a Remote Status Relay server. This connection is used to communicate its status information to any connected Remote Status Console applications. This server is an HTTP-over-TLS server hosted on port 443, and the protocol is referred to as Remote Status Relay, since it relays messages between Remote Status Console and the Syspace service.

For more information about Relay, please see the ***Syspace Remote Status architecture*** document.

For more information about hosting your own Syspace Remote Status Relay server, please contact support@syspace.com.

Appendix B: Syspace editions and compatibility

Remote Status functionality is not available for Syspace running on Windows Server 2003/2003 R2 due to incompatibility with current encryption technology. The Remote Status Console application will run on Windows Server 2008 or later, and on Windows 7 and later.