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	
<b><u>Tip</u></b> Choose meaningful, descriptive name of watch, because this name will be used for suggesting notifical Proper watch name is e.g. "Free disk space on SERVER1"	tion messages texts.
< Back Next >	Cancel

Image: Vytvorenie watchu

Select the watch Ping packet loss. Press Next

-			
	MAL	-L- \.	izard
	vv are	n vv	Izaro

## Add condition for "Dostupnost servera"

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://customermonitor.eu)

Watch Wi	izard						
Ping	packet	loss					
IP (Host) [   192.168.30	description] (e.g. 1 ).30	192.168.1.1   k	ocal router)	)			
[Repeats]	[Timeout in sec]	(Bytes)	(TTL)	[History Size]	1		
[LogFile]							
							<b>2</b>
Operator	Packet Loss %	Test Period		_			
< •	50	1	min	•			
<ul> <li>Always</li> <li>Never</li> </ul>	3						
Assess t	he 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.



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

C-Monitor Toolo Help			Wate	ters State	
Ø Settings 4	🖪 🗞 😐				
o Scheduler Watches	Name / Short Name Destuprice! servera W1	Value Ping PL 192 168 30.30 - 035	State E valuated 25. 7. 2012 9:57:39	Last State Change 25. 7. 2012 9:54.09	State Decolption DK - because all conditions are true TRUE - Ping Packet Loss "192,168,30,30" (04) < 504; [25, 7, 2012 9:56;
C-Monitor Runtime Information	<				
Wating Tasks Running Tasks Watches State Watches Current Log C-Monitor Current Log	Name: Dostupnost servera Short Name: W1 Values Ping PL 192.168.36.30 0%				
Emails     Enails toon Tasks, Watches waiing for seric Received, processed Enails Enails waiing for sending Enails - All yelthout variing for sending) Sent Enails - Clarinet System Message Sent Enails - User and System Message Sent Enails - Clarinet System Message Not Sent Enails - Disabled Not Sent Enails - Failed	Evaluated at Wed 25. State Changed at Wed 25. Conditions OK if all conditions are true	2 168 30 30" (0%) < 50% (25. 7. 2012 9:50 7. 2012 9:57 39 7. 2012 9:54 09 38 < 50%, 6k, timeout 5a, bytes 56, TTL 6 itor Tick are true		eck every tnin, Value to t	CN : win. change 5
Executed Tasks C-Monitor Execution, C-Monitor Log History	Notification of UNKNOWN state				

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.

	10	dmin zó		Prehliadanie a Vyhodnotenie	Customer	Desk					Openato	r. Pavol	C
Delif viello - Rochelif viello	Ø	Wat	ches - nas	stavenia									
Hlavné menu Zákaznici		obnowi Watchu	lase	Počítač & Umiestner		Poulivater sine politale	Operátor	Hadat	<ul> <li>Jednoduché</li> <li>Rozšírené</li> </ul>				Energie
Počítače Audit SW a evidencia HW											Add wate	hes via SWL Ne	on selected
Používateka Máj profil	×	CM-ID	Neno v siet	Umiestnenie	Poullivater	Spoločnosť		Watches		Aktuäine na PC	Naposi. odoslané watches z PC do CM	Post. online spojenie s CM	
Zákaznicke kontá Používateľská história	8	5544012	HIPSKIDP	prenosiny BA	Pavol	SEAL IT Services, s.r.s				Ana	10. Apr 2012 10:06:04	10. Apr 2012 10:27:18	Display watches SWL histor
Admin. nástroje	<	1/1 💌	> 20	💌 Zobrazujem polo	iby 1 - 1 z celkové	ho počtu 1 položiek							
Inŝtalácie a skipty C-Image nastavenie Udztavanie PC													
C-Monitor klient													
Nastavenia C-Monitora na PC Rozvity a stav úleň <u>Watnes - nastavenia</u> Aktualizida C-Monitor klienta Verde Licencie	-	2											

Image: Zobrazenie watchov cez CM portál

#### Then click on Add watch

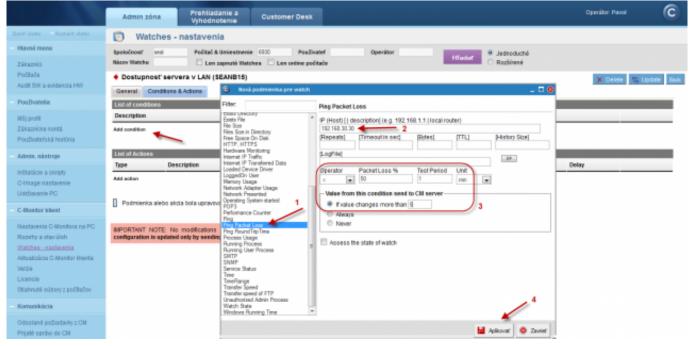
ipoločnosť se lázov Watchu		čitač & Umiestnenie 6930	Použivatef	Operator	Hfadaf	<ul> <li>Jednoduc</li> <li>Rozšírené</li> </ul>		Pre
Zoznam wat	tches odosie	elaných z počítača SEANB	02/HP6930P/Pavol/pre	mosny BA			pridanie	watchu Add watch
· w	atch name	State		Conditions		Min. change value	Delay for FAILED state	Start / Repeat / End actions

#### 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 Počítač & Umiestnenie 6330 Spoločnosť Používatel Operator 660 Jednoduché Názov Watchu 🗌 Len zapnuté Watches 📃 Len online politale Rozšírená Dostupnosť servera v LAN (SEANB15) General Conditions & Actions List of conditions Description 68.30.30 < 50%, 8x, timeout 5s, bytes 59, TTL 64, packet loss (hist, 30), check every 1min; Value to CM: min, ch \* Ping Packet Loss 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 sesí Počítač & Umiestnenie (930) Názov Watchu Len zapruté Watches	Použivateľ Operátor Len online počítače	Hladat 🤄 Jednoduché O Rozšírené	
<ul> <li>Dostupnosť servera v LAN (SEANB15)</li> </ul>			🗶 Delete 📚 Update Back
General Conditions & Actions			
List of coeditions	Are you sure to update changes on C-Monitor?		
Description			and the second se
* Ping Packet Loss 152.188.30.30 < 50%, 6x, timeout 5a, bytes 56, 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 recevied on the PC/server

Watches -	nastavenia					
Społoćnosť seal	Počítač & Umiestnenie 6	930 Poulivatef	Openitor	Hindar Bida	aduché	
Názov Watchu	Len zapnuté Watches	Len online poĉitaĉe		○ Rozš	irené	
Dostupnosť serv	era v LAN (SEANB15)					🗙 Defete 😂 Update Back
General Conditions	SA Bequest to update watch	has been sent to C-Monitor.				
List of conditions			edit watch until your changes will b	e applied on the computer.		
Description	Continue with redirecting	to the list of watches.				
* Ping Packet Loss 182,168.30.3	0 <					Edit Delete
Add condition				ОК		
List of Actions						
Type Des	cription	Events			Delay	

Image: Upozornenie o update watchu

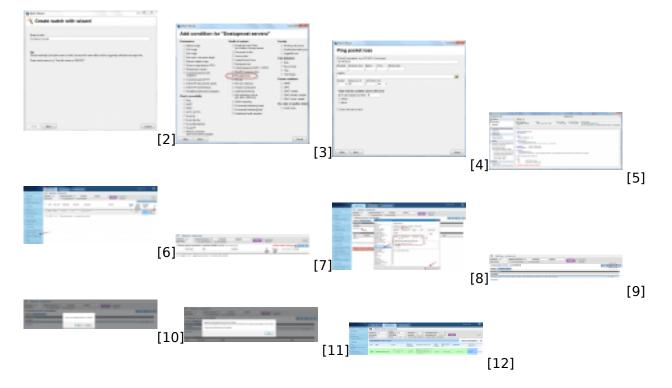
#### View of the current state and history of the watch on CM portal

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

		Prehliadanie a Vyhodnotenie Customer	Desk					Operator: Pavol	C
	S Watches (Onl	line monitoring)							
Upozornenia Ponuchy História ponich	Spoločnosť seol Meno Watchu Operátor	Poditač & 6930 Umiestnenie Current status Zobrazif Pod sebou 💽		CH-D  Zoradif Watche Zoradif Watche Uostupne Zoradif Watche Usknown  Vypnuté watc	s also Voo	tupne 💌 🔣	adat		
Poruchy na počítačoch Zobrazenia	Zoznam watches [ zobrazen	á 1 položka ]						Report z porúch Watches	
Zóny	Star Mono	Hodnota	Posledná zmena stavu	Podmieniky k určeniu stavu	CIII-ID počitača	Meno počitača v sieti	Uniestaenie	PosL online spojenie s CM	
Politače Online informácie Internet bandwidth monitor	Dontapecosť serve	Ping PL 192 100.30.30 0%e6	25. Jul 2012 10:54:09	OK - because all conditions are true ■ TRUE - Ping Packat Loss "192.168.30.30" (2%) < 56% (25. 7. 2912.16.36.40)	SEANDIS	ELITEBOOK8938	prenasny l	0A. 25. Jul 2012 11:08:09	<u>Data</u>

Image: Online stav watchu Date: 02/05/2012Images:





#### Links

[1] https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/introduction-setuponline-monitoring-watches

- [2] https://customermonitor.eu/sites/default/files/1\_5.png
- [3] https://customermonitor.eu/sites/default/files/2\_9.png
- [4] https://customermonitor.eu/sites/default/files/3\_5.png

[5] https://customermonitor.eu/sites/default/files/5\_7.png

[6] https://customermonitor.eu/sites/default/files/8\_5.png

[7] https://customermonitor.eu/sites/default/files/9\_5.png

[8] https://customermonitor.eu/sites/default/files/7\_5.png

[9] https://customermonitor.eu/sites/default/files/10\_5.png

[10] https://customermonitor.eu/sites/default/files/11\_4.png

[11] https://customermonitor.eu/sites/default/files/12\_4.png

[12] https://customermonitor.eu/sites/default/files/13\_3.png