

<u>Option to block Watches notification from CM Server already at the Watch's setup in C-</u> <u>MonitorConsole</u>

#### **Basic watch setup in C-MonitorConsole**

Add a Watch directly on the computer through the section C-MonitorConsole.

C-Monitor console is opened by right-clicking on the C-Monitor icon in system try menu.

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2	Scheduler - Monitor Console
	Prepnúť na plochu interaktívnych služieb
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After opening the console, select the item "Watches" in the left menu, where a Watch can be added through <u>Create watch with Wizard</u> (2a), or manually <u>without using the wizard</u> (2b)



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C-Image Logs	C-Image Logs		

Image: Obrázok: C-Monitor konzola - Add Watch

## Add a watch through "Create Watch with wizard"

Adding the watch through the wizard will simplify the watch's creation.

Choose an aptly name for the Watch in the first window of the wizard. This name will be automatically put into notification messages, i.e. it should be short, in nominative and if you desire, it may contain name of the monitored object (not recommended, in case you want to distribute the Watch in bulk).



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C Watch Wizard	
Create watch with wizard	
Name of watch SPDOLSV na SERVER1-PRN 1	
<b>Lip</b> Choose meaningful, descriptive name of watch, because this name will be used for suggesting notification messages texts.	
Proper watch name is e.g. "Free disk space on SERVER1"	
< Back Next> 2	Cancel

Image: Obrázok: Add watch with wizard

In the second window of the wizard, choose condition (comparison with a concrete parameter) for the Watch. There's a vast amount of condition, <u>read more about the conditions here.</u> [1]

To illustrate the setup, we'll use a watch for monitoring of process usage, which manages printing (spoolsv.exe)



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#### Add condition for "SPOOLSV na SERVER1-PRN" Performance Health of systems Security EventLog Events Count Memory usage Running user process (for Windows Vista and newer) CPU usage Unauthorized admin process Free space on disk. Disk activity LoggedOn user Service status Disk read / write queue length **Time limitations** Loaded Device Driver Network adapter usage Date Running process Process usage (memory, CPU) Day of Week E-Mail looping test (SMTP -> POP3) Performance counters Time Ping RTT (response time) Transfered speed in LAN, Time Range Harddrives Ping packet loss **Custom conditions** Transfered speed of FTP File size SNMP Internet IP trafic (transfer speed) File size in directory CHAT Internet IP transfered data Windows running time Preddefined performance templates CHAT Variable Hardware Monitoring HW monitoring of server CHAT Numeric Variable Check accessibility (HP, DELL, FŪJITSU) CHAT Vector Variable Ping EINUX monitoring Use state of another Watch SMTP Environment Monitoring (snmp) POP3 Watch state Environment Monitoring (http) HTTP, HTTPS Preddefined health templates C Exists file Exists directory Accessible directory Current IP Network presented (active any network adapter) < Back Next > Cancel

Image: Obrázok: Výber podmienky

The following setup of the watch's condition is individual according to the situation, for which the Watch is created.

In step 1, choose a process that you want to monitor.

In step 2, choose whether you want to monitor the usage of CPU, or of the memory. Select a suitable operator and value.

In step 3, set a minimal change of the monitored parameter, at which the current value is sent to the CM Server, and recorded to CM Server database.

In step 4 you may set option for the Watch to be switched to "Unknown" state. This setting is used to suppress notification, if the watch would be irrelevant, or confusing at certain state of the condition. This checkbox is defaultly inactive.



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Watch Wizard	
Process usage (memory, CPU)	
Exe Name (full path, name optional) spoolsv.exe	
Parameter Operator Value 2	1
Value from this condition send to CM server       3         If value changes more than       5       3         Always       Never       3         If result of this condition is False status of watch will be Unknown       4	
< Back Next > 5	Cancel

Image: Obrázok: Nastavenie podmienky watchu

You can add another Condition for the Watch in the Wizard through "Add Condition", edit the current Condition through "Edit Condition", or delete it by "Delete Condition".

Subsequently, it's **necessary to determine at what states of Conditions will the Watch be "OK".** Defaulty, it's in OK state if all Conditions are TRUE, i.e. in our example case, when Process Usage of the process spoolsv.exe is lower than 70%. If you need another combination of TRUE/FALSE conditions in your case, choose a convenient option from the Selectbox:

#### Watch state:

- OK if all conditions are true, FAIL if atleast one condition is false
- OK if at least one condition is true, Fail if all conditions are false
- OK if at least one condition is false, Fail if all conditions are true
- OK if all conditions are false. Fail if at least one condition is true

A Watch swiches state after change of the conditions' verity at the closest tick of C-Monitor (default it's every 30sec). In some cases it might be undesired, if a parameter changes its value for such a short time, it wouldn't influence operation of the IT system. In such cases, it's convenient to **activate Delay of the Watch's switch to "FAIL" state through the option "Delay for FAIL state".** 



The option "Advanced options" enables setup of the watch's notification through actions in case of Unknown state, and options of the watch's evaluation in a longer time period than the default period in C-Monitor. Read more at Optimization of notification [2]

Watch Wizard			
Conditions for "Testovací watch"			
1 Used Physical Memory Size < 90% Check on each watch state evaluation If Result of this condition is FALSE, Watch State will be Unknown Value will be sent to CM Server only if change to last sent value is more than 10			
Add Condition Edit Condition Delete Condition			
State of watch is OK if all conditions are true   FAIL - if at least one condition is false			
☑ Delay for FAIL state. Conditions for FAIL state must be met at least			
Hide Advanced Options			
If state of the watch is UNKNOWN, notify this by options in actions			
E valuate watch state with longer period than 30s (specified by C-Monitor license)			
Note: Watches are active from 5 min after the operating system start			
< Back Next > Skip Actions >>	Cancel		

Image: Obrázok: Nastavenie vlastností Watchu

Finish creation of the Watch immediately by pressing "Skip Actions", if you don't desire any advanced notification or execution of certain action after change of the Watch's state. <u>For setup of Actions, read here.</u> [3]

## Add a watch without the wizard

Creation of a Watch without the wizard is very similar and after a little experience with the wizard also faster, if you already know what Condition do you want to use, and you already learned where to find the particular settings for evaluation and notification of the Watch.

The same principles apply for setup of the Watch as for adding the Watch through the Wizard, read above in the section <u>Create Watch with wizard</u>.



#### **Basic watch setup in C-MonitorConsole** Published on Customer Monitor

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		Watches
Ele Edit       Image: State of watch is:         Conditions       Image: State of watch is:         Image: State of watch is:       Image: State of watch is:         Image: OK       Image: State of watch is:         Image: OK       Image: State of watch is:         Image: OK       Image: State of the watch changes to FAIL - if at least one condition is false         If state of the watch changes to FAIL do Start Actions:       Add New Start Action         While state of the watch is FAIL do Start Actions:       Add New Start Action	Short Name Short Name Si W2 Condition Definition Available Functions Ping Porg RoundTapTime Ping Packet Loss SMTP POP3 HTTP, HTTPS Transfer Speed Transfer speed of FTP SNMP Environment Monitoring (smp) Structures thereitable to (bits)	Watches  Watches  Process Usage  Exe Name (hill path, name options)  spocky, ase Parameter  Operator: Value  CPU Usage [3]  Value from this condition send to CM server  H value changes more than 10 Aways Never
While state of the watch is FAIL, do Repeat Actions (Add New Receat Action If state of the watch changes to OK, do End Actions (Add New End Action)         If state of the watch is UNKNDWN, notify this by options in actions         If state of the watch is UNKNDWN, notify this by options in actions         Delay for FAIL state. Conditions for FAIL state must be met at least         10 Sec         Evaluate watch state with longer period than 30s (specified by C Monitor Icense)         Note: Watches are active from 5 min after the operating system start         Edit with Wizard	Environment Monitoring (http) Environment Monitoring (http) E-Mail Loop Teet EventLog Events Count CHAT CHAT Variable CHAT Variable CHAT Variable CHAT Vactor Variable Service Status Loaded Device Driver Running Process Running User Process Unsuthorized Admin Process Process Usage	Ill result of this condition is False  status of watch will be Unknown 4 5 0K Cancel

Image: Obrázok: Pridanie Watchu bez použitia wizardu

# **Option to block Watches notification from CM Server already at the Watch's setup in C-MonitorConsole**

Since C-Monitor version 2.6, there's a tab Advanced in the Watch settings, where you have an option to disable notification, or notification and evaluation of the Watch on CM server.

By the option Block notification to CM server - you disable sending of emails, SMS at change of the watch's state, as well as creation of an error from the watch's error state. The Watch will continue to be evaluated, and all the values will be recorded and also displayed in reports.

By the option Block evaluation and notificaion - you disable sending of emails, SMS at change of the watch's state, in errors and in reports will the Watch be marked as blocked, and unless you select the option show blocked too, it won't be displayed. The watch's values are recorded and you may view their history.



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Image: Možnosť blokovať Watches notifkáciu z CM Servera už pri nastavovaní Watchu v C-MonitorConsole



#### Links

[1] https://www.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches/overview

[2] https://www.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches-0

[3] https://www.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/introduction-



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setting-online-monitoring-watches/settings

[4] https://www.customermonitor.co/sites/default/files/spustenie%20konzoly.png

- [5] https://www.customermonitor.co/sites/default/files/Watches%20console.png
- [6] https://www.customermonitor.co/sites/default/files/Add%20watch%20with%20wizard\_0.png

[7] https://www.customermonitor.co/sites/default/files/Add%20watch%20with%20wizard%20step2\_0.png

[8] https://www.customermonitor.co/sites/default/files/Add%20watch%20with%20wizard%20step3\_v 2.png

[9] https://www.customermonitor.co/sites/default/files/Conditions%20for%20watch.png

[10] https://www.customermonitor.co/sites/default/files/Add%20watch%20manual\_0.png

[11] https://www.customermonitor.co/sites/default/files/blokovanie%20vyhodnocovania.png