

How does the check of disk status by the solution CUSTOMER MONITOR® work?

- C-Monitor transparently collects information about the local, as well as network drives, using C-Deskript. The information obtained by C-Deskript is then sent by C-Monitor to the CM Server generally once a day, if the default C-Deskript's execution interval hasn't been changed
- C-Deskript calculates information about disks, their assigned letters (C:, D:, etc.), type of partition (NTFS, FAT32, ...), type of disk (Basic, dynamic), its capacity, free space, percentage of its capacity usage, values of S.M.A.R.T parameters
- Check of free space on drives through CM warns the user given in the PC's license, as well as the operator, if empty space on a disk gets below standardly 500MB, the evaluation goes according to the installed OS. The default value can be changed through CM Portal in *Admin zone*, in the left menu *Parameters - Error settings*, in the item *Show evaluation* select *Disk - free space*, according to OS

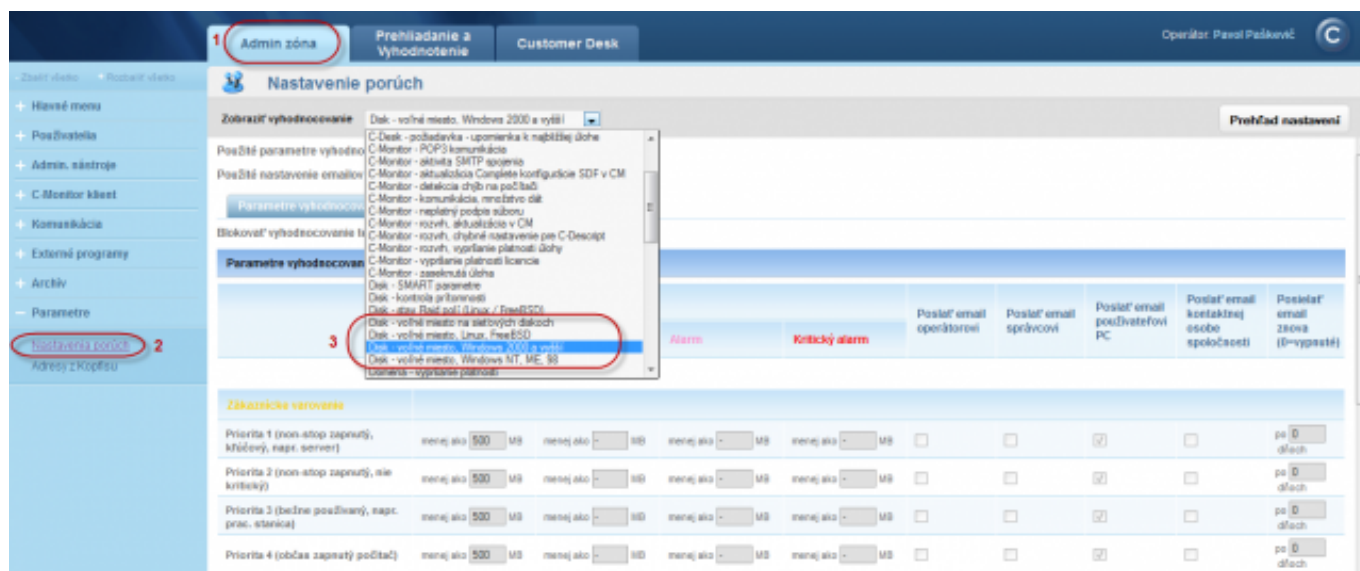


Image: Nastavenie prahových hodnôt pre poruchy

Options to check state of disk occupation via CM portal

- Information about the current state of local drives are gathered on Customer Monitor portal. These data can be accessed through "*Presentation and Evaluation*" > "*Zones*" and select the filter "*Disks - local*"

Zóny

Disky - lokálne

Zóna Disky - lokálne [zobrazená 1 položka]

| Sekcia | Parameter | 1. SEAHRE2 |
|---------------|---------------|---|
| History | History | Show history |
| Network Name | Network Name | HP6030P |
| User | User | Pavel |
| Current Login | Current Login | HP6030Ppavolp |
| Location | Location | prenosny BA |
| Hard drives | Drive 0 | 349.8 GB - WDC WD1000BJKT-TPF4T0 - SN WD-WVA8A99CT504 |
| Cd-dvd rom | Drive e | hp CDDVDW TS-L633N 6300 |
| C | Letter | C - Hard Drive 0 |
| | Type | Fixed |
| | File system | NTFS |
| | Disk type | Basic |
| | Capacity | 74.9 GB |
| | Free | 37.3 GB |
| | Usage | 50% |
| D | Letter | D - Hard Drive 0 |
| | Type | Fixed |
| | File system | NTFS |
| | Disk type | Basic |
| | Capacity | 74.1 GB |
| | Free | 47.2 GB |
| | Usage | 36% |
| | Label | Data |

Image: Zobrazenie lokálnych diskov

- CM Server also offers information about network drives, of the currently logged user. These data are accessed through "Presentation and Evaluation" > "Zones" and select the filter "Disks - network"

Zóny

Disky - sieťové

Zóna Disky - sieťové [zobrazená 1 položka]

| Sekcia | Parameter | 1. PSTPC01 |
|---------------|---------------|-----------------------------------|
| History | History | Show history |
| Network Name | Network Name | PS-ASIST-01 |
| User | User | Jana |
| Current Login | Current Login | PSDOM02\Jana |
| Location | Location | kancelaria na pravo vzađu 2.posch |
| O | Letter | o |
| | Type | Remote |
| | Capacity | 300.0 GB |
| | Free | 45.3 GB |
| | Usage | 84% |
| | Path | \\sba-04\data\asistent |
| P | Letter | p |
| | Type | Remote |
| | Capacity | 300.0 GB |
| | Free | 45.3 GB |
| | Usage | 84% |
| | Path | \\sba-04\data\Public |

Image: Zobrazenie sieťových diskov

After the free space gets below the set value, an error is generated, which can be viewed at *Presentation and Evaluation* -> *Errors*. The error can be confirmed, after selecting the computer (ticking), press "**Confirm error**".

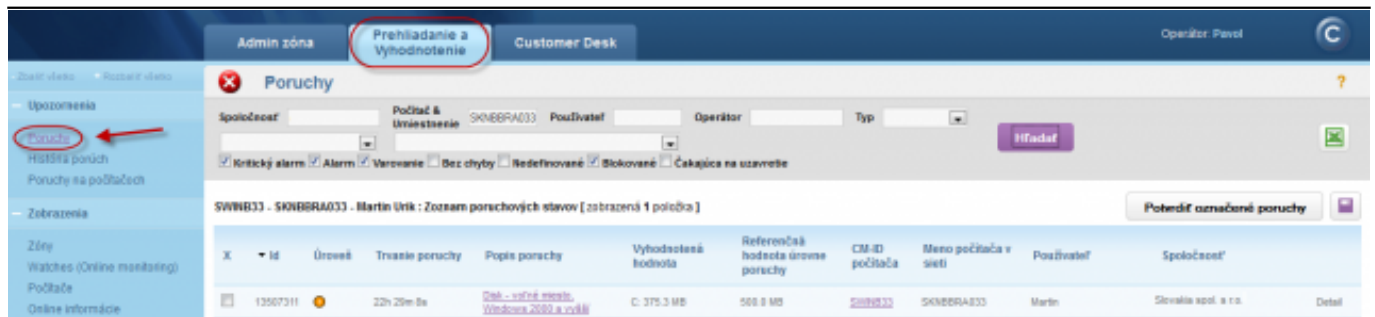


Image: Zobrazenie poruchy

A notification email about the error's occurrence is also generated.

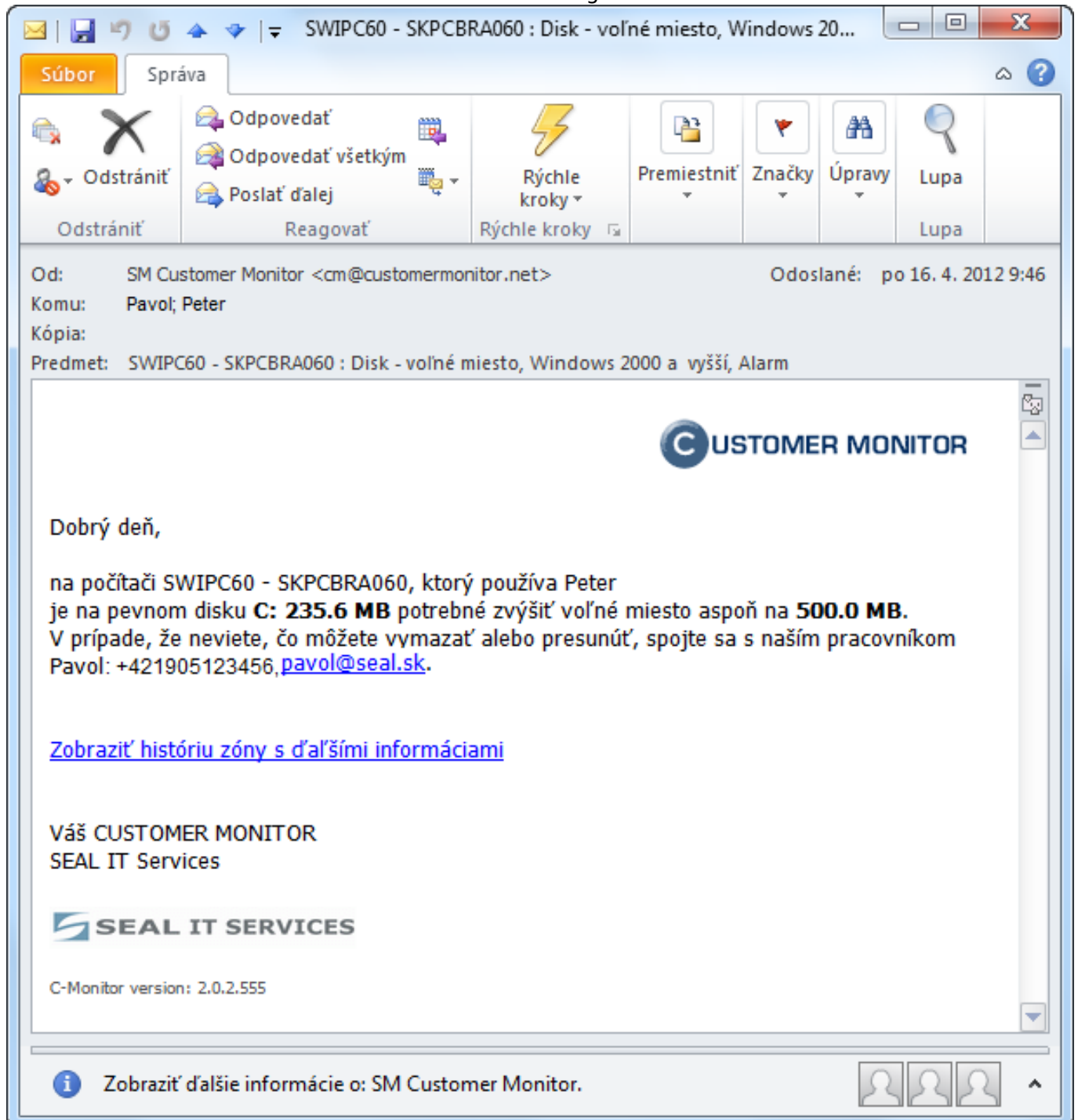


Image: Notifikačný email o poruche

Removing the error

The error is ceased immediately when a C-Deskript from C-Monitor is received, where the zone is already evaluated with faultless state. This was preceded by freeing space on the drive by the user, or a technician directly on the PC.

It's possible to **completely block evaluation or notification of errors** at "Admin zone" > "Computers", where after clicking on the concerned computer, and then clicking on the tab "Evaluation of zones" may be evaluation of the zone blocked completely, or eventually blocked just notification about occurrence of the error. There is also an option to block size of just selected drives - by entering the drive's letter into the field "Logic disks whose size is not evaluated". This is especially relevant for optical drives, or for instance, system partitions of pre-installed OS from the manufacturers (HP, DELL), which serve to recovery. Their size doesn't change, and they're usually used up to maximum.

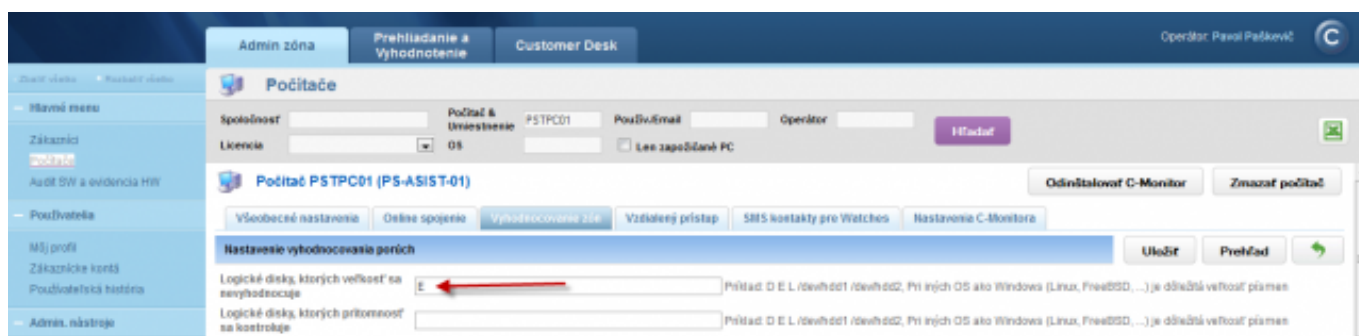


Image: Blokovanie vyhodnotenia niektorých partícií

Date:

04/06/2012

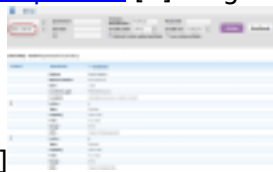
External Links:

[Nastavenia a notifikácia porúch](#) [1]

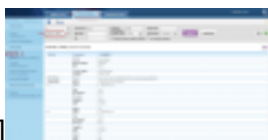
Images:



[2]



[3]



[4]



[5]



[6]



[7]

Links

[1] <https://www.customermonitor.eu/node/605>

[2] https://www.customermonitor.eu/sites/default/files/6_2.png

[3] https://www.customermonitor.eu/sites/default/files/7_2.png

[4] https://www.customermonitor.eu/sites/default/files/9_2.png

[5] https://www.customermonitor.eu/sites/default/files/4_2.png

[6] https://www.customermonitor.eu/sites/default/files/5_3.png

[7] https://www.customermonitor.eu/sites/default/files/8_2.png