

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 pinging 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 <u>Introduction to setup</u> <u>of Watches, conditions, actions</u> [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 emais, 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	
<u>Tip</u> Choose meaningful, descriptive name of watch, because this name will be use Proper watch name is e.g. "Free disk space on SERVER1"	ed for suggesting notification messages texts.
< Back Next >	Cancel

Image: Vytvorenie watchu

Select the watch Ping packet loss. Press Next



atch	WIZard

Add condition for "Dostupnost servera"

Performance Health of systems Security Memory usage EventLog Events Count (for Windows Vista and newer) Running user process Disk usage Free space on disk Unauthorized admin pro- bisk usage Network adapter usage Free space on disk Disk usage Process usage (memory, CPU) Running process Date Performance counters Ping RTT (response time) Date Transfered speed in LAN, Harddrives Ping RTT (response time) Date Predefined performance templates File size Time Range Check accessibility Hardware Monitoring SNMP Pring UNNUX monitoring CHAT Prop3 Ervitormment Monitoring (srmp) CHAT Variable Predefined performance Predefined health templates Watch state Prop3 Ervitormment Monitoring (srmp) Watch state Predefined frectory Accessible directory Predefined health templates Accessible directory Predefined health templates Watch state		•	
 Memory usage CPU usage Disk usage Disk usage Free space on disk Service status Loaded Device Driver Process usage (memory, CPU) Performance counters Transfered speed in LAN, Harddrives Transfered speed in LAN, Harddrives Transfered speed of FTP Internet IP trafic (transfer speed) Internet IP trafic (transfer speed) File size Check accessibility Prop3 Fry Prop3 HTTP, HTTPS Preddefined performance templates Exvist file Exists file	Performance	Health of systems	Security
(active any network adapter)	 Memory usage CPU usage Disk usage Disk read / write queue length Network adapter usage Process usage (memory, CPU) Performance counters Transfered speed in LAN, Harddrives Transfered speed of FTP Internet IP trafic (transfer speed) Internet IP transfered 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) 	 EventLog Events Count (for Windows Vista and newer) Free space on disk Service status Loaded Device Driver Running process E-Mail looping test (SMTP -> P0P3) 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 (smp) Preddefined health templates 	 Running user process Unauthorized admin proce LoggedOn user Time limitations Date Day of Week Time Time Range Custom conditions SNMP CHAT CHAT Variable CHAT Variable CHAT Vector Variable CHAT Vector Variable Watch state

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.



Monitoring by Watches Published on Customer Monitor (https://www.customermonitor.eu)

Watch W	izard						
Ping	packet	loss					
IP (Host) [] 192.168.30	description] (e.g. 0.30	192.168.1.1 k	ocal route	r)			
[Repeats]	[Timeout in sec]	(Bytes)	(TTL)	[History	Size]		
[LogFile]							
Operator	Packet Loss %	Test Period	Unit				
< -	50	1	min	-			
 Alway: Never Assess to 	s the state of watch						
< Back	Next >						Cancel

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.



Monitoring by Watches

Published on Customer Monitor (https://www.customermonitor.eu)

C-Monitor Toolo Help			Wato	hez State	
© Settings	13 Pa 😐				
Scheduler	Name / Short Name	Value	State E valuated	Last State Change	State Description
Watches	Destupnost servera W1	Ping PL 192 168 30.30 = 046	25.7.2012 9.57:39	25.7.2012.9:54.09	0K - because all conditions are true TRUE - Ping Packet Loss "192.168.30.30" (0%) < 50% (25. 7. 2012 9:5)
C-Monitor Runtime Information	<				
Waking Tasks Running Tasks Watches State Watches Current Log	Name: Dostupnost servera Short Name: W1 Values				
C-Monitor Current Log Emails Enables Table Mainteen a Xectore	Ping PL 192.168.38.30 0% State Description OK - because all conditions are > 70% - Disclosed Loss 110	true			
Ernals non rains, watches waaring to serie Received, processed Ernals Ernals waling for sending Ernals - All (without waiting for sending)	Evaluated at Wed 25. State Changed at Wed 25.	7. 2012 9:57:39 7. 2012 9:54:09			
Sent Enails - C-Hontor System Message Sent Enails - User and System tasks Res Sent Enails - Responses to CM queries Not Enails - Responses to CM queries	OK if all conditions are true > Ping Packet Loss 192.168.30.	38 < 50%, 6x, timeout 5s, bytes 56, TTL 6	4, packet loss (hist. 30), ch	eck every fmir; Value to	CM : min. shange 5
Not Sent Emails - Failed	State	are true			
T History	FAIL - If at least one o	endtion is failse			
Executed Tasks C-Monitor Execution, C-Monitor Log History *	Notification of UNKNOWN state	IS DISABLED			

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.

	1 Admin zón		Prehliadanie a Vyhodnotenie	Customer	Desk					Operato	Pavol	C
Zbalit vietko – Rozbalit vietko	🚺 Wate	hes - nas	tavenia									
- Hlavné menu	Spoločnosť	in al	Počítač & Umiestner	nie 6330	Poutivater	Operator	Hindar	· Jednoduché				Erevious
Zákaznici	Näzov Watchu		Len zapnuté Wa	itches 🖂 Len or	ine politale			Rezirené		_		Watches
Audit SW a evidencia H/II										Add watch	hes via SWL Ne	on selected PCs
- Použivateša	X CM-ID	Meno v sieti	Umiestnenie	Poulivater	Spoločnosť		Watches		Aktuälne na PC	Naposi. odoslané watches z PC do CM	Post. online spojenie s CM	3
Noj profil Zákaznicka kontá Poučívateľská história	SCHHDIS	14952309	prenoanty BA	Pavd	SEAL IT Services, a.r.o.				Ana	10. Apr 2012 10:00:04	10. Apr 2012 10:27:18	Display watches
– Admin. nástroje	< 1/1 💌	> 20	💌 Zobrazujem polo	záty 1 - 1 z celkovél	ho počtu 1 polažiek							
Inŝtaldole a skripty C-Image nastavenie Udržavanie PC												
C-Monitor klient												
Nastavenis C-Norikora na PC Robrity a stavišteh <u>Wolfchas - nastavenia</u> Atualizácia C-Norikor Klienta Verde Licencie Statnuski súbory z počítsčov	2											

Image: Zobrazenie watchov cez CM portál

Then click on Add watch

Watches	 nastavenia 							
Społočnosť seal Názov Watchu	Počitač & Umiestnenie	6930 Použivatef es Len online počitače	Operátor	Hfadat	Jednoduc Rozšírené	thé é		Previous Watches
Zoznam watches odosielaných z počítača SEANB02/HP6930P/Pavol / prenosny BA Pridanie watchu								watch Back
• Watch	name State		Conditions		Min. change value	Delay for FAILED state	Start / Repeat / End actions	
< 1/1 > 2	0 💽 Zobrazujem položky 1	 0 z celkového počtu 0 položiek 						



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						
🔯 Watches - nastavenia						
Spoločnosť sed Počítač & Umiestnenie 600 Používateľ Operátor Učester 🖲 Jednoduché						
Názov Watchu C Len zaprutě Watches Len online počítače Rozšíraná						
Dostupnosť servera v LAN (SEANB15)	elet 😂 Update Beek					
General Conditions & Actions						
List of conditions						
Description						
* Ping Packet Loss 192.105.30.30 < 60%, Br. timeout Ss. bytes 50, TTL 64, packet loss (hist. 30), sheck every 1min: Value to CM, min. shange 5						
Add condition						



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

🐑 Watches - nastavenia			
Spoločnosť seal Počítač & Umiestnenie 6330 Mázov Watchu 	Použivateř Operátor	Hfadat Jednoduché Rozšírené	
 Dostupnosť servera v LAN (SEANB15) 			🗙 Delete 📚 Update Back
General Conditions & Actions			
List of conditions	Are you sure to update changes on C-Monitor?		
Description			
* Ping Packet Loss 192, 158, 30, 30 < 50%, 8x, timeout 5x, bytes 55, TTL 64, packet			Edit Delete
Add condition	OK Zrušiť		

Image: Upozornenie o update watchu

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

Watches -	nastavenia					
Społočnosť seal	Počítač & Umiestnenie 6	930 Poulivater	Operator	B Jed	roduché	
Názov Watchu	Len zapnuté Watches	Len online poĉitaĉe		C Roz	sirené	
Dostupnosť serve	era v LAN (SEANB15)					🗙 Delete 😂 Update Back
General Conditions	Request to update watch	has been sent to C-Monitor				
List of conditions	Watch will be updated in	few minutes, please do NOT	edit watch until your changes will t	e applied on the computer.		
Description	Continue with redirecting	to the list of watches.				
* Ping Packet Loss 192,168.30.3	0 4 1					Edit Defete
Add condition				ОК		
List of Actions						
Type Des	cription	Events				Delay

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

	Admin zóna	Prehliadanie a Vyhodnotenie Custome	r Desk			Operator	Paval	C
Zbaliť vletko Rozbaliť vletko	S Watches (Or	nline monitoring)						
Upozornenia	Spolednest seal	Počitač & 6900	Zoradif podľa CIHO	Zoradiť Watches podľa Re	utra e			
Poruchy História porách	Meno Watchu Operátor	Current status Zobraz# Pod sebou	Zoradiť ako Vzostupne 🔹	Zoradiť Watches ako Va	odupre 💌 Hiladad			
Zobrazenia	Zoznam watches [20 braze	ená 1 položka]				Report z	porüch Watches	
Zóny	Star Meno	Hodnota	Posledná Podmienky zmena stavy	k určeniu stave <u>CII-ID</u> počitača	Meno počitača v sioti	miestnenie	PosL online spojenie s CM	
Poštače Online informácie	O Dostapeosť ser	Ping PL 192 160 30 30 Olda	0K - because 25. Jul 2012 TRUE - Pin 10:54:09 1182.168.30.3	all conditions are true g Packet Loss 0° (8%) < 58% (25.7, SEAND15	EL/TERCOXER38	prenaeny BA	25. Jul 2012 11:08:09	Editorial

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/12_4.phg