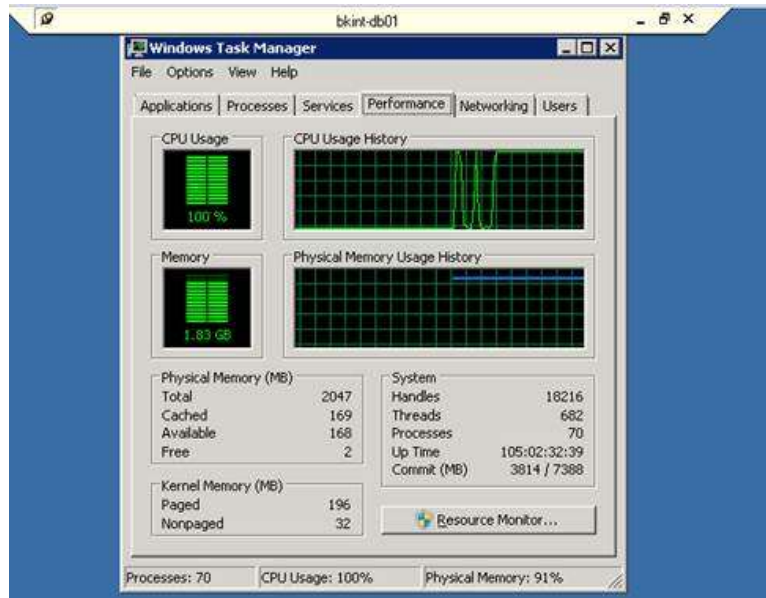


# WINDOWS DOCUMENT – MEDIA SERVICE

## CPU alert:

- Login to server and check in task manager (To check the alert is real or false)

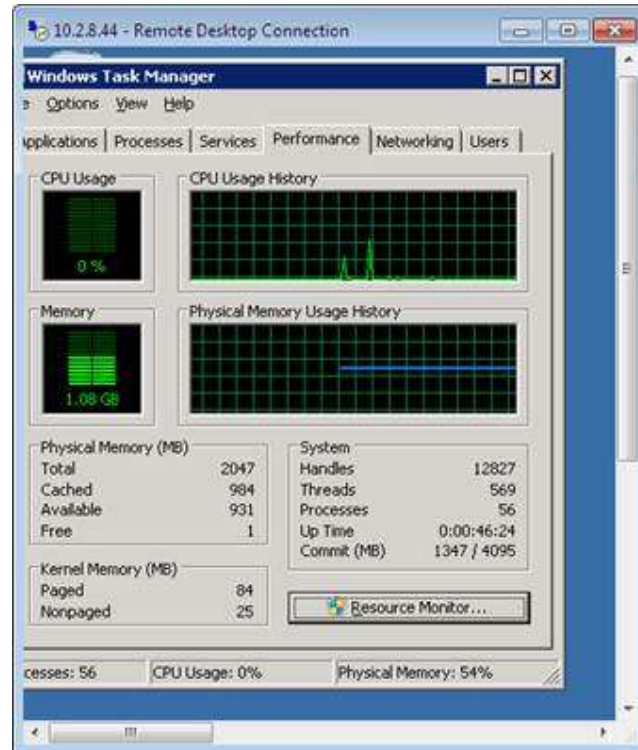


- Type “**Get-process**” in windows power shell and check which process is using more CPU,

Handles	NPM(K)	PM(K)	WS(K)	UM(M)	CPU(s)	Id	ProcessName
305	30	35536	25756	210		8328	AssetDoc
231	12	5244	3172	41		6664	cdm
21	4	2148	164	38		4024	cmd
21	4	2208	136	38		8064	cmd
33	5	2088	1368	27		2364	conhost
34	5	1332	400	46		3448	conhost
37	5	2124	4372	47	0.02	3584	conhost
33	5	2084	1352	27		5360	conhost
33	5	2144	1332	27		6180	conhost
51	6	1412	412	26		6424	conhost
39	5	1456	276	56		6508	conhost
146	11	3636	1464	39		6392	controller
839	16	3832	1292	55		336	csrss
73	9	8036	136	48		400	csrss
200	8	2352	408	47		1908	csrss
328	10	2488	3532	49		3700	csrss
253	11	3284	372	59		8112	csrss
185	9	2312	5276	46		8532	csrss
175	10	2400	512	48		8684	csrss
206	16	4456	2100	56		2140	allhost
74	7	1792	188	54		7676	dwm
81	7	1964	232	54		8056	dwm
73	7	1764	220	54		8648	dwm
67	7	1548	3856	49	0.00	8932	dwm
70	7	1688	2824	49		9004	dwm
671	41	30800	15756	206		1064	explorer
516	34	14940	6052	186		3872	explorer
506	34	15052	29300	184	0.59	4604	explorer

## Memory alert:

- Login to server and check in task manager (To check the alert is real or false)



- Type "Task list" in command prompt for memory usage

The screenshot shows a Windows Command Prompt window with the command 'tasklist' executed. The output is a table listing running processes, their PIDs, session names, session IDs, and memory usage.

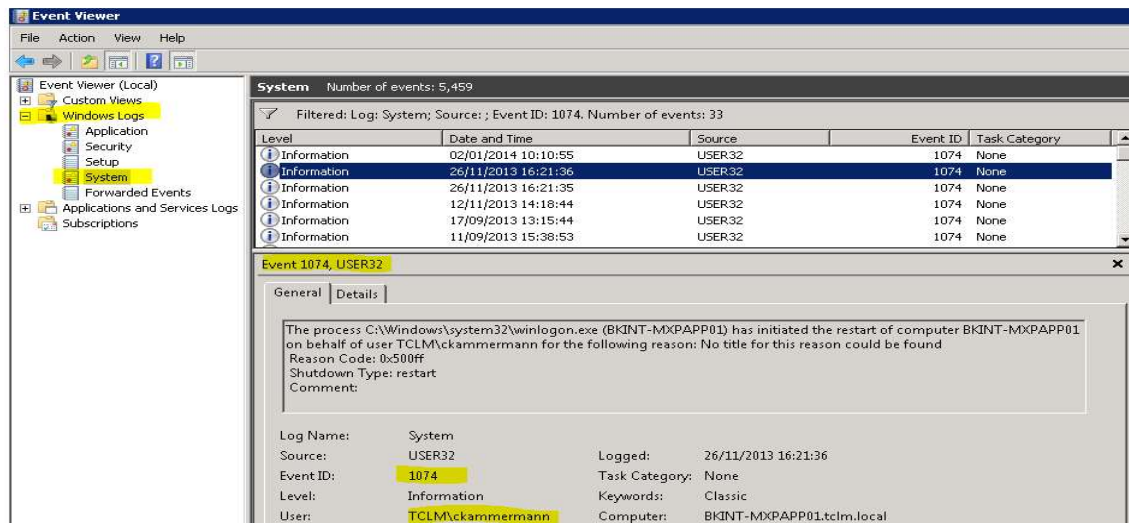
Image Name	PID	Session Name	Session#	Mem Usage
System Idle Process	0	Services	0	24 K
System	4	Services	0	300 K
smss.exe	248	Services	0	476 K
csrss.exe	336	Services	0	1,292 K
wininit.exe	380	Services	0	176 K
csrss.exe	400	Console	1	136 K
winlogon.exe	444	Console	1	180 K
services.exe	492	Services	0	6,204 K
lsass.exe	500	Services	0	11,536 K
lsmd.exe	508	Services	0	3,780 K
svchost.exe	608	Services	0	4,040 K
svchost.exe	688	Services	0	5,496 K
LogonUI.exe	768	Console	1	856 K
svchost.exe	776	Services	0	33,812 K
svchost.exe	824	Services	0	38,692 K
svchost.exe	904	Services	0	10,724 K
svchost.exe	944	Services	0	7,356 K
svchost.exe	984	Services	0	6,944 K
svchost.exe	340	Services	0	3,280 K
spoolsv.exe	1052	Services	0	2,772 K

## Reboot alert:

- Check in, Event viewer > windows logs > system > check filter with event id “1074 or user 32”

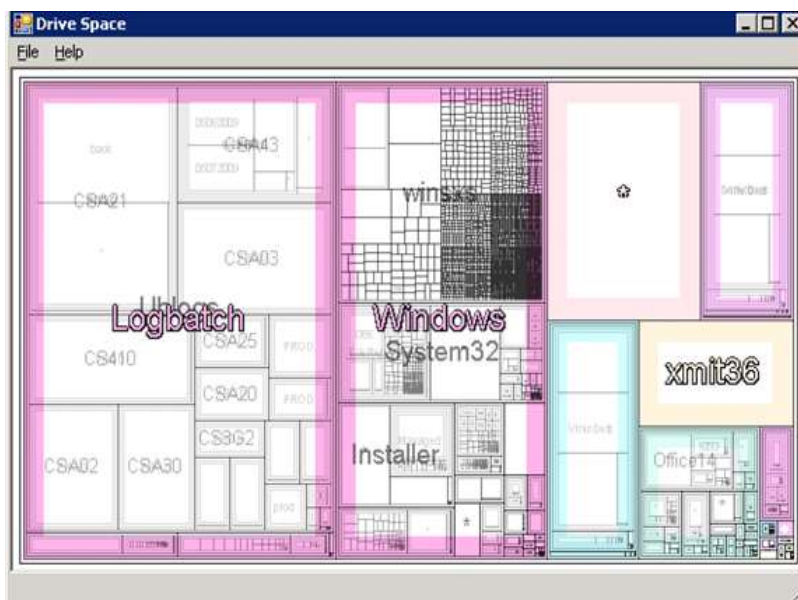


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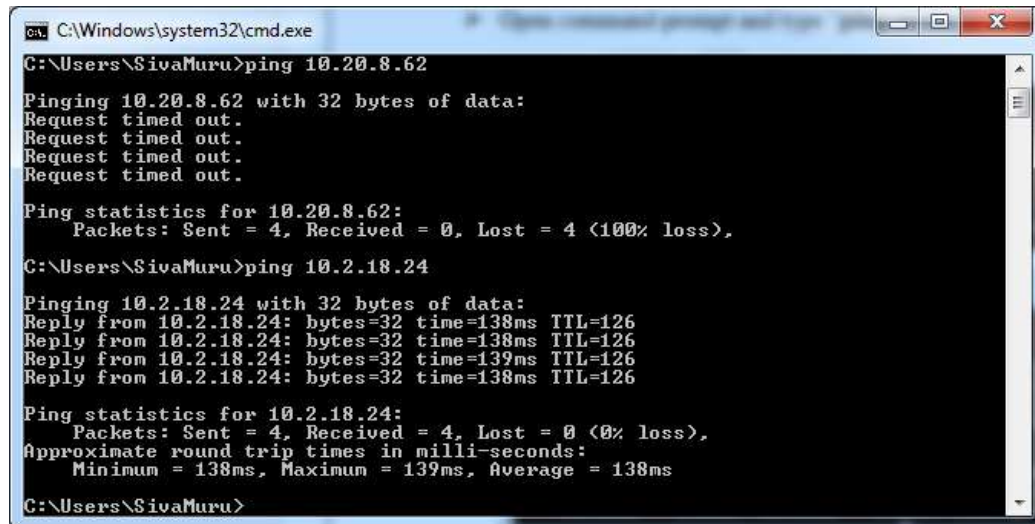
## To check drive space:

- Open “drivespace.exe” in server and check which drive is using more space



## Ping alert:

- Open command prompt and type “ping server ip address”



```
C:\Windows\system32\cmd.exe
C:\Users\SivaMuru>ping 10.20.8.62

Pinging 10.20.8.62 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 10.20.8.62:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

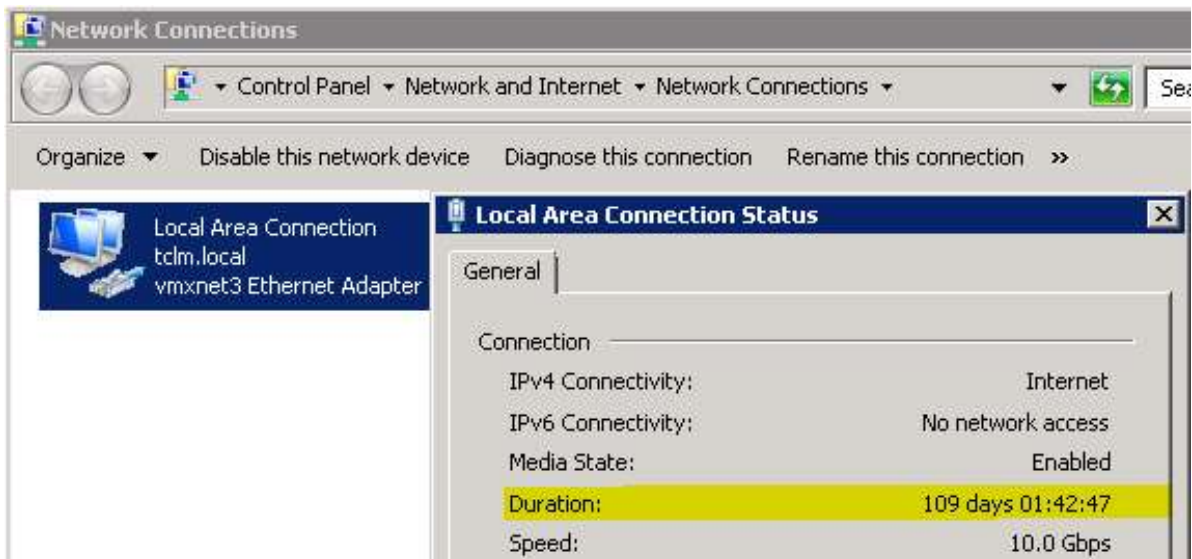
C:\Users\SivaMuru>ping 10.2.18.24

Pinging 10.2.18.24 with 32 bytes of data:
Reply from 10.2.18.24: bytes=32 time=138ms TTL=126
Reply from 10.2.18.24: bytes=32 time=138ms TTL=126
Reply from 10.2.18.24: bytes=32 time=139ms TTL=126
Reply from 10.2.18.24: bytes=32 time=138ms TTL=126

Ping statistics for 10.2.18.24:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 138ms, Maximum = 139ms, Average = 138ms

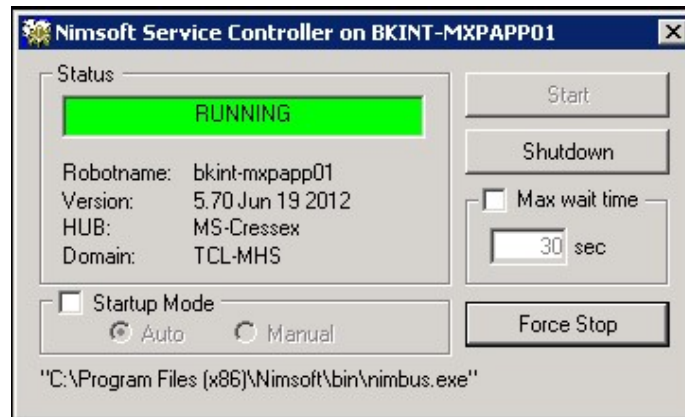
C:\Users\SivaMuru>
```

- Check the uptime of server in network connections by typing “Ncpa.cpl” in run



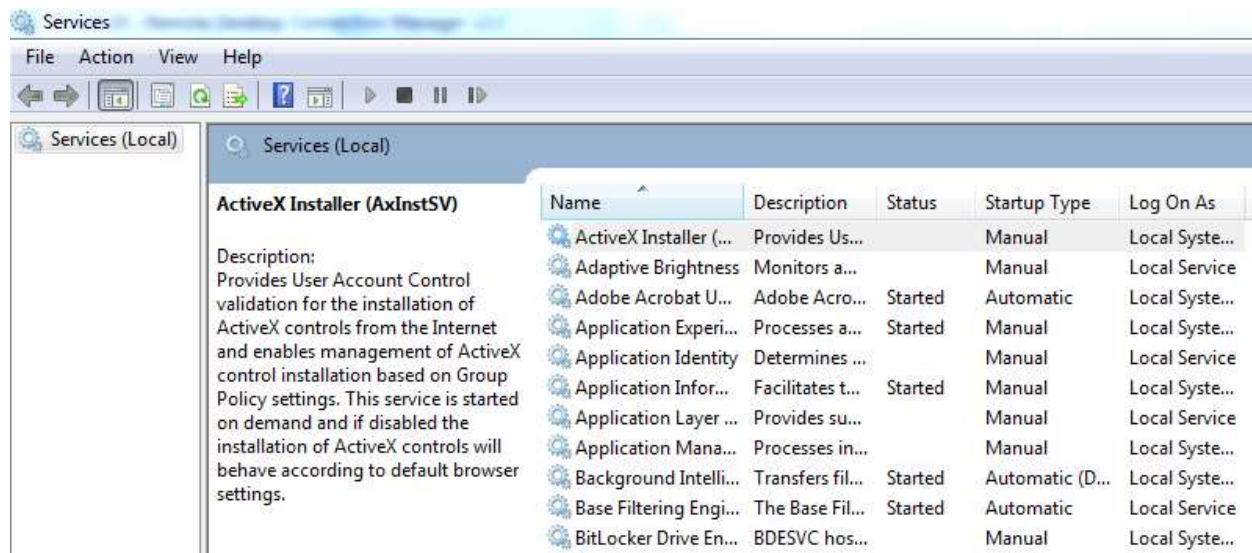
## **Robot alert:**

- Log into the server and open “Nimsoft service controller” and check the status of robot status



## **Service stopped alert:**

Log into server, type “services.msc” in run and check the service status.



## **Disk Usage**



critical Alert for  
ms\_mediaserviceinfr



FW critical Alert for  
ms\_mediaserviceinfr



RE critical Alert for  
ms\_mediaserviceinfr



clear Alert for  
ms\_mediaserviceinfr