

Diagnosis of defective HW is realized by using exact methods on selected HW errors and many other HW errors can be determined based on evaluating information recorded and saved in CM.

Exact methods for determining HW errors by CM

1. Disk errors.

Diagnosis of disks is either performed by tests by an external program, or monitoring of S.M.A.R.T. parameters. Read more about monitoring of disks' health in the section [S.M.A.R.T. Health of disks](#) [1].

2. Monitoring of HW status of servers.

Thanks to Watches, we can monitor several server parameters, whose faulty values indicate HW errors. More about monitoring of servers' HW can be found in the section [Monitoring of HW status of servers](#) [2].

3. Monitoring of the insides of PC a NB

Through Watches, several computer parameters can be monitored. Find out more about monitoring of PC and NB in the section [Monitoring of the insides of PC, NB](#) [3]

Analytical methods

1. Online information

One way how to determine a defective HW by using analytical methods is to watch the section **Online information** on CM portal. More about evaluation of data and graphs can be found in the section [View of load \(overload\) of a computer through Online information - state for the past 48 hrs](#) [4]

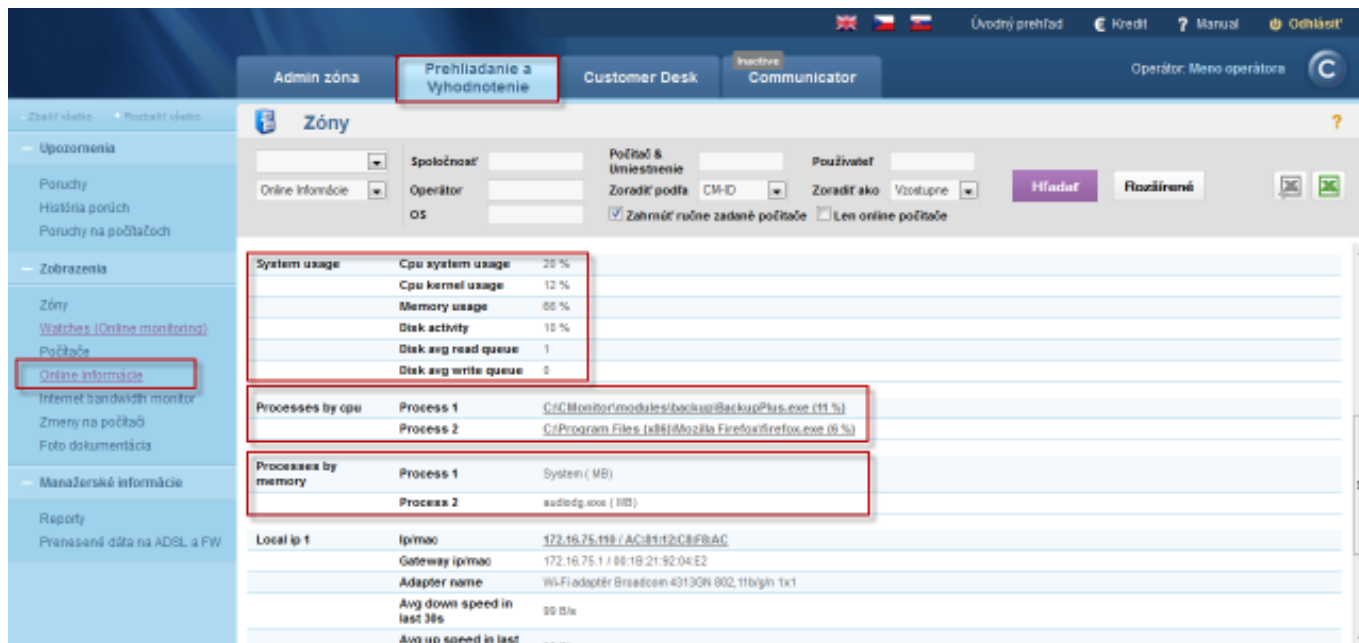


Image: Online informácie

Example of use: When a PC is frozen or in an error state, save the status from online information, where you can see the processes, which currently load the processor and the memory. If these information differ at the next PC failure, you might assume that it's a case of defective HW.



[5]

[6]

[7]

- [1] <https://www.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/free-space-and-health-drives/s-m-r-t-health-disks>
- [2] <https://www.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/diagnostic-defective-hw/monitoring-servers-status-through>
- [3] <https://www.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/diagnostic-defective-hw/monitoring-insides-pc-nb>
- [4] <https://www.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/load-overload-servers-and-computers/view-load-overload>
- [5] https://www.customermonitor.co/sites/default/files/online%20onfo_0.png
- [6] <https://www.customermonitor.co/sites/default/files/system%20info.png>
- [7] <https://www.customermonitor.co/sites/default/files/app%20exit.png>