

Availability of servers and important PCs can be also monitored by Watches, which are set directly on the PC. You can set a watch to ping an important work station or server from another PC in the local network that is constantly turned on.

Another option is to set ping of a public IP address that is permanently available.

The setup procedure is more or less the same. For check from local PC to server, you set watch on the PC - ping from PC to server. For check of an internet address' availability, you set a watch on the server and choose an available internet address.

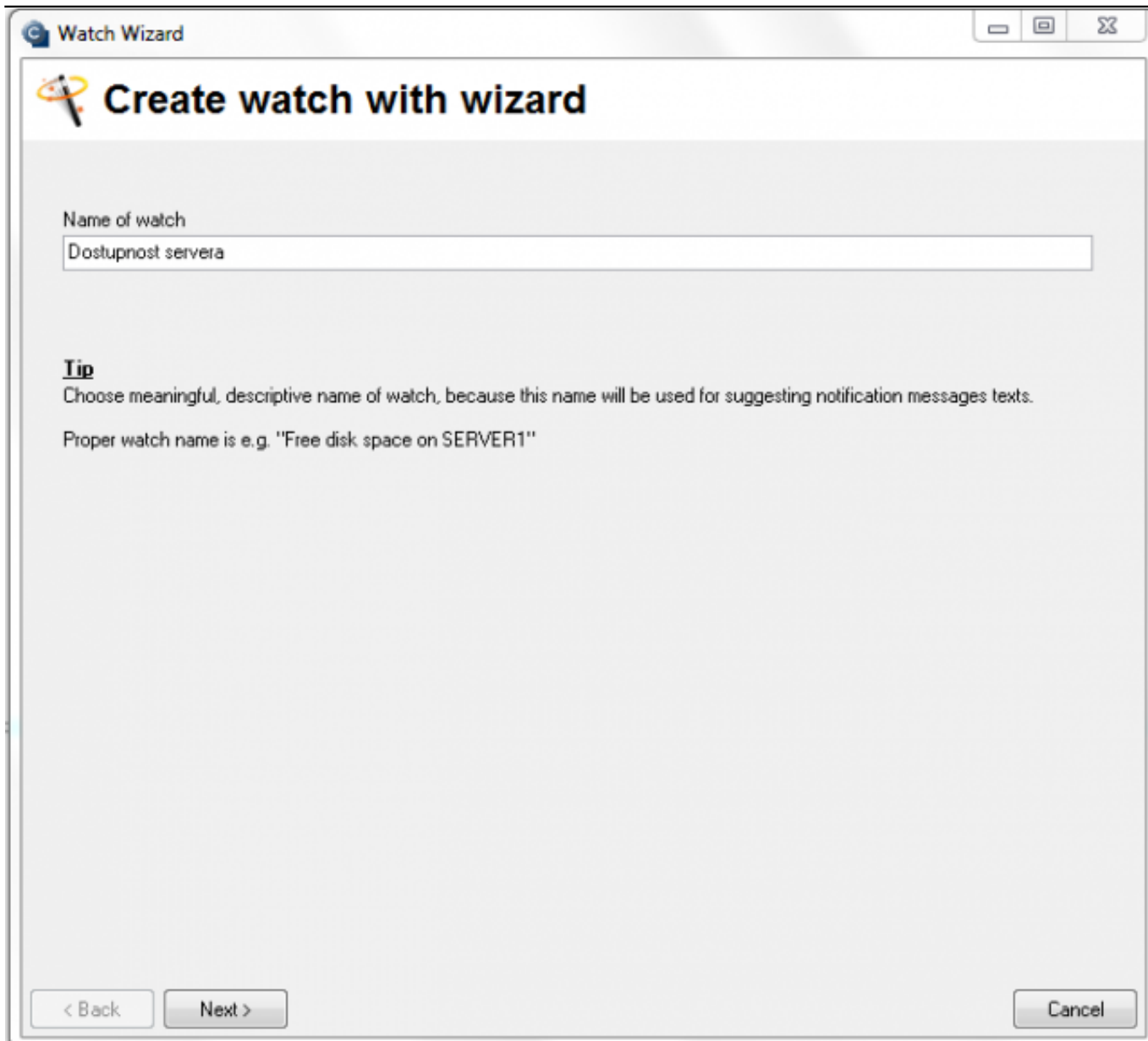
Recommendation : If you haven't worked with C-Monitor console yet, read the [Introduction to setup of Watches, conditions, actions](#) [1] first.

Setup of server availability monitoring in LAN through C-Monitor Console

Setup of monitoring of ping packet loss from another PC in LAN

If you have a PC permanently turned on in the local network, set a watch on it to check availability of the required server.

The very setup is performed through CMonitor console on the PC. Launch Watch Wizard, set a new watch, e.g. "Server availability", **we recommend to choose the name as short as possible that captures the watch's nature, as this name of the Watch will be used in notification emails, SMS messages and it's appropriate that it doesn't take too much space, and at the same time, you can easily tell what does the message belong to.** Then click Next.



Watch Wizard

Create watch with wizard

Name of watch

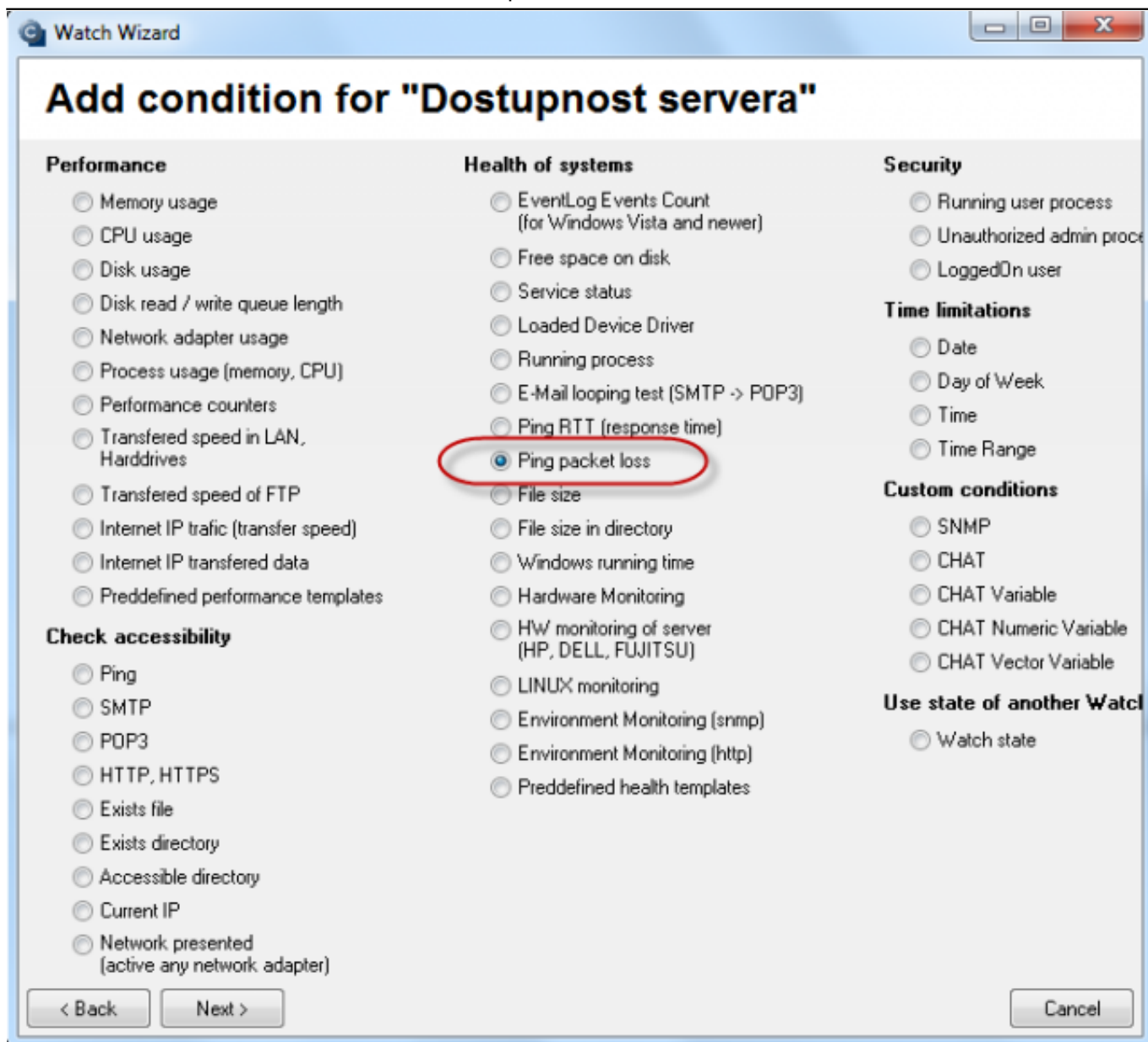
Dostupnost servera

Tip
Choose meaningful, descriptive name of watch, because this name will be used for suggesting notification messages texts.
Proper watch name is e.g. "Free disk space on SERVER1"

< Back Next > Cancel

Image: Vytvorenie watchu

Select the watch Ping packet loss. Press Next



Watch Wizard

Add condition for "Dostupnost servera"

Performance

- ☐ Memory usage
- ☐ CPU usage
- ☐ Disk usage
- ☐ Disk read / write queue length
- ☐ Network adapter usage
- ☐ Process usage (memory, CPU)
- ☐ Performance counters
- ☐ Transferred speed in LAN, Harddrives
- ☐ Transferred speed of FTP
- ☐ Internet IP traffic (transfer speed)
- ☐ Internet IP transferred data
- ☐ Preddefined performance templates

Check accessibility

- ☐ Ping
- ☐ SMTP
- ☐ POP3
- ☐ HTTP, HTTPS
- ☐ Exists file
- ☐ Exists directory
- ☐ Accessible directory
- ☐ Current IP
- ☐ Network presented (active any network adapter)

Health of systems

- ☐ EventLog Events Count (for Windows Vista and newer)
- ☐ Free space on disk
- ☐ Service status
- ☐ Loaded Device Driver
- ☐ Running process
- ☐ E-Mail looping test (SMTP -> POP3)
- ☐ Ping RTT (response time)
- ☒ Ping packet loss
- ☐ File size
- ☐ File size in directory
- ☐ Windows running time
- ☐ Hardware Monitoring
- ☐ HW monitoring of server (HP, DELL, FUJITSU)
- ☐ LINUX monitoring
- ☐ Environment Monitoring (snmp)
- ☐ Environment Monitoring (http)
- ☐ Preddefined health templates

Security

- ☐ Running user process
- ☐ Unauthorized admin process
- ☐ LoggedOn user

Time limitations

- ☐ Date
- ☐ Day of Week
- ☐ Time
- ☐ Time Range

Custom conditions

- ☐ SNMP
- ☐ CHAT
- ☐ CHAT Variable
- ☐ CHAT Numeric Variable
- ☐ CHAT Vector Variable

Use state of another Watch

- ☐ Watch state

< Back Next > Cancel

Image: Zvolte Ping Packet loss

In the next window, enter IP address of the server, or an existing DNS name, into the field IP (Host). Choose the comparing operator, percentage value (50% is sufficient to identify an outage) and testing period (we recommend 1min). Other values in square brackets are optional and default values will be used (these are shown in a pop-up bubble, which shows up when you hover over the given field), if you don't need to change them. The most important one is the history length, which is defaultly 12 (this means that Packet Loss is calculated from the last 12 tests, i.e. in the recommended setup 12min). You may then have the pings written into a log file, in case that connection with CM server would be lost, so that you won't lose any detailed results from these tests.

The screenshot shows the 'Watch Wizard' window with the title 'Ping packet loss'. The interface includes the following fields and controls:

- IP (Host) [| description] (e.g. 192.168.1.1 | local router):** A text field containing '192.168.30.30'.
- [Repeats] [Timeout in sec] [Bytes] [TTL] [History Size]:** Five empty input fields for configuring ping parameters.
- [LogFile]:** An empty text field with a file explorer icon on the right.
- Operator:** A dropdown menu showing '<'.
- Packet Loss %:** A text field containing '50'.
- Test Period:** A text field containing '1'.
- Unit:** A dropdown menu showing 'min'.
- Value from this condition send to CM server:** A section with three radio buttons: 'If value changes more than' (selected), 'Always', and 'Never'. The 'If value changes more than' option has a text field containing '5'.
- Assess the state of watch:** An unchecked checkbox.
- Navigation:** '< Back' and 'Next >' buttons at the bottom left, and a 'Cancel' button at the bottom right.

Image: Nastavte hodnoty

Choose value of the change, for example 5%. Each value that reached change of the given number of percent is sent to CM Server. As the server should not be unnecessarily loaded, it's appropriate to choose a higher number, but in a way, that the view on CM portal shows relevant changes of the monitored parameters.

After setting the parameters, press Next. In the next steps, you may choose actions, afterwards click on Finish. When the setup was carried out properly, the watch will be shown in the list of watches and its status is OK.

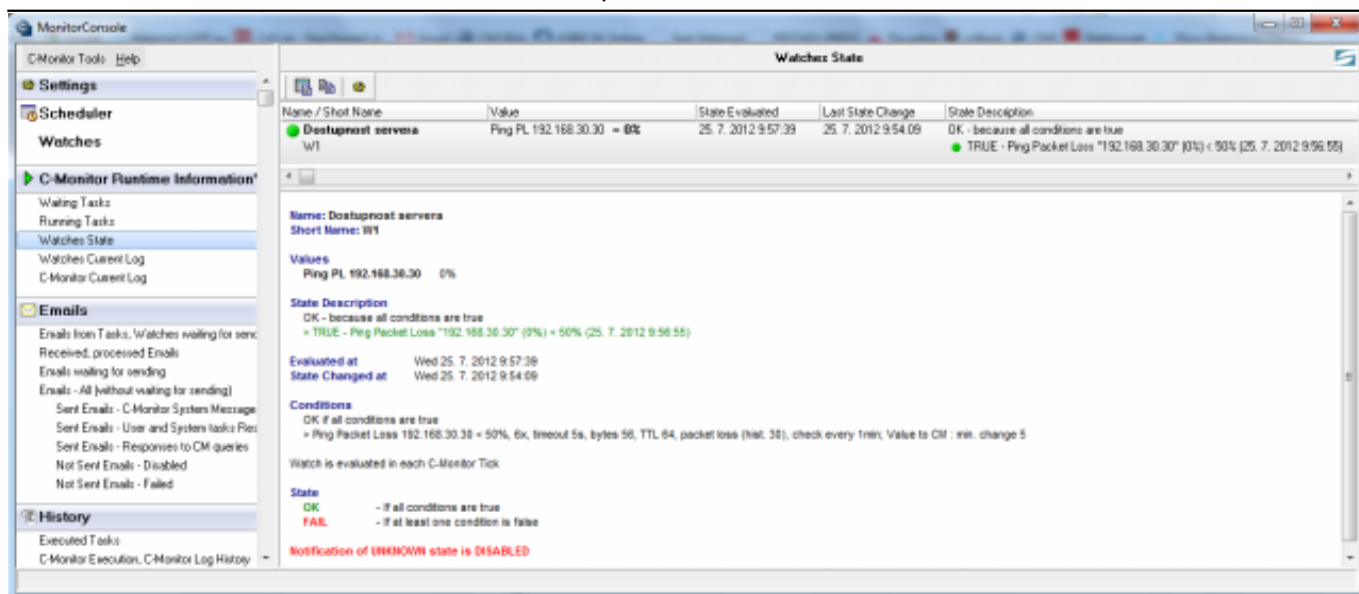


Image: Stav watchu

Example of setup of server availability in LAN through CM portal (for all OS types)

Creation of a watch can be set even without direct access to the PC by addition through CM portal. After login to CM portal, open Admin zone and in the left menu Watches - Settings. In the top filter, enter parameters of the required computer. After finding it, you'll see the PC/server also with its already existing watches, if there are any. After clicking on Display watches, you'll get to the option add a watch.

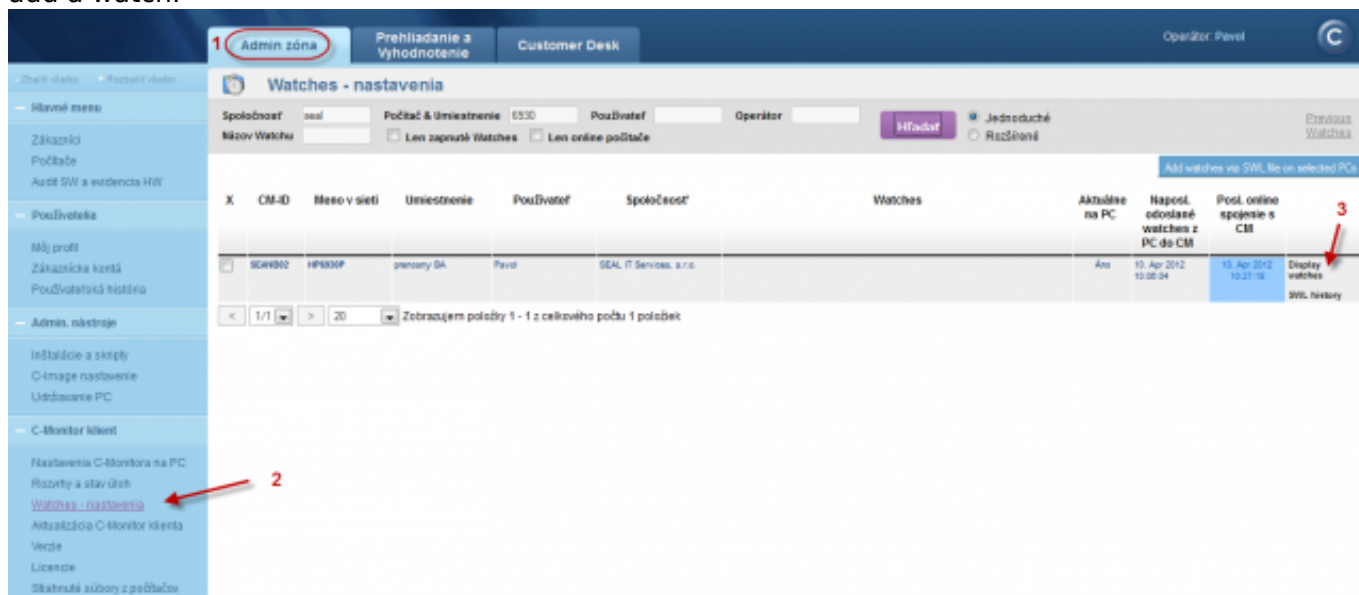


Image: Zobrazenie watchov cez CM portál

Then click on Add watch

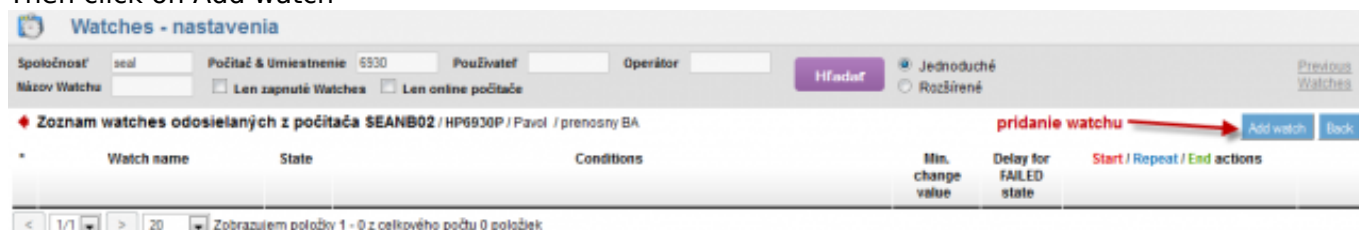


Image: Pridanie Watchu

Enter name of the watch and press Continue. You don't have to enable Delay for false, as the LAN server should be available permanently, or alternatively choose e.g. 5 minutes, to prevent notifications of planned restarts of the server

In the next window, click on Add Condition. Enter IP address of the server, or an existing DNS name, into the field IP (Host). Choose the comparing operator, percentage value (50% is sufficient to identify an outage) and testing period (we recommend 1min). Other values in square brackets are optional and default values will be used (these are shown in a pop-up bubble, which shows up when you hover over the given field), if you don't need to change them. The most important one is the history length, which is defaultly 12 (this means that Packet Loss is calculated from the last 12 tests, i.e. in the recommended setup 12min). You may then have the pings written into a log file, in case that connection with CM server would be lost, so that you won't lose any detailed results from these tests.

In the field "If value changes more than" choose for example 5%. Each value that reached change of the given number of percent is sent to CM Server. As the server should not be unnecessarily loaded, it's appropriate to choose a higher number, but in a way, that the view on CM portal shows relevant changes of the monitored parameters.

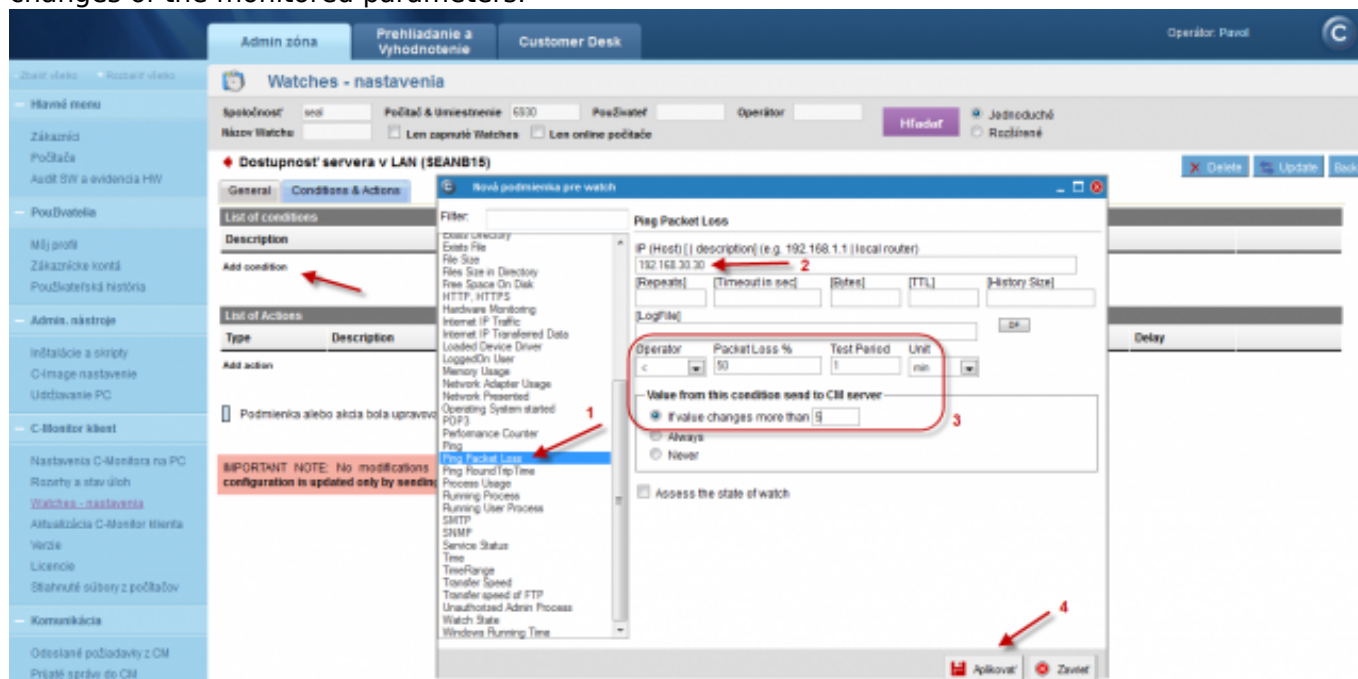


Image: Nastavenie watches

In the end, click on Apply

After entering the conditions, press Update



Image: Kliknite na Update

After this step, you'll see two pop-up windows. In the first, you confirm sending of the watch to PC/server

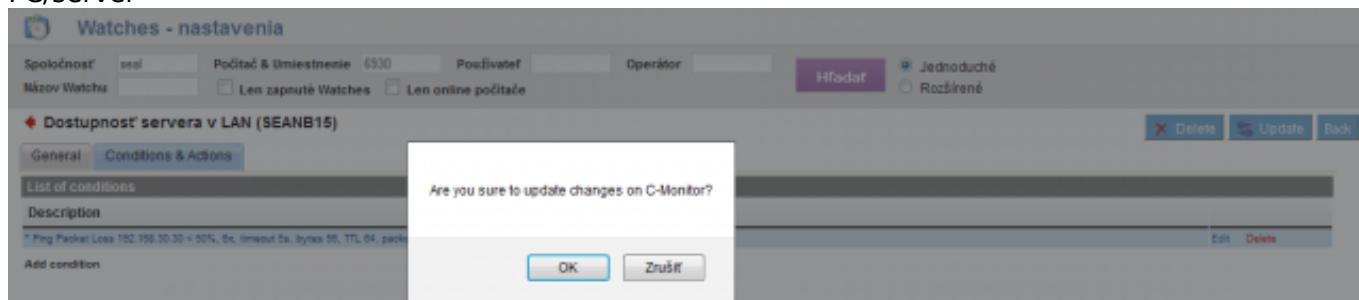


Image: Upozornenie o update watchu

The second one contains a warning not to edit the watch until it's received on the PC/server

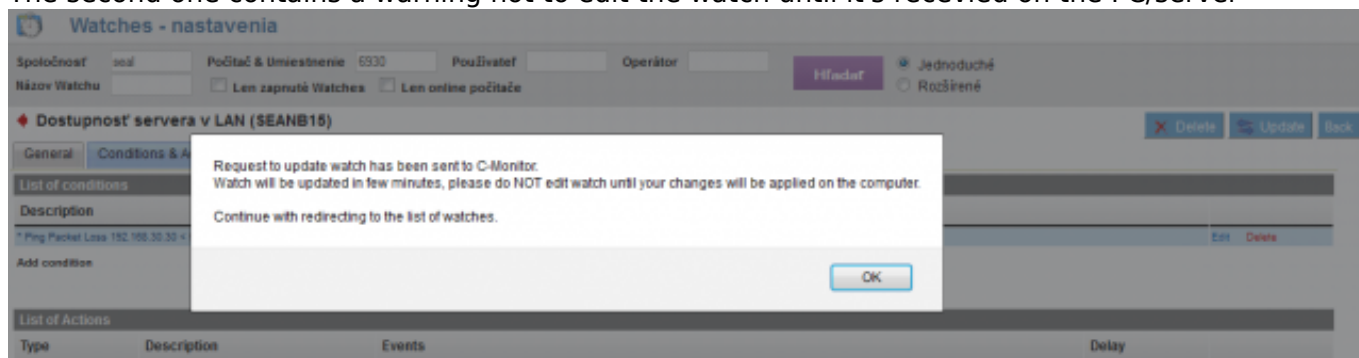


Image: Upozornenie o update watchu

View of the current state and history of the watch on CM portal

Online status, as well as its history, can be viewed on CM portal at Presentation and Evaluation -> Watches (online monitoring), search either computer or the concrete Watch through the upper filter. When the watch changes state to Fail, the operator receives an email, as well as when it switches back to state OK.

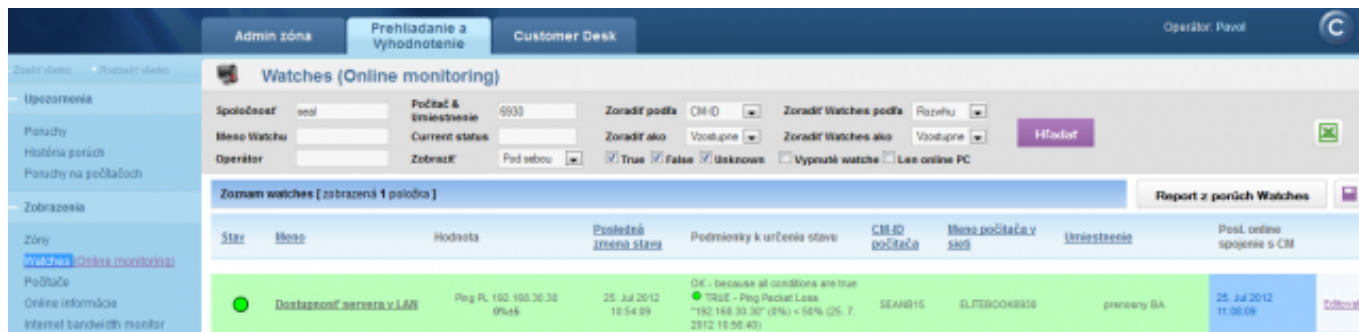
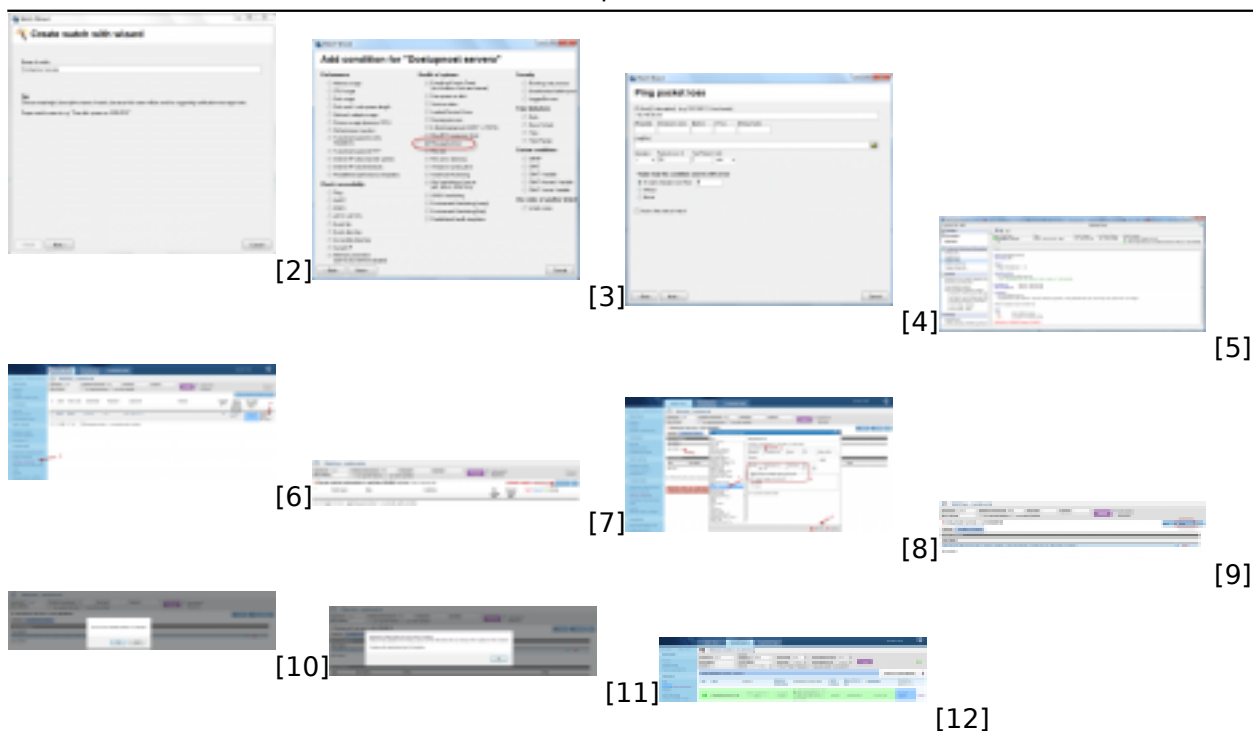


Image: Online stav watchu

Date:

02/05/2012Images:



Links

- [1] <https://www.customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/introduction-setup-online-monitoring-watches>
- [2] https://www.customermonitor.eu/sites/default/files/1_5.png
- [3] https://www.customermonitor.eu/sites/default/files/2_9.png
- [4] https://www.customermonitor.eu/sites/default/files/3_5.png
- [5] https://www.customermonitor.eu/sites/default/files/5_7.png
- [6] https://www.customermonitor.eu/sites/default/files/8_5.png
- [7] https://www.customermonitor.eu/sites/default/files/9_5.png
- [8] https://www.customermonitor.eu/sites/default/files/7_5.png
- [9] https://www.customermonitor.eu/sites/default/files/10_5.png
- [10] https://www.customermonitor.eu/sites/default/files/11_4.png
- [11] https://www.customermonitor.eu/sites/default/files/12_4.png
- [12] https://www.customermonitor.eu/sites/default/files/13_3.png