

## Main Features:

- **[Credit \(online payments\)](#) [1]** - payments for CM usage by credit card [online Maintainer registration](#) [2]
- **[C-vmwBackup \(SK\)](#) [3]** - a brand new backup program for vmware vsphere fully integrated into CM
- **[C-Monitor client for \(Mac\) OS X \(SK\)](#) [4]** - C-Monitor has accessed OS X
- **[Knowledge base \(SK\)](#) [5]** - register your knowledge and solutions transparently
- **[Linking of Business agenda with the acc. sw Pohoda \(SK\)](#) [6]** - issue material directly from CM

## New Features:

### > COMMON new functions

- [new access address \(SK\)](#) [7] **for the main CM Server: [cmportal.eu](#) [8]** ([cm.seal.sk](#) is still valid)
- **[BASIC licence extended by server OS and by file backup \(SK\)](#) [9]**
- [customer account has an option to receive copies of SMS from messages for the customer \(SK\)](#) [10]
- [SMS notification FREE through the email box at your mobile operator \(SK\)](#) [11]

### > CUSTOMER DESK - new functions

- [MiniDeals \(SK\)](#) [12] - designed for registration of requests forwarded to realization
- **[Simplified emails from C-Desk for the users \(SK\)](#) [13]**
- [Initial calculations - storing of tentative price calculations \(SK\)](#) [14]
- [New report Fulfillment according to invoicing items \(SK\)](#) [15]
- [For lump fees with prepaid hours, there's a new option of billing overdrawn hours in several rates \(SK\)](#) [16]
- [New scheduling for Regular tasks and their transfer from customer settings to a menu under C-Desk \(SK\)](#) [17]

### > CM PORTAL - new technical functions

- **[Simplified orientation in technical part of the CM Portal, thanks to searching by parameter name \(SK\)](#) [18]**
- [Report - A complex mix of status and errors of computers \(SK\)](#) [19]
- [Option do add an image, photo to every device registered in CM \(significant upgrade of the Photo-documentation section\) \(SK\)](#) [20]
- [Monitoring of status of tasks that were launched on C-Monitor client thorough the CM Portal \(SK\)](#) [21]
- [Edit of scheduled tasks' properties for more devices at once \(e.g. launching account, to a network device\) \(SK\)](#) [22]
- [Remote tests of hard drives \(so far there's only been detection of a potentially faulty drive\) \(SK\)](#) [23]

### > C-MONITOR client - new functions

- **[Information panel \(SK\)](#) [24]** - C-Monitor data displayed to the user in a small, decent panel
- **[In Watches additional data transfer during a connection outage - offline data \(SK\)](#) [25]**
- **[Online information extended by Ping RTT and Ping PL for monitoring of connection quality \(SK\)](#) [26]**

- [Online information extended by speed test of \(internet\) connection through FTP - Windows only \(SK\)](#) [27]
- **C-Backup extensions**
  - [support for backup of Hyper-V virtuals \(SK\)](#) [28]
  - support of UTF8 for FTP transfer (when saving file name) and removal of a critical bug with FTP in binary mode
  - [addition of Execution conditions into the backup log for a quick check \(SK\)](#) [29]
- **C-Image extensions**
  - [launch of a postponed backup as a virtual machine in vmware Player/Workstation or MS Virtual PC \(SK\)](#) [30]
  - [enables to backup partitions with GUID Partition Table \(GPT\) \(SK\)](#) [31]
- [Measuring of connection quality through loading time of a http/https page and also through Proxy server \(Watches condition\) \(SK\)](#) [32]
- [Counting of files in a directory - Files count in Directory \(Watches condition\) \(SK\)](#) [33]
- [Measuring of computer user's inactivity time - User inactivity time \(Watches condition\) \(SK\)](#) [34]
- [Notification of connection outage with the CM Server by an exclamation mark on the C-icon \(SK\)](#) [35]
- [Extension of detection of antivirus programs \(SK\)](#) [36]
  - supplemented "Health status" from Security Center for all antivirus programs on OS WIN7, 8
  - support of NOD 6
  - added more information about connection to ESET Remote Administrator console for NOD 5
  - support of GFI Vipre antiviruses
- [Detection of the program Skype with the last logged Skype name \(SK\)](#) [37]
- [Waking a computer from the CM server through a PC in LAN just before launching a task \(SK\)](#) [38]
- [Launch of application in a certain session with other user's authorizations \(SK\)](#) [39]
- [An option to get the C icon among displayed icons in the taskbar \(SK\)](#) [40]

Changes and Updates:

#### > COMMON changes and updates

- [An option to determine for the Operators an access to the settings of Customers and Computers \(SK\)](#) [41]

#### > CUSTOMER DESK - changes and updates

- [When entering requests by email, the attribute High importance sets a high priority \(SK\)](#) [42]
- [Management of the list of solvers in a C-Desk request \(added permission in the Operator's settings\) \(SK\)](#) [43]

#### > CM PORTAL - changes and updates in technical functions

- [Enable notifications of not updated computers for more than 3 months \(Windows update\) \(SK\)](#) [44]
- [A new type of report added - "Weekly backup plan" \(SK\)](#) [45]
- [Setting of SMS sending from Watches through the CM Portal \(SK\)](#) [46]
- [An option to block Watches notification from the CM Server already when setting the Watch in C-MonitorConsole \(SK\)](#) [47]
- [Update of material responsibility protocol and generating directly from the Inventory card \(SK\)](#) [48]

#### > C-MONITOR - changes and updates in technical functions

- [Repetition of launching of a scheduled task based on Exit code \(suitable for backups\) \(SK\) \[49\]](#)
- [In Monitoring of file changes is an option to define a minimal size \(SK\) \[50\]](#)
- [At registration, an offer of the first available CM-ID from a certain number \(you may value this if you assign to parts of your company different ranges of CM-ID\) \(SK\) \[51\]](#)
- [IPscanner \(also a separate utility and function in CM\) extended by searching of IP addresses via ARP protocol \(SK\) \[52\]](#)
- [Synchronization of tasks through Signals and Triggers conditioned via Exit code \(SK\) \[53\]](#)
- C-Backup used to have a problem with deleting a bigger number of files on certain FTP locations, changed to a more reliable deletion method

Bugfixes:

#### > Fixes of critical bugs

- FTP backups performed in the binary mode through C-BackupPlus up to version 2.5.345.0 (all versions of C-Backups within the C-MSetup packages up to 2.5.574.0) may be faulty. All it takes to fix this is to update by the package C-MSetup 2.6.628.0 and run a new backup.
- There's been an incorrect dividing of licensed and non-licensed software in the CM server version c2.5-n325. The bug is fixed by CM Server upgrade to version 2.6.-n348, by our support's intervention and finally by receiving a new full Descript into the CM Server.
- Fixed detection of RAM loaded over 4GB by one processor in 64 bit systems - C-Monitor has indicated this information in the Online informations for TOP processes occupying the memory and in Watch in the condition Process usage.
- Descript - oprava inštaláčného dátumu MS Office uvádzaného v Zóne OS a Office info kde bol ako dátum inštalácie MS Office udávaný dátum poslednej aktualizácie MS Office. (v SW audite bol v poriadku)
- Descript - fix of the MS Office installation date stated in the OS Zone and Office info, where there's been stated, as the MS Office installation date, the date of the last MS Office update. (it was correct in the SW audit).

#### > Corrections to event bugs

- Elimination of false warnings of SMART errors from Lenovo laptops. The manufacturer has incorrectly filled the parameter "[197] [197] Current pending sector count" for Seagate drives assembled during the production.

#### Links

- [1] <https://customermonitor.eu/what-customer-monitor/pricelist/payment-methods>
- [2] <https://customermonitor.eu/i-am-interested-cm/try-cm>
- [3] <https://customermonitor.eu/how-cm-works-0/backup/backup-vmware-vsphere-vm-vmdk-esx/extra-charge-module>
- [4] <https://customermonitor.eu/how-cm-works-0/components-and-architecture-cm/c-monitor-mac-os-x-client>
- [5] <https://customermonitor.eu/how-cm-works-0/knowledge-base>
- [6] <https://www.customermonitor.sk/ako-funguje-cm/fakturacia-vykonov-obchodna-agenda/fakturacia-materialu-prepojenie-s-es>
- [7] [https://customermonitor.eu/how-cm-works-0/components-and-architecture-cm/cm-server-cm-portal#cmportal\\_address](https://customermonitor.eu/how-cm-works-0/components-and-architecture-cm/cm-server-cm-portal#cmportal_address)
- [8] <https://cmportal.eu>
- [9] [https://customermonitor.eu/i-am-interested-cm/pricelist/comparison-technical-cm-licenses-and-helpdesk-functions#Changes\\_in\\_licenses](https://customermonitor.eu/i-am-interested-cm/pricelist/comparison-technical-cm-licenses-and-helpdesk-functions#Changes_in_licenses)
- [10] <https://customermonitor.eu/node/790/#kopiesms>
- [11] <https://customermonitor.eu/node/789/#smszdarma>
- [12] <https://customermonitor.eu/how-cm-works-0/helpdesk-customer-desk/minideals-requests-realization>

- [13] <https://customermonitor.eu/how-cm-works-0/helpdesk-customer-desk/emails-and-sms-cdesk>
- [14] <https://www.customermonitor.sk/ako-funguje-cm/helpdesk-customer-desk/cenove-ponuky/kalkulacie>
- [15] [https://customermonitor.eu/node/523/#plnenia\\_podla\\_FP](https://customermonitor.eu/node/523/#plnenia_podla_FP)
- [16] <https://www.customermonitor.sk/ako-funguje-cm/evidencia-a-uctovanie-prac-fakturacia-materialu-obchodna-agenda/priklady-pre-rozne--0>
- [17] <https://customermonitor.eu/how-cm-works-0/helpdesk-customer-desk/periodic-tasks-remind-regular-service>
- [18] <https://customermonitor.eu/how-cm-works-0/components-and-architecture-cm/cm-server-cm-portal/options-searching-cm-portal>
- [19] <https://customermonitor.eu/node/524/#mix>
- [20] <https://customermonitor.eu/node/848/#fotodokumentacia>
- [21] <https://customermonitor.eu/node/792/#vykonaneportal>
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- [23] <https://customermonitor.eu/node/651/#vzdialenetesty>
- [24] <https://customermonitor.eu/how-cm-works-0/components-and-architecture-cm/c-monitor-windows-client/information-panel-c-monitor>
- [25] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/introduction-settings-online-monitoring-watches/intervals>
- [26] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/outages-and-quality-internet-connections/ping-pl-rtt>
- [27] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/outages-and-quality-internet-connections/ftp-speed-online>
- [28] <https://customermonitor.eu/how-cm-works-0/backup/backup-ms-hyper-v-vm-vhd>
- [29] <https://customermonitor.eu/node/764/#exconditions>
- [30] <https://customermonitor.eu/how-cm-works-0/backup/migration-c-image-backup-virtual-machine>
- [31] <https://customermonitor.eu/node/709/#gpt>
- [32] <https://customermonitor.eu/node/667/#HTTP-HTTPS-response-time>
- [33] [https://customermonitor.eu/node/667/#files\\_count](https://customermonitor.eu/node/667/#files_count)
- [34] <https://customermonitor.eu/node/667/#inactivity>
- [35] <https://customermonitor.eu/how-cm-works-0/components-and-architecture-cm/c-monitor-windows-client/check-connection-cm-server>
- [36] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/check-antivirus-status-through-cm>
- [37] <https://customermonitor.eu/node/848/#pocitace>
- [38] <https://customermonitor.eu/node/821/#wakeup>
- [39] [https://customermonitor.eu/node/821/#urcenie\\_user\\_session](https://customermonitor.eu/node/821/#urcenie_user_session)
- [40] [https://customermonitor.eu/node/856/#pretlacenie\\_ikonkyC](https://customermonitor.eu/node/856/#pretlacenie_ikonkyC)
- [41] [https://customermonitor.eu/node/789/#vymedzenie\\_pristupu](https://customermonitor.eu/node/789/#vymedzenie_pristupu)
- [42] [https://customermonitor.eu/node/434/#high\\_importance](https://customermonitor.eu/node/434/#high_importance)
- [43] [https://customermonitor.eu/node/789/#zoznam\\_riesitelov](https://customermonitor.eu/node/789/#zoznam_riesitelov)
- [44] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/os-update-status>
- [45] [https://customermonitor.eu/node/524/#tyzdenny\\_plan\\_zalohovania](https://customermonitor.eu/node/524/#tyzdenny_plan_zalohovania)
- [46] <https://customermonitor.eu/node/666/#sms>
- [47] [https://customermonitor.eu/node/665/#blokovanie\\_vyhodnocovania](https://customermonitor.eu/node/665/#blokovanie_vyhodnocovania)
- [48] [https://customermonitor.eu/node/524/#protokol\\_HZ](https://customermonitor.eu/node/524/#protokol_HZ)
- [49] <https://customermonitor.eu/node/821/#opakovanieulohy>
- [50] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/monitoring-file-changes>
- [51] [https://customermonitor.eu/node/775/#automaticke\\_cmld](https://customermonitor.eu/node/775/#automaticke_cmld)
- [52] <https://customermonitor.eu/how-cm-works-0/components-and-architecture-cm/c-monitor-windows-client/utilities>
- [53] <https://customermonitor.eu/how-cm-works-0/components-and-architecture-cm/c-monitor-windows-client/c-monitorconsole-0>