A right setup of monitoring can help the maintainers to quickly reveal a problem with lost of connection to server, or to an important work station in many ways.

First of all it's the option to turn on check of connection status directly via Signalization of connection outages from the CM server [1]. A maintainer should use this option for every server.

Monitoring can be also configured using various watches, by which you can set availability checks of IP addresses, directories, etc, whether directly from the server, or from another PC in the network. The setup is described in the link Tests of availability (Watches) [2]

There are also indirect ways that will, for example, help you diagnose whether a server was turned off, or if there was a connection outage. Read more in the article Indirect methods [3].
Date:
02/01/2012

**Links**
[1] https://www.customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/monitoring-server-availablility/signalization-connection
[2] https://www.customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/monitoring-server-availablility/monitoring-watches
[3] https://www.customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/monitoring-server-availablility/indirect-methods