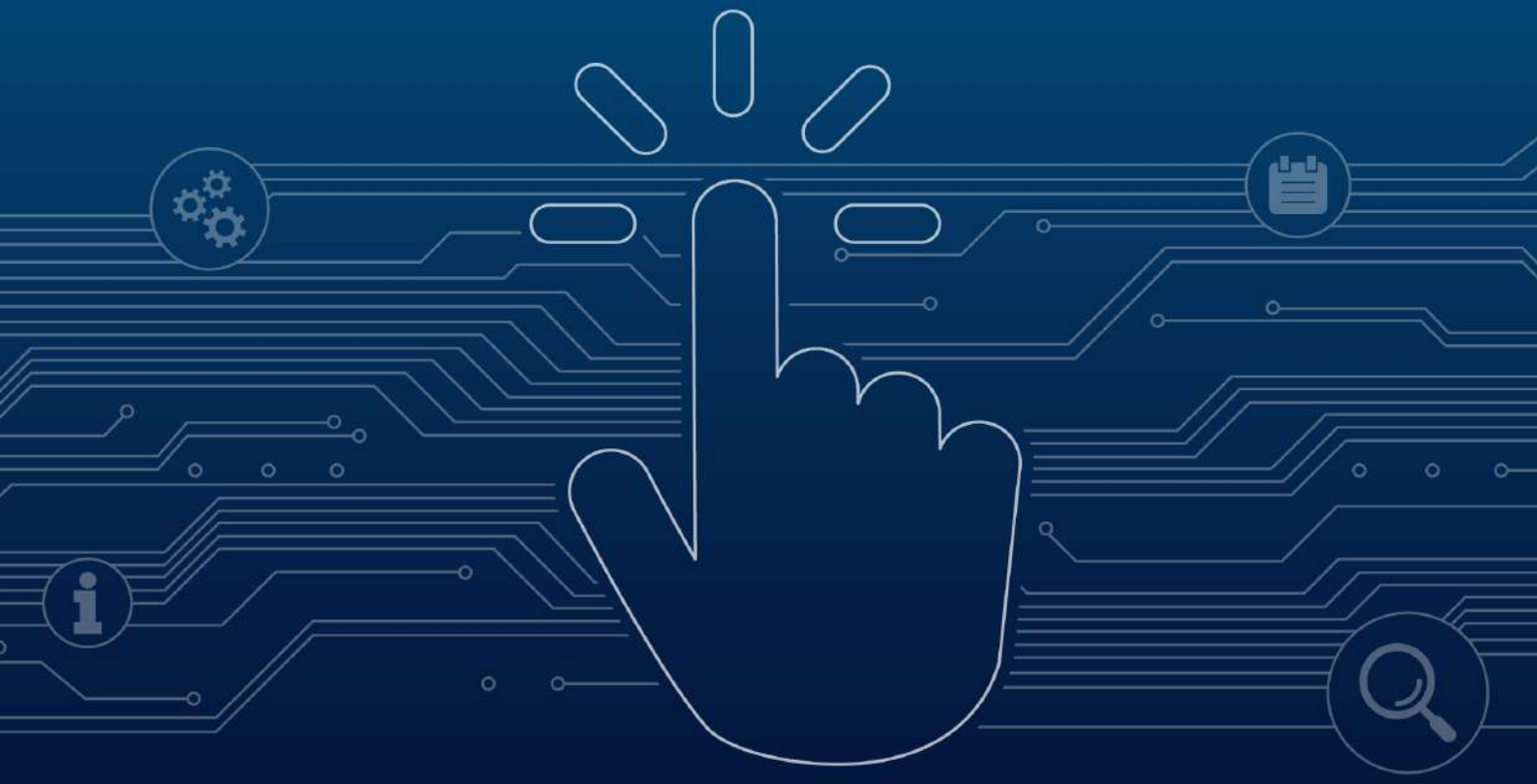
PAESSLER
THE MONITORING EXPERTS

USER MANUAL

PRTG Manual

Comprehensive IT monitoring



PAESSLER PRTG NETWORK MONITOR

PAESSLER PRTG ENTERPRISE MONITOR

PAESSLER PRTG HOSTED MONITOR

PRTG Manual

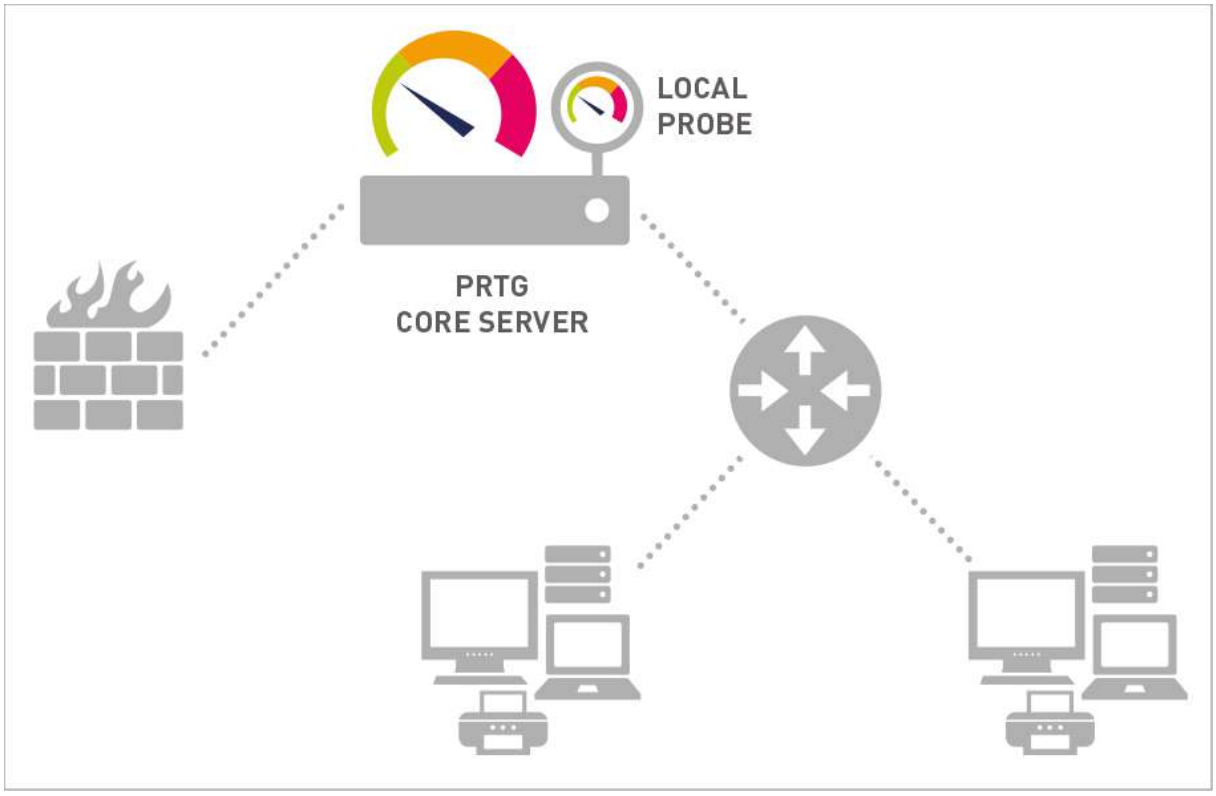
Printed: May 2023 in Nuremberg

Contents

Part 1
Welcome to PRTG

1 Welcome to PRTG

Welcome to PRTG. You have chosen a software product that comes with a comprehensive set of features to monitor your entire network.



A Standard Installation of PRTG

Why Network Monitoring is Important

Today, nearly every business relies on a computer and network infrastructure for internet, internal management, telephone, and email. A complex set of servers and network equipment is required to ensure that business data flows seamlessly between employees, offices, and customers. The economic success of an organization is tightly connected to a hitch-free flow of data.

That is why your computer network has to work successfully: reliability, speed, and efficiency are crucial. But, like all other technical objects, network devices fail from time to time and can potentially cause trouble and loss of sales, no matter what migration efforts have been made up front.

You need to take three key steps to maintain network uptime, reliability, and speed:

1. Set up a well-planned network with reliable components.
2. Create recovery plans for the event of device failure.
3. Monitor the network to get informed about failures when they (are about to) occur.

Monitoring Networks with PRTG

PRTG is a comprehensive network monitoring application for Windows-based systems. It is suitable for networks of all sizes and capable of LAN, WAN, WLAN, and VPN monitoring. You can also monitor physical or virtual web, mail, and file servers, Linux systems, Windows clients, routers, and much more.

PRTG monitors network availability and bandwidth usage, as well as various other network parameters such as quality of service, memory load, and CPU usage, even on remote machines. PRTG provides system administrators with live readings and periodical usage trends to optimize the efficiency, layout, and setup of leased lines, routers, firewalls, servers, and other network components.

The software monitors a network that uses Simple Network Management Protocol (SNMP), Windows Management Instrumentation (WMI), packet sniffer, Cisco NetFlow (as well as IPFIX, sFlow, and jFlow), and many other industry standard protocols. It runs on a Windows-based machine in your network for 24 hours a day. PRTG constantly records the network usage parameters and the availability of network systems. The recorded data is stored in an internal database for later analysis.

1.1 About this Document

This document introduces you to PRTG Network Monitor and Paessler PRTG Enterprise Monitor, both from now on referred to as PRTG. Everything you need to know to use PRTG or PRTG Hosted Monitor is in this document. It shows you how to:

- plan monitoring results
- achieve the best monitoring results
- use a cluster for fail-safe monitoring
- set up devices, sensors, dependencies, and much more

This document is also a reference for all settings in PRTG. While there is short contextual help in the PRTG web interface, this document provides more comprehensive information about available options. Whenever possible, links to more detailed resources are provided, such as articles in our Knowledge Base.

This document does not give an in-depth explanation of monitoring protocols and file formats. It also only briefly addresses the use of the application programming interface (API) built into PRTG.

- To use PRTG right away, see section Quick Start Guide 38.
- To learn more about monitoring with PRTG, see section Introduction: Monitoring with PRTG 33.
- For more detailed instructions, browse the manual content or use the manual search with keywords and choose the section that you want to read.

For an overview of the icons and abbreviations that are used in this document, see section Appendix 3642.

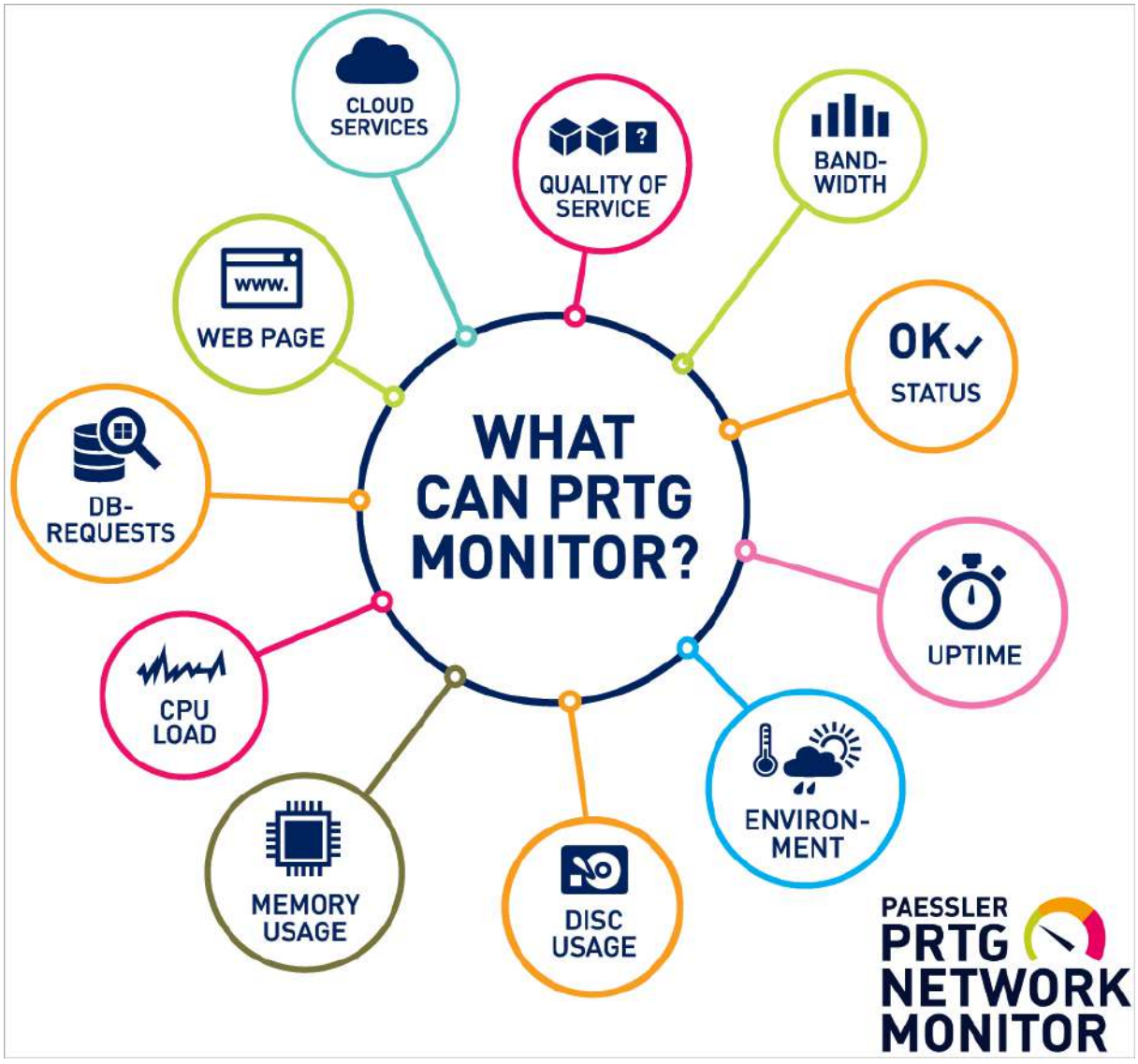
1.2 Key Features

PRTG offers two options to monitor your network: PRTG Network Monitor and PRTG Hosted Monitor.

- PRTG Network Monitor: The PRTG core server and local probe run in your network.
- PRTG Hosted Monitor: Paessler runs the PRTG core server and hosted probe for you in the cloud.

ⓘ The PRTG web interface is the same for both PRTG Hosted Monitor and PRTG Network Monitor.

Areas of Applications



Monitoring w ith PRTG

PRTG can monitor:

- Uptimes, downtimes, and slow servers
- System health of hardware devices
- Network devices and bandwidth

- Applications
- Virtual servers
- service level agreement (SLA)
- System usage (for example CPU load, free memory, and free disk space)
- Database performance and table values
- Email servers
- Physical network environments
- Cloud services

It can also:

- Classify network traffic and content by source or destination
- Measure Quality of Service (QoS) and Voice over IP (VoIP) parameters
- Collect system information for hardware
- Detect unusual activity between network components and warns about potential security issues
- Detect unusual behavior by devices or users
- Assess the real usage of network and hardware
- Fail-safe monitor a cluster

PRTG Key Features

- High performance: The database system stores raw monitoring results as well as logs, Toplists, and tickets. This outperforms Structured Query Language (SQL) servers for monitoring data. You can distribute high loads among several probes and also access the database through the PRTG API.
- Low system requirements: To run PRTG Network Monitor, an average PC that is not older than 2 years is enough. Even a netbook can monitor more than a thousand sensors. PRTG Hosted Monitor requires no hardware for the PRTG core server.
- High security standards: Secure Sockets Layer (SSL)/Transport Layer Security (TLS) secured connections and web servers, secure ciphers, personalized user rights management, and much more.
  For more information, see the Knowledge Base: What security features does PRTG include?
- SSL/TLS-secured web server with HTTP and HTTPS support for the PRTG web interface. This acts as a Single Page Application (SPA) to avoid time-intensive page reloading.
- Email relay server for automatic email delivery.
- Customizable alerts for specific needs:
  - Various notification methods: email, push, SMS text messages, Syslog messages and Simple Network Management Protocol (SNMP) traps, HTTP requests, event logs, Amazon Simple Notification Service (SNS), executing scripts.
  - Multiple ways to trigger notifications: status alerts, limit alerts, threshold alerts, multiple condition alerts, escalation alerts.
  - Gradual dependencies to avoid alarm floods, acknowledging certain alarms to avoid further notifications, and alert scheduling.
- In-depth report generator to create reports on demand or scheduled reports in HTML, as .pdf, .csv, or .xml. Several report templates are available by default.

- Graphics engine for user-friendly live graphs and historic data graphs.
- Network analysis modules to automatically find network devices and sensors.
- Distributed monitoring to monitor several networks in different locations.
- Special features for managed service providers (MSP) to monitor customer networks and increase the quality of service.
- Data publishing with real-time dashboards (private and public maps), including live performance and status information. Design these dashboards with many different objects and integrate external objects as well.
- Multiple languages: English, German, Spanish, French, Portuguese, Dutch, Japanese, Russian, and Simplified Chinese.
- Customization: The PRTG API lets you develop your own features. Additionally, you can create custom sensors, notifications, and device templates according to your specific needs.

PRTG supports monitoring for up to several thousand sensors per installation, depending on various parameters. It can also work with remote probes to distribute high monitoring loads and to monitor multiple sites or network segments from one central core installation. It is also possible to configure fail-safe monitoring with a cluster to perform automatic failovers.

More

KNOWLEDGE BASE

What security features does PRTG include?

- https://kb.paessler.com/en/topic/61108

1.3 New in this Version

The continuous development and rollout of PRTG constantly expands its functionalities. Instead of delivering only a few versions with massive changes in every update each year, PRTG is automatically and consistently improved with new features and fixes.

We provide three release channels for PRTG Network Monitor:

- Stable: Best tested version for live systems. It is updated about once or twice a month. Use it on live systems.
- Preview: Offers the latest features and fixes and is updated several times a month. Consider this version a "beta", so do not use this version on live systems that you depend on.
- Canary: Provides nightly builds and is updated very often. It is not extensively tested. Never use it on live systems that you depend on.

With the release channels, you can choose from maximum stability, early access to new features, or a mix of both.

PRTG Hosted Monitor does not have release channels. Instead, we roll out the latest Stable version to PRTG Hosted Monitor instances in stages.

For an overview of all changes in the different versions, see the Release notes for the "stable" release channel on our website.

More

PAESSLER WEBSITE

Release notes for the "stable" release channel

- https://www.paessler.com/prtg/history/stable

PRTG version history

- https://www.paessler.com/prtg/history

1.4 Available Licenses

PRTG licenses count by sensors[133]. Three different license editions are available.

Edition	Description
Trial Edition	The Trial Edition is intended for evaluation purposes: ▪ Allows you to use an unlimited number of sensors. ▪ Supports all available sensors. ▪ For PRTG Network Monitor, you must request a trial license key. Click the Free Download button on the Paessler website to see the license details and the key. ▪ The Trial Edition of PRTG Network Monitor is limited to 30 days and automatically turns into a Freeware Edition afterward. ▪ PRTG Hosted Monitor provides a 10-day trial. Afterward, your instance is deleted. Upgrade to a Commercial Edition to keep your instance. ⓘ Each PRTG Network Monitor license includes one single failover cluster[128] that consists of two cluster nodes. A cluster with two or three failover nodes requires an additional license key. A cluster with four failover nodes requires two additional license keys. ⓘ After the trial period, the PRTG Network Monitor Trial Edition automatically turns into a Freeware Edition that lets you use up to 100 sensors for free.
Freeware Edition	The Freeware Edition is a good solution for starters or for private use: ▪ Free for personal and commercial use. ▪ Allows you to use up to 100 sensors. ▪ Supports all available sensors. ⓘ If you want to use the Freeware Edition, install the Trial Edition first and get a trial license key. After the trial period, the Trial Edition automatically turns into a Freeware Edition that lets you use up to 100 sensors for free. ☁ The Freeware Edition is not available in PRTG Hosted Monitor.
Commercial Edition	There are several types of Commercial Edition available that suit the demands of smaller as well as larger customers and organizations: ▪ Allows you to use a maximum number of sensors (consider our recommendations[28]). ▪ Supports all available sensors.

Edition	Description
	Each PRTG Network Monitor license includes one single failover cluster[128] that consists of two cluster nodes. A cluster with two or three failover nodes requires an additional license key. A cluster with four failover nodes requires two additional license keys. For more information about available commercial licenses, see the Paessler website: Pricing.

More

PAESSLER WEBSITE

Download PRTG and get a trial license key

- https://www.paessler.com/prtg/download

Pricing

- https://www.paessler.com/prtg/pricing

1.5 System Requirements

There are different aspects that you need to consider regarding the system requirements for PRTG. Meet these requirements to avoid issues while you monitor your network.

In this section:

Basic System Requirements

PRTG consists of two main system parts 124, the PRTG core server and the probes.

- If you want to use PRTG Network Monitor, you need to install PRTG on a system that meets the basic system requirements for the PRTG core server 23.
- If you want to use PRTG Hosted Monitor, you need to install at least one remote probe on a system that meets the basic system requirements for remote probes 24.

Requirements for the PRTG Core Server

For more detailed information, see the hardware and network size requirements 28 for the PRTG core server.

For installations of the PRTG core server 125, you need to meet the following requirements.

Category	Requirements
Hardware	We recommend that you use x64 server hardware or a properly configured virtual environment 26.
Operating system	We recommend that you use Microsoft Windows Server 2022, Microsoft Windows Server 2019, Microsoft Windows Server 2016, or Microsoft Windows Server 2012 R2.
Microsoft .NET Framework	It is required that .NET 4.7.2 or later of the Microsoft .NET Framework is installed on the PRTG core server system or the remote probe system. For new installations of the PRTG core server or remote probes, we recommend .NET Framework 4.8. For more information, see the Knowledge Base: Which .NET version does PRTG require?
Web browser	The following browsers are officially supported by the PRTG web interface (in order of performance and reliability): ▪ Google Chrome 72 ▪ Mozilla Firefox 65 ▪ Microsoft Internet Explorer 11 For security and performance reasons, we strongly recommend that you always use the latest version of Google Chrome to access the PRTG web interface.

PRTG Hosted Monitor does not require any hardware for the PRTG core server, but it needs at least one remote probe installation to monitor your local network.

Requirements for Remote Probes

For more detailed information, see the hardware and network size requirements 29 for remote probes.

For installations of remote probes 3621, you need to meet the following requirements:

Category	Requirement
Hardware	We recommend that you use compatible x86 hardware or a properly configured virtual environment 26.
Operating system	We recommend that you use Microsoft Windows Server 2022, Microsoft Windows Server 2019, Microsoft Windows Server 2016, Microsoft Windows Server 2012 R2, or Microsoft Windows 10.

Category	Requirement
Microsoft .NET Framework	It is required that .NET 4.7.2 or later of the Microsoft .NET Framework is installed on the PRTG core server system or the remote probe system. For new installations of the PRTG core server or remote probes, we recommend .NET Framework 4.8. For more information, see the Knowledge Base: Which .NET version does PRTG require?
Stable network connection	Remote probes require a stable network connection between the PRTG core server and the remote probe. Remote probes that connect to a PRTG Hosted Monitor instance need a reliable internet connection. Unstable connections, for example via 3G, might work but you might lose monitoring data if the connection is unreliable.

General Performance Impact Considerations

Category	Performance Impact Considerations
Hardware resources	For a PRTG core server to work properly, it is crucial to have a certain amount of hardware resources available. If the server runs out of resources, PRTG sends warning and emergency messages to the primary email address of the PRTG System Administrator user. ⓘ You receive warning messages if the available disk space falls below 1 GB or if the available memory falls below 500 MB, and emergency messages if the available disk space or memory fall below 50 MB. In this case, react immediately and free up system resources.
Sensors	Ping and SNMP sensors create much less load than complex sensors like flow sensors, VMware sensors, Sensor Factory sensors, WMI sensors. or Syslog Receiver or SNMP Trap Receiver sensors, for example. ⓘ There are also limitations for some sensors that do not depend on hardware resources, for example, WMI and SNMP v3 sensors. You can overcome these limitations if you distribute the sensors between remote probes. ⓘ For clusters, we recommend that you stay below 2,500 sensors per cluster.
Channels	We recommend that you use sensors with less than 50 channels. Note that sensors with more than 50 channels are not officially supported. PRTG will try to display all channels but it will limit usability and have a high impact on system performance.

Category	Performance Impact Considerations
Scanning interval	For a single PRTG core server setup without a cluster, we recommend that you mainly use 1-minute scanning intervals for up to 2,000 sensors and 5-minute intervals if you have more sensors. ⓘ To give you an impression: To monitor 5,000 sensors with a 1-minute scanning interval, PRTG takes 7.2 million measurements and evaluates, notifies, and stores them. This adds 700 MB of additional data to the database every single day.
CPU-intensive features	Try to limit the use of the following features: ▪ Many quickly refreshed maps 3214, ▪ The frequent generation of huge reports 3192, ▪ Heavy usage of packet sniffing 3439, Sensor Factory sensors, and Toplists 3147, ▪ Frequent automatically scheduled auto-discoveries 264 for large network segments, and ▪ Constant queries of monitoring data via the PRTG API 3511.
Network connection quality	The quality of your network also plays an important role. When you monitor via User Datagram Protocol (UDP), for example, a high packet loss rate can lead to frequent timeouts. Remote probes that connect via unstable (WAN) connections can lead to delays as well.

Running PRTG in Virtual Environments

You can run the PRTG core server and remote probes on virtualized platforms. However, PRTG consists of a lot of different components that all rely on the performance and the stability of the probe system where virtual environments add even more layers of complexity. This needs to be considered when you want to set up your PRTG installation in a way that you can achieve the same level of performance as on a physical server.

Most PRTG installations from 500 to 5,000 sensors do not need any specific optimization regarding your virtual infrastructure.

If you run larger installations of PRTG with more than 5,000 sensors, we strongly recommend that you follow the instructions in our Best Practice Guide: Running large installations of PRTG in a virtual environment.

ⓘ Particularly for virtual systems, make sure that you have a unique Windows security identifier per system.

Running PRTG in a Cluster

We recommend a single failover cluster 128 for fail-safe monitoring. This consists of two PRTG core servers that each work as a cluster node.

In a cluster, the monitoring load doubles with each cluster node, so the performance of each additional cluster node is halved. Therefore, in a single failover cluster, divide our recommended numbers from earlier in the section in half.

This feature is not available in PRTG Hosted Monitor.

Large PRTG Installations

The maximum number of sensors you can monitor with one PRTG Network Monitor installation mainly depends on the monitoring technology and the scanning intervals you use. In general, we recommend that you use a dedicated physical machine to run both the PRTG core server and remote probes. Running large installations of PRTG in a virtual environment is possible if you follow some specific rules and guidelines to achieve the required level of performance.

For more information, see section Detailed System Requirements 27.

For more information, see the Knowledge Base: How can I speed up PRTG—especially for large installations?

PRTG Hosted Monitor is restricted to a maximum of 10,000 sensors. More sensors are not possible.

Detailed System Requirements

Supported Operating Systems for the PRTG Core Server and Remote Probes

Category	Requirements
Supported operating systems	The 32-bit and 64-bit versions of the following operating systems are officially supported for the PRTG core server service and PRTG probe service: ▪ Microsoft Windows Server 2022* ▪ Microsoft Windows Server 2019* ▪ Microsoft Windows Server 2016* ▪ Microsoft Windows Server 2012 R2* ▪ Microsoft Windows Server 2012* ▪ Microsoft Windows 11 ▪ Microsoft Windows 10 * Windows servers in Core mode or Minimal Server Interface are not officially supported.
Operating system version	The version (32-bit or 64-bit) of the PRTG core server depends on the version of your operating system.

Category	Requirements
Microsoft .NET Framework	It is required that .NET 4.7.2 or later of the Microsoft .NET Framework is installed on the PRTG core server system or the remote probe system. For new installations of the PRTG core server or remote probes, we recommend .NET Framework 4.8. For more information, see the Knowledge Base: Which .NET version does PRTG require? The .NET framework is imperative if you want to monitor VMware and XenServer virtual environments. Many other sensors also need an installed Microsoft .NET Framework.
Disabled FIPS mode	Make sure that the Federal Information Processing Standards (FIPS) mode (Windows security option "System Cryptography: Use FIPS-compliant algorithms for encryption, hashing, and signing.") is disabled on Windows systems that run the PRTG core server service or PRTG probe service. FIPS-compliant encryption can cause issues with sensors that use the .NET framework. For more information, see the Knowledge Base: What security features does PRTG include?

PRTG Hosted Monitor is restricted to a maximum of 10,000 sensors. More sensors are not possible.

Hardware and Network Size Requirements for the PRTG Core Server

Hardware requirements for the PRTG core server service mainly depend on the sensors and scanning intervals that you use. Your network size can also influence the performance of your monitoring.

Sensors per PRTG core server	CPU cores	RAM	Disk space	Concurrently active administrator sessions	Number of remote probes
Up to 500	4	4 GB	100 GB	< 30	< 30
Up to 1,000	6	6 GB	500 GB	< 30	< 30
Up to 2,500	8	8 GB	750 GB	< 20	< 60
Up to 5,000	8	12 GB	1,000 GB	< 20	< 60
Up to 10,000	10 - 12	16 GB	1,500 GB	< 15	< 80

Sensors per PRTG core server	CPU cores	RAM	Disk space	Concurrently active administrator sessions	Number of remote probes
> 10,000	We recommend that you set up additional PRTG core servers. For more information on scaling, you can also contact the Paessler Presales team.				

Hardware and Network Size Requirements for Remote Probes

Hardware requirements for the PRTG probe service mainly depend on the sensors and scanning intervals that you use. Your network size can also influence performance of your monitoring.

Sensors per remote probe	CPU cores	RAM	Disk space
Up to 200	2	2 GB	40 GB
200 - 2,000	4	4 GB	40 GB
2,000 - 5,000	6	6 GB	40 GB
> 5,000	We recommend that you set up additional remote probes. For more information on scaling, you can also contact the Paessler Presales team.		

ⓘ A remote probe system does not have any special disk requirements (< 1 GB). In general, we recommend at least 40 GB.

Performance Impact Considerations Based on Sensor Types

You can find the performance impact 3385 of a specific sensor on the Overview tab of the sensor or in the Add Sensor 413 dialog.

For an overview list of all sensors, including their performance impact, see section List of Available Sensor Types 3683.

In general, consider the following rules for the of different sensor types:

Sensor Type	Performance Impact Considerations
SNMP v1 and v2, Ping, Port, and HTTP	We recommend that you use these sensor types for scenarios with thousands of sensors.

Sensor Type	Performance Impact Considerations
SNMP v3	SNMP v3 has performance limitations because of the use of encryption. Furthermore, keep in mind that SNMP v3, unlike SNMP v1 and v2c, does not scale with more CPU power. Because of this limitation, PRTG can only handle a limited number of requests per second so that you can use only a limited number of sensors using SNMP v3.
WMI	Try to keep the number of WMI sensors per probe below 120 sensors (with a 60-second scanning interval), or below 600 sensors (with a 300-second scanning interval).
Flow	The maximum number of flow sensors depends on the traffic pattern, the number of flow packets per second that the probe receives, as well as the performance of the probe system.
Packet Sniffer	This sensor type creates the highest CPU load on the probe system. We only recommend this technology for monitoring low traffic connections (< 50 Mbit/s steady stream). If the traffic often exceeds 10 Mbit/s, use a dedicated remote probe.
VMware monitoring	Monitoring VMware is limited to about 30 sensors at a 60-second scanning interval, or 100 sensors at a 5-minute scanning interval. On probes that run on at least Windows Server 2012 R2, you can use more VMware sensors. These limitations issue from the VMware platform. For more information, see the Knowledge Base: How can I increase the connection limit on VMware systems? PE121

You can overcome these limitations if you distribute the sensors between remote probes.

Supported Web Browsers

Category	Requirements
Mozilla Firefox	Mozilla Firefox is potentially vulnerable to cross-site scripting (XSS) attacks. These XSS exploits are possible if you click, for example, phishing links in emails that contain malicious code, and you are logged in to PRTG with Mozilla Firefox. For more information, see the Knowledge Base: How secure is it to access the PRTG web interface with Firefox?
Microsoft Internet Explorer 11 and unsupported browsers	▪ Microsoft Internet Explorer 11 and older versions of Microsoft Edge, as well as other browsers that are not officially supported, have issues with some functionalities of the PRTG web interface. However, you can access the PRTG web interface with any browser.

Category	Requirements
	▪ Deprecated Internet Explorer versions as well as some mobile browsers might not be able to display all features of the PRTG web interface.
Plugins	Plugins can also have an effect when you view the PRTG web interface. Make sure that you add exceptions for PRTG in the plugins' settings, particularly if you use ad blockers. For more information, see the Knowledge Base: The logs page in the PRTG web interface does not load. What can I do?

Further System Requirements

Screen Resolution

A screen resolution of at least 1024x768 pixels is sufficient for most functions of PRTG. However, we recommend a screen resolution of 1200x800 pixels or higher.

Requirements for Monitored Devices

Category	Requirement
SNMP monitoring	The target devices must support SNMP v1, v2c, or v3. An SNMP-compatible software must be installed on the device. You must enable SNMP on the device and you must grant the PRTG core server system access to the SNMP interface. For more information, see section Monitoring via SNMP 3427.
Windows/WMI monitoring	To monitor via WMI, you need a Windows network. Use only the officially supported operating systems 27 except for Microsoft Windows Server 2008 that has strong performance issues when you monitor via WMI. For more information, see section Monitoring via WMI 3434.
Flow monitoring	The target devices must be able to send NetFlow (NetFlow v5, NetFlow v9, or IPFIX) data packets or sFlow v5 packets to the probe system. For more information, see section Monitoring Bandwidth via Flows 3441.
Packet sniffer monitoring	PRTG can only analyze data packets that pass the network card of the local machine. Switches with monitoring ports are necessary for network-wide monitoring in switched networks. For more information, see section Monitoring Bandwidth via Packet Sniffing 3439.

Category	Requirement
Other sensor types	You can find specific sensor and device requirements (for example, modules, components, device configurations) in the corresponding sensor section and in the Add Sensor dialog.

Requirements for Smartphones and Tablets

You can optionally use the PRTG apps for iOS and Android.

For more information and system requirements, see section PRTG Apps for Mobile Network Monitoring 3420.

More

KNOWLEDGE BASE

Which .NET version does PRTG require?

- https://kb.paessler.com/en/topic/60543

What security features does PRTG include?

- https://kb.paessler.com/en/topic/71305

How can I increase the connection limit on VMware systems? PE121

- https://kb.paessler.com/en/topic/30643

How secure is it to access the PRTG web interface with Firefox?

- https://kb.paessler.com/en/topic/70192

The logs page in the PRTG web interface does not load. What can I do?

- https://kb.paessler.com/en/topic/77329

How can I speed up PRTG—especially for large installations?

- https://kb.paessler.com/en/topic/2733

How do I run PRTG under a different Windows user account than the local system account?

- https://kb.paessler.com/en/topic/89016

What do I have to consider when I want to do a regular cleanup of my PRTG environment?

- https://kb.paessler.com/en/topic/89999

PAESSLER WEBSITE

System requirements for PRTG Network Monitor

- https://www.paessler.com/prtg/requirements

1.6 Introduction: Monitoring with PRTG

This section shows you how to prepare your IT infrastructure so that you can monitor it with PRTG.

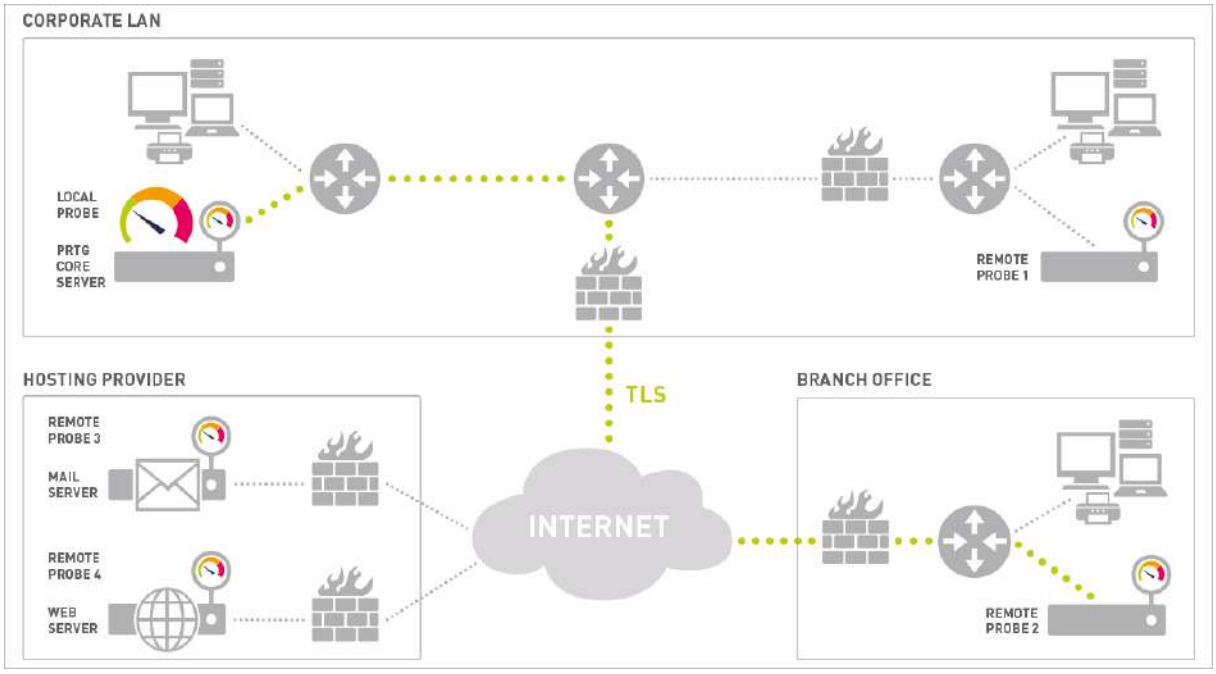
In this section:

To immediately start monitoring with PRTG, go to section Quick Start Guide 38.

What PRTG Does

PRTG is a unified monitoring tool that can monitor almost any object that has an IP address. It consists of the PRTG core server 125 and one or more probes 125:

- The PRTG core server is responsible for configuration, data management, PRTG web server, and more.
- Probes collect data and monitor processes on devices 133 via sensors 133.



PRTG Architecture

Sensors are the building blocks of PRTG. A sensor can tell you about one or more aspects of a device:

- Uptime
- Load
- Interface throughput

- Bandwidth usage
- Loading times
- Speed
- Hardware status
- Temperature
- Quality
- Resource consumption
- User counts
- Record counts
- Log events
- Database requests

How to Monitor with PRTG

PRTG obtains monitoring data from target devices in the following ways:

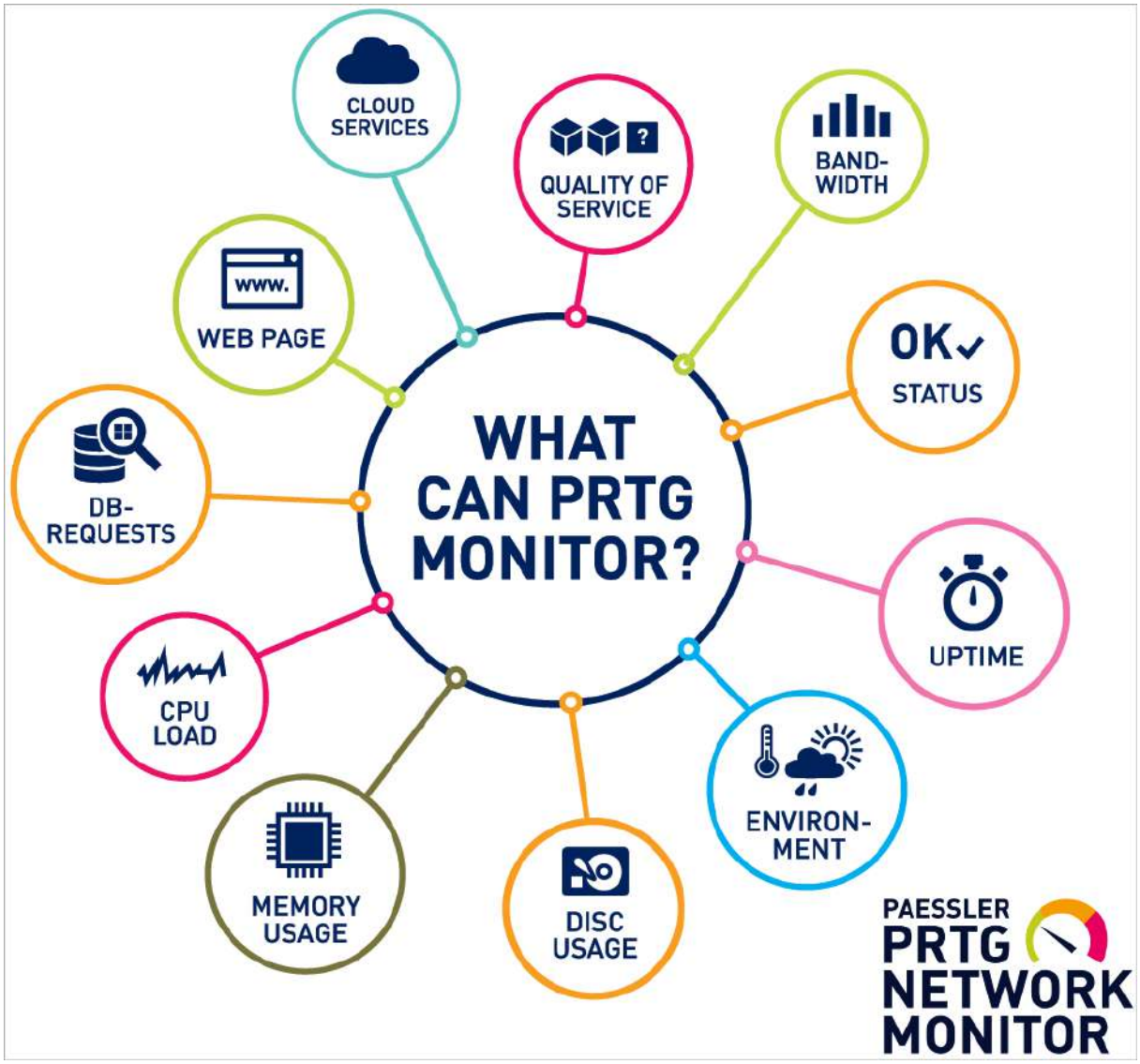
- Polls or queries sensor data: PRTG actively gathers data from a device in regular intervals. This includes, for example, device status, resource usage, and performance metrics. Most sensors use this method. PRTG can also consume and collect sensor data based on interfaces with, for example, HTTP or HTTPS requests, port checks, email checks, File Transfer Protocol (FTP) downloads, and database requests.
- Listens for or receives sensor data: PRTG passively receives data from a device or application. This includes, for example, unexpected events, Syslogs and Simple Network Management Protocol (SNMP) traps, detailed data flow (bandwidth monitoring), and event log messages.

Most of the monitoring data that PRTG collects is actively queried. It is the basis for statistical sampling to see how a device or application performs over time.

For more information, see section Sensor Technologies 3426.

What PRTG Monitors

PRTG comes with hundreds of sensors 3683. They range from platform-specific sensors to generic hardware and bandwidth sensors. Some of them are preconfigured to immediately gather monitoring data from their target devices. You can also create custom sensors or write custom scripts that return data from applications. Visit the PRTG Sensor Hub 3729 to learn more about ready-to-use custom sensors.



Areas of Applications with PRTG

For more information, see section List of Available Sensor Types 3683.

How to Prepare Monitoring

The first step in comprehensive monitoring is to make a plan. Think about the following questions:

- What do I need to monitor in my IT infrastructure?
- How can I retrieve the needed information? Which technologies and credentials are required?
- Which notification methods do I want to use to receive alerts if something is wrong?

Which Hardware Do I Want to Monitor?

We recommend that you start with your Business Critical Tier-1: the core network and other infrastructure that all network devices depend upon. This usually includes:

- Key infrastructure, such as core routers, switches, VPN and firewalls

- Basic network services, such as Dynamic Host Configuration Protocol (DHCP) and Domain Name System (DNS)
- Authentication, like Lightweight Directory Access Protocol (LDAP)

Use the following list to help you plan the monitoring of your IT infrastructure with PRTG:

- Core infrastructure
  a. Routers, switches, firewalls
  b. Core network services: DNS, Active Directory (AD), LDAP servers

1. For your hardware devices, you need statistics on availability, usage, and performance.
2. PRTG retrieves data via standard protocols:
   a. Ping, SNMP; web queries via HTTP and HTTPS; email via Post Office Protocol version 3 (POP3), Internet Message Access Protocol (IMAP), Simple Mail Transfer Protocol (SMTP)
   b. Hardware parameters via SNMP, Secure Shell (SSH), Simple Object Access Protocol (SOAP)
   c. Bandwidth usage via Flow (NetFlow, jFlow, sFlow, IPFIX), packet sniffing, SNMP
   d. Windows systems via Windows Management Instrumentation (WMI)
   e. Other interfaces via SSH and scripts (for example, PowerShell and Python)

More

KNOWLEDGE BASE

My SNMP sensors don’t work. What can I do?

- https://kb.paessler.com/en/topic/46863

My WMI sensors don't work. What can I do?

- https://kb.paessler.com/en/topic/1043

My HTTP sensors don't work. What can I do?

- https://kb.paessler.com/en/topic/85284

How can I send SMS text message notifications via a modem or a mobile phone with PRTG?

- https://kb.paessler.com/en/topic/393

How can I use push notifications with PRTG?

- https://kb.paessler.com/en/topic/60892

VIDEO TUTORIAL

SNMP Trap receiver and syslog receiver sensors

- https://www.paessler.com/support/videos-and-webinars/videos/syslog-receiver

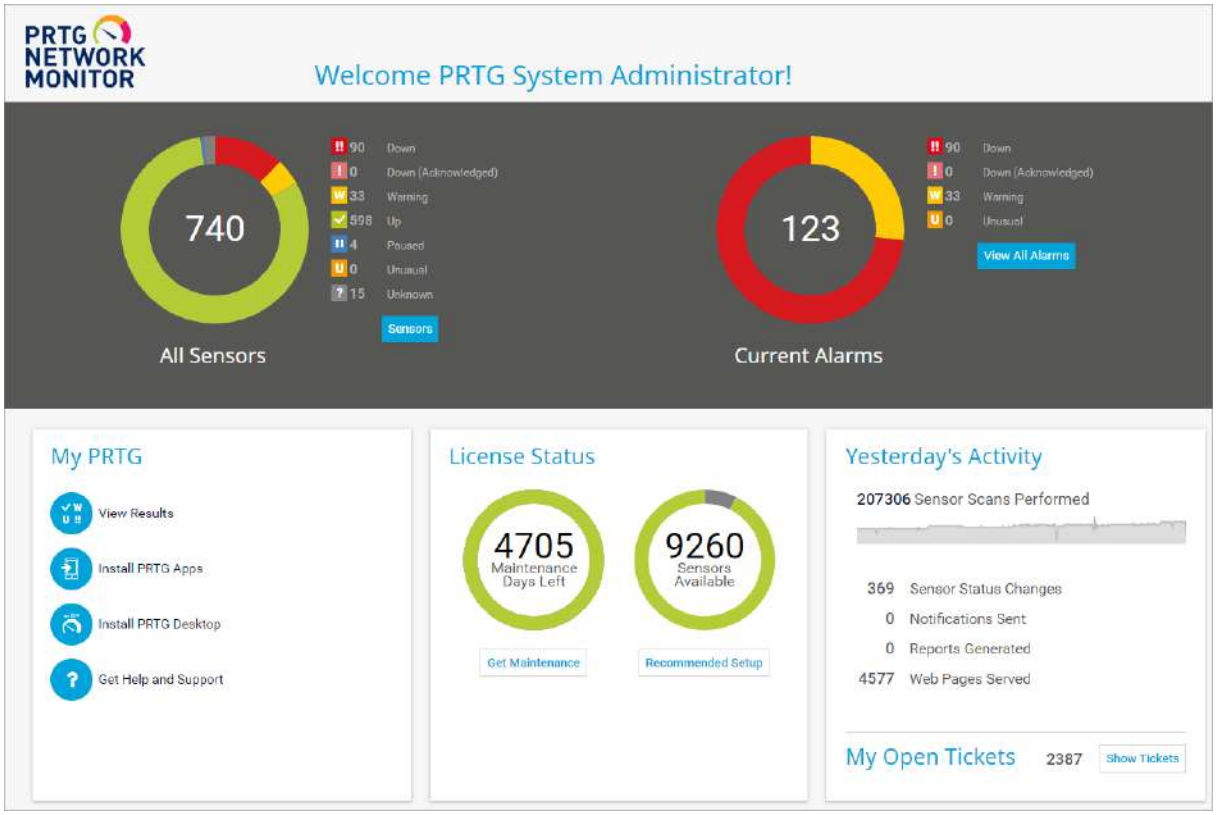
Notifications

- https://www.paessler.com/support/videos-and-webinars/videos/notifications

Part 2
Quick Start Guide

2 Quick Start Guide

Welcome to PRTG. This section gives you a quick start into monitoring with PRTG.



Welcome Page

To set up your network monitoring, download the PRTG installer from the Paessler website and follow the steps in the installation wizard, or set up a PRTG Hosted Monitor instance on https://www.paessler.com/prtg-hosted-monitor and install a remote probe in your LAN. Provide some information about your network in the smart setup 42 and PRTG immediately starts to monitor your network. You can adjust the setup to your needs later on.

In this section:

- Step 1: Download, Installation, and First Login 39
- Step 2: Smart Setup 42

2.1 Step 1: Download, Installation, and First Login

To use PRTG Network Monitor, download it from the Paessler website and install it on a Windows system.

For information on how to set up a PRTG Hosted Monitor instance, see section Create a PRTG Hosted Monitor Instance.

Download PRTG

Download the latest stable version of PRTG from the Paessler website as a trial version[21]. Buy or upgrade your license or renew your maintenance at the Paessler shop.

Dow nload PRTG

Once you have installed PRTG, the auto-update[3402] automatically downloads and installs new software versions.

Install PRTG

Double-click the setup file on the system that you want to use as the PRTG core server. Follow the installation wizard[94] and install the software.

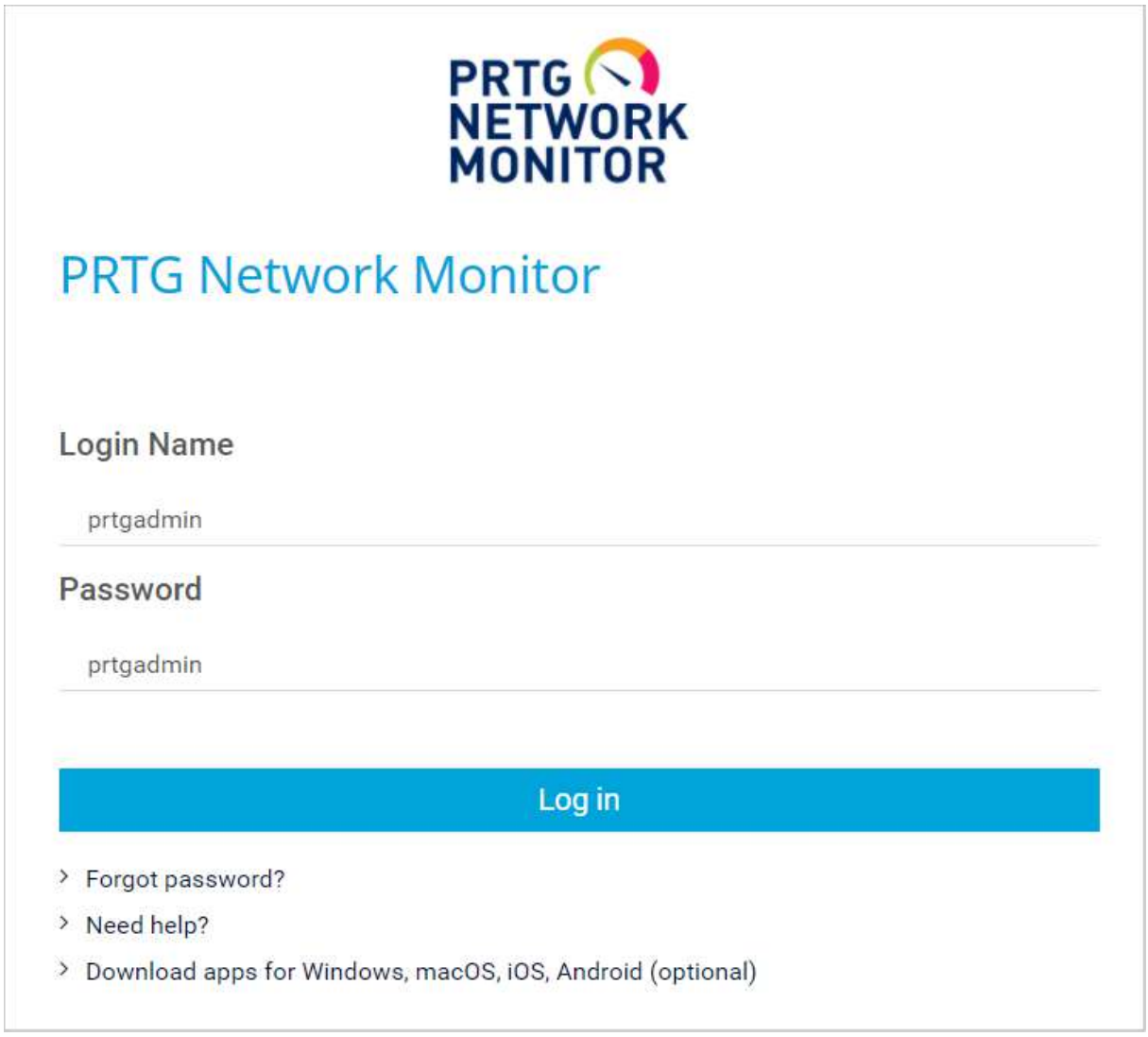
At the end of the installation, open the PRTG web interface with one of the officially supported browsers:

- Google Chrome 72,
- Mozilla Firefox 65, or
- Microsoft Internet Explorer 11.

Because of scripting incompatibilities, you might not be able to use all functionalities of the PRTG web interface with Internet Explorer 10 or earlier and other older browsers. If you cannot access the PRTG web interface, open the URL of PRTG in a different supported browser.

Login

After you installed PRTG Network Monitor, open the PRTG web interface with a supported browser. You see the login screen.



Login Screen

PRTG automatically fills in the credentials of the predefined PRTG System Administrator user. The login name and the initial password is prtgadmin. Click Log in to proceed.

See the next step 42 for more information about the initial configuration of PRTG. 42

More

VIDEO TUTORIAL

All video tutorials

- https://www.paessler.com/support/videos-and-webinars/videos

2.2 Step 2: Smart Setup

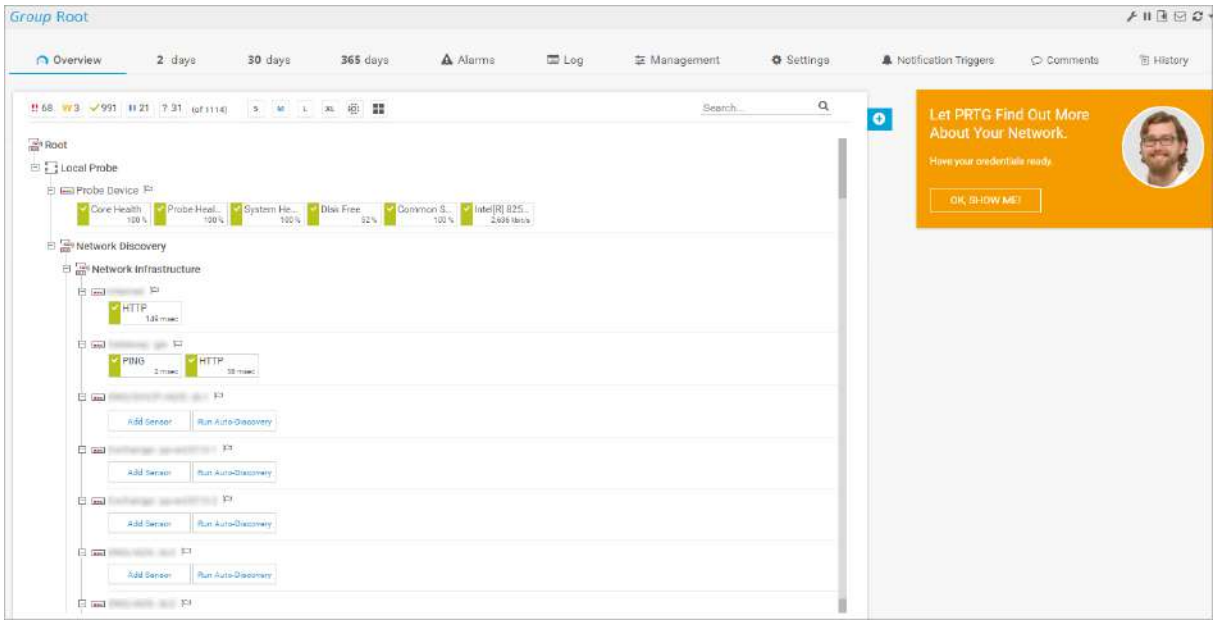
PRTG automatically starts the smart setup on a new PRTG installation. This setup assistant guides you through the initial setup of your network monitoring system. The smart setup reappears until you have completed all steps. You can skip the introduction altogether right at the beginning.

First Start

When you log in for the first time, you see the device tree 164. PRTG Network Monitor already includes several devices 133 with sensors 133 that monitor your network, sorted into different groups 132. PRTG automatically creates the device tree during the installation process via the auto-discovery 264 feature.

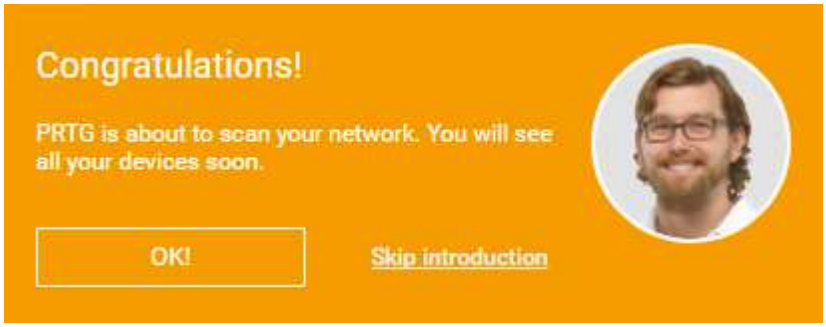
PRTG scans your network by pinging IP addresses in the subnet of your PRTG core server and adds all reachable devices to your specific network monitoring structure.

ⓘ The smart setup scans only for devices with IP addresses in private network ranges. You can manually start an auto-discovery for other subnets later.



Device Tree after Initial Auto-Discovery

In the upper-right corner of the PRTG web interface, you can see the smart setup assistant. They guide you through 5 setup steps during which you can enter more information about your network. PRTG runs another auto-discovery with this information to add additional devices and sensors to your monitoring. You can still edit the settings that you provided during the smart setup later on to adjust the monitoring to your needs.



Start Your Introduction to PRTG

Click OK! to start a guided tour.

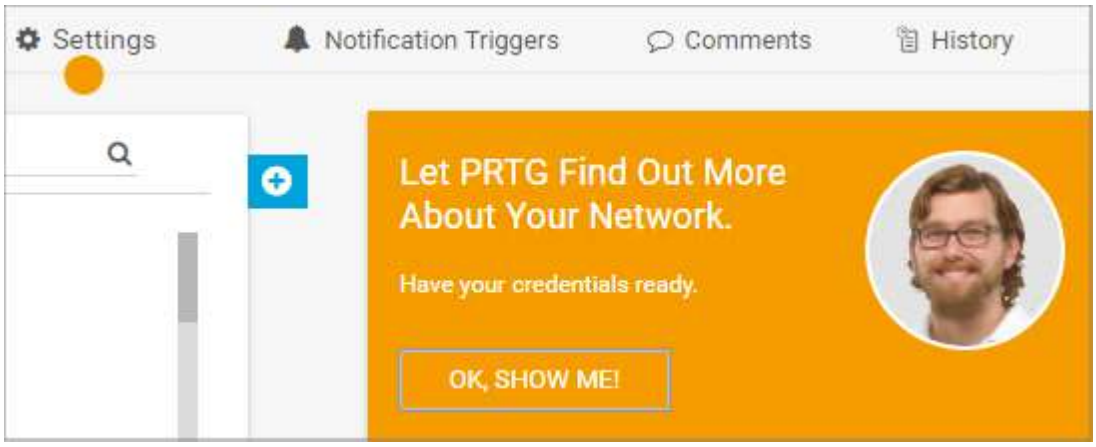
If you click Skip introduction, the smart setup assistant never appears again. We strongly recommend that you take the guided tour if you are new to PRTG.

The steps to take are:

- Step 1: Provide Credentials 43
- Step 2: Enter Location Information 45
- Step 3: Change Your PRTG Login Password 45
- Step 4: Confirm Your Email Address 46
- Step 5: Switch to SSL/TLS 47 (if you access PRTG from a different system)

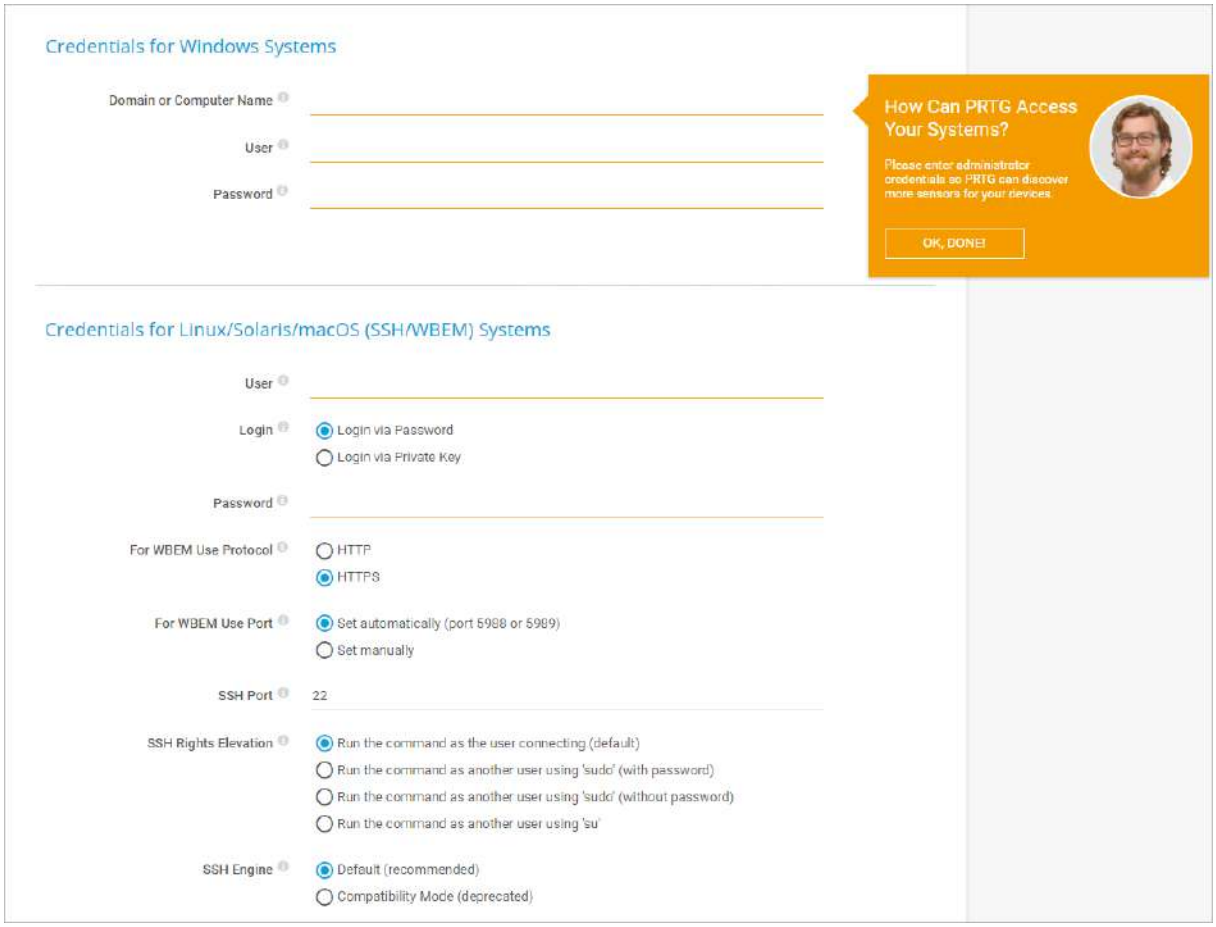
Step 1: Provide Credentials

Your smart setup assistant asks you to provide credentials for devices in your network. Click OK, Show Me!, follow the animated mouse pointer, and open the Settings tab of the root group.



Have Your Credentials Ready

On the Settings tab, enter various administrator credentials for your network environment. With these credentials, PRTG can automatically add a large number of additional devices and sensors to your device tree. This way, you do not need to manually add every single device.



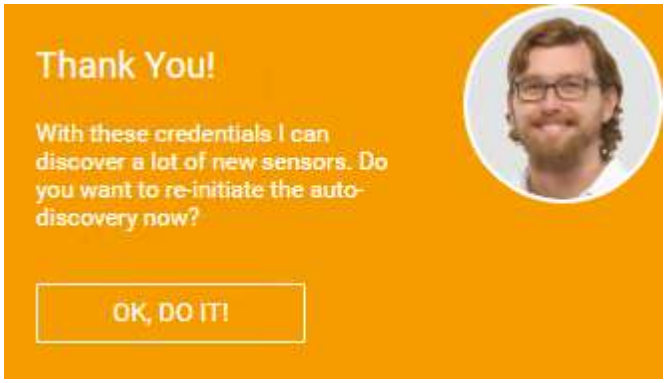
Provide Your Credentials

- To monitor your Windows clients and servers via Windows Management Instrumentation (WMI), enter Windows administrator credentials for your network. We recommend that you use domain administrator credentials if you use an Active Directory. For a general introduction to the technology behind WMI, see section Monitoring via WMI 3434.
- If you have systems that run on Linux, Solaris, or macOS, enter root access credentials for these systems. For a general introduction to Secure Shell (SSH) monitoring, see section Monitoring via SSH 3437.
- If you use the virtual environments VMware or Citrix XenServer, enter root access credentials for these systems. For a general introduction to the monitoring of virtual environments, see section Monitoring Virtual Environments 3452.
- To monitor hardware like routers or switches, the Simple Network Management Protocol (SNMP) is the most commonly used protocol. Usually, all SNMP-enabled devices use the same settings by default: SNMP v2c, the community string public, and SNMP port 161. For a general introduction to the technology behind SNMP, see section Monitoring via SNMP 3427.
- You can also enter credentials for database management systems or credentials for Amazon Web Services (AWS) monitoring.

PRTG stores these credentials in the root group of your device tree. All dependent devices automatically inherit these credentials and use them for monitoring. You can disable the inheritance of settings 135 at any level if you want to enter other credentials instead.

For more information about the available options, see section Root Group Settings 421.

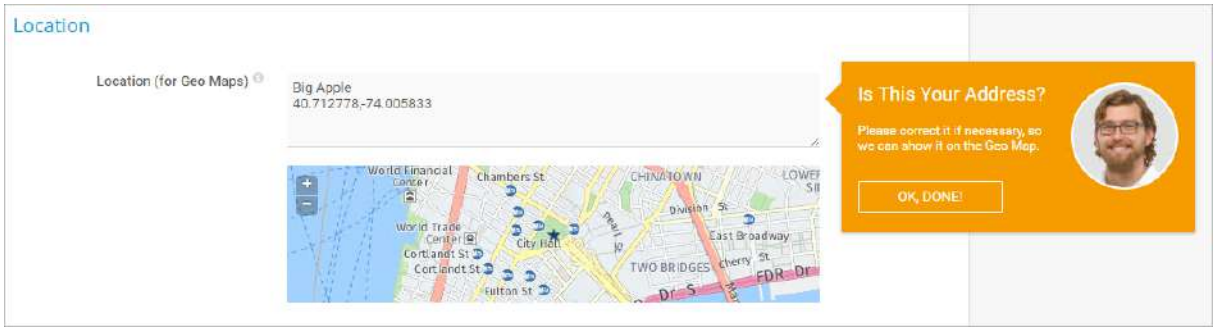
Click OK, Done! to finish this setup step. Click OK, Do It! to start a detailed auto-discovery.



Start a Detailed Auto-Discovery

Step 2: Enter Location Information

While PRTG runs a new auto-discovery in your network with the provided credentials, the setup assistant asks you to provide the location of your PRTG core server. This information is displayed in geographical maps 3169. Enter your location and confirm with OK, Done!. Click OK, Show Me! to get back to the device tree.

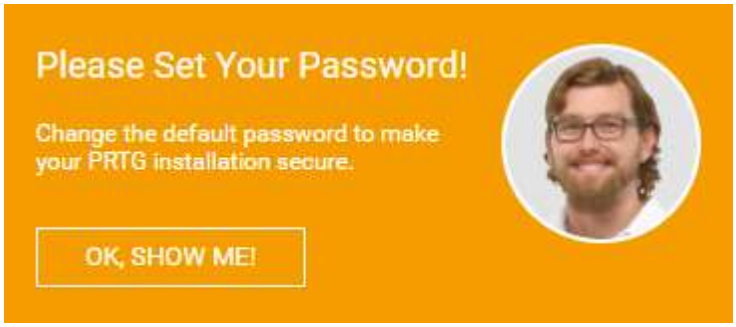


Enter Your Location

For more information about the available options, see section Root Group Settings 421.

Step 3: Change Your PRTG Login Password

Back in the device tree, the setup assistant in PRTG Network Monitor asks you to change your password. Click OK, Show Me! and follow the assistant to your account settings. By default, PRTG uses the PRTG System Administrator user account with the login name prtgadmin and the password prtgadmin. So we strongly recommend that you change the password to protect PRTG from unauthorized access.

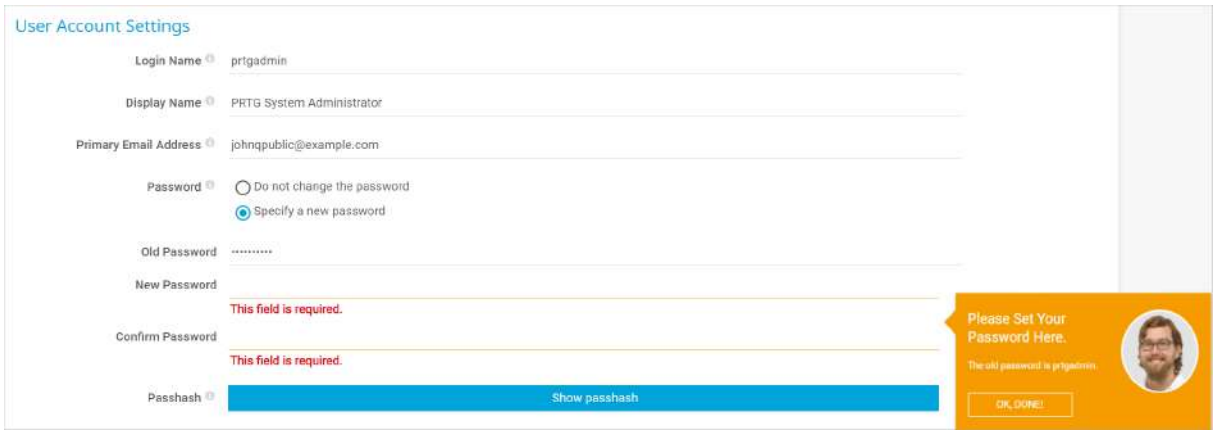


Start the Passw ord Change

Enter your New Password and confirm it under Confirm Password. The password must meet the following requirements:

- At least eight characters long
- At least one numeral
- At least one capitalized letter

Click OK, Done! to save your new password.



Change the Default Passw ord

For more information about the available options, see section My Account 3239.

Step 4: Confirm Your Email Address

To complete the smart setup, check whether the email address that you entered during the installation is correct.

A correct email address is mandatory for PRTG to reach you via email notifications when there are alarms and for other important messages.

Click OK, Done! and follow the assistant back to the device tree.

Verify Your Email Address

For more information about the available options, see section My Account 3238.

Step 5: Switch to SSL/TLS

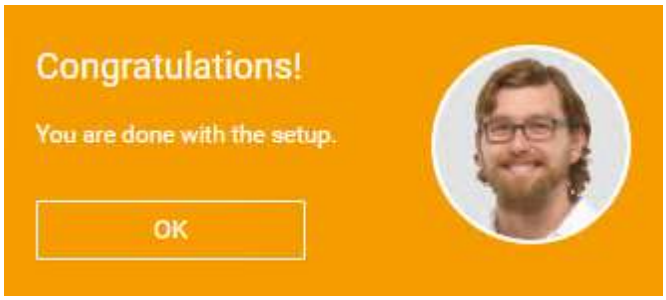
For PRTG Network Monitor, if you access the PRTG web interface from a system other than the system where you installed PRTG, the setup assistant asks you to switch to a Secure Sockets Layer (SSL)/Transport Layer Security (TLS) secured connection. We strongly recommend that you run the PRTG web interface secured with SSL/TLS, especially if you make your PRTG web interface available from the internet. Otherwise, your passwords are sent over your network without encryption.

- Click OK, Switch Now! to get more information about using SSL/TLS for the PRTG web server.
- In the new window, click Yes, switch to SSL/TLS to switch to an SSL/TLS-secured connection.
- PRTG must restart its services to apply the changes. The PRTG web interface is reachable under an HTTPS URL afterward.
- When the PRTG web interface reloads, it most likely shows a certificate warning. Confirm the certificate warning to proceed to the login screen.
  For more information, see Knowledge Base: Why does my browser show an SSL certificate warning when I open the PRTG web interface?

Switch to a Secure Connection

For more information, see section User Interface 3293.

You Are Done



Finish the Smart Setup

While you went through the smart setup, PRTG created additional devices and sensors for you. The first monitoring values are also available.

To become familiar with the PRTG web interface, we recommend that you read on in section General Layout 164.

More

KNOWLEDGE BASE

Why does my browser show an SSL certificate warning when I open the PRTG web interface?

- https://kb.paessler.com/en/topic/89984

VIDEO TUTORIAL

Smart setup

- https://www.paessler.com/support/videos-and-webinars/videos/installation_of_prtg_network_monitor

Part 3
Using PRTG Hosted Monitor

3 Using PRTG Hosted Monitor

The following sections show you how to create a PRTG Hosted Monitor instance, how to manage a PRTG Hosted Monitor subscription, and how to use multi-factor authentication.

In this section:

See the Paessler website for PRTG Hosted Monitor – Service description and FAQ – PRTG Hosted Monitor.

More

PAESSLER WEBSITE

PRTG Hosted Monitor – Service description

- https://www.paessler.com/prtg-hosted-monitor

FAQ – PRTG Hosted Monitor

- https://www.paessler.com/prtg-hosted-monitor/faq

3.1 Create a PRTG Hosted Monitor Instance

To create a PRTG Hosted Monitor instance, open a web browser and go to the PRTG Hosted Monitor web page.

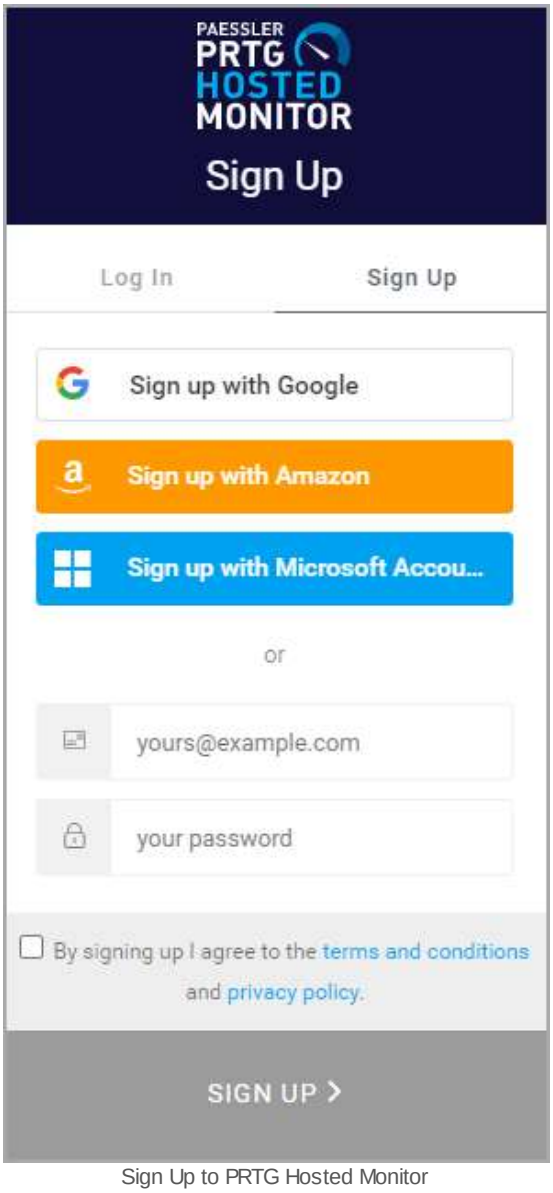
ⓘ We recommend that you use Google Chrome 72.

Free Trial

In this section:

Create a PRTG Hosted Monitor Instance

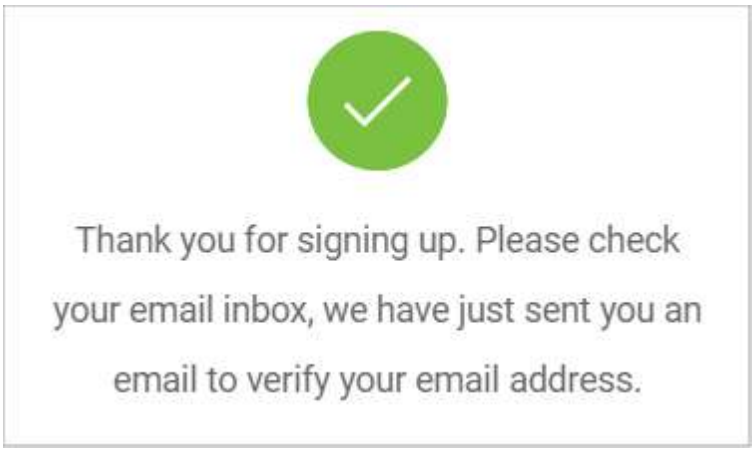
1. On the PRTG Hosted Monitor web page, click Free Trial to create your PRTG Hosted Monitor instance. PRTG Hosted Monitor automatically assigns a domain name to your instance. You can change the domain name 64 at any time.



Sign Up to PRTG Hosted Monitor

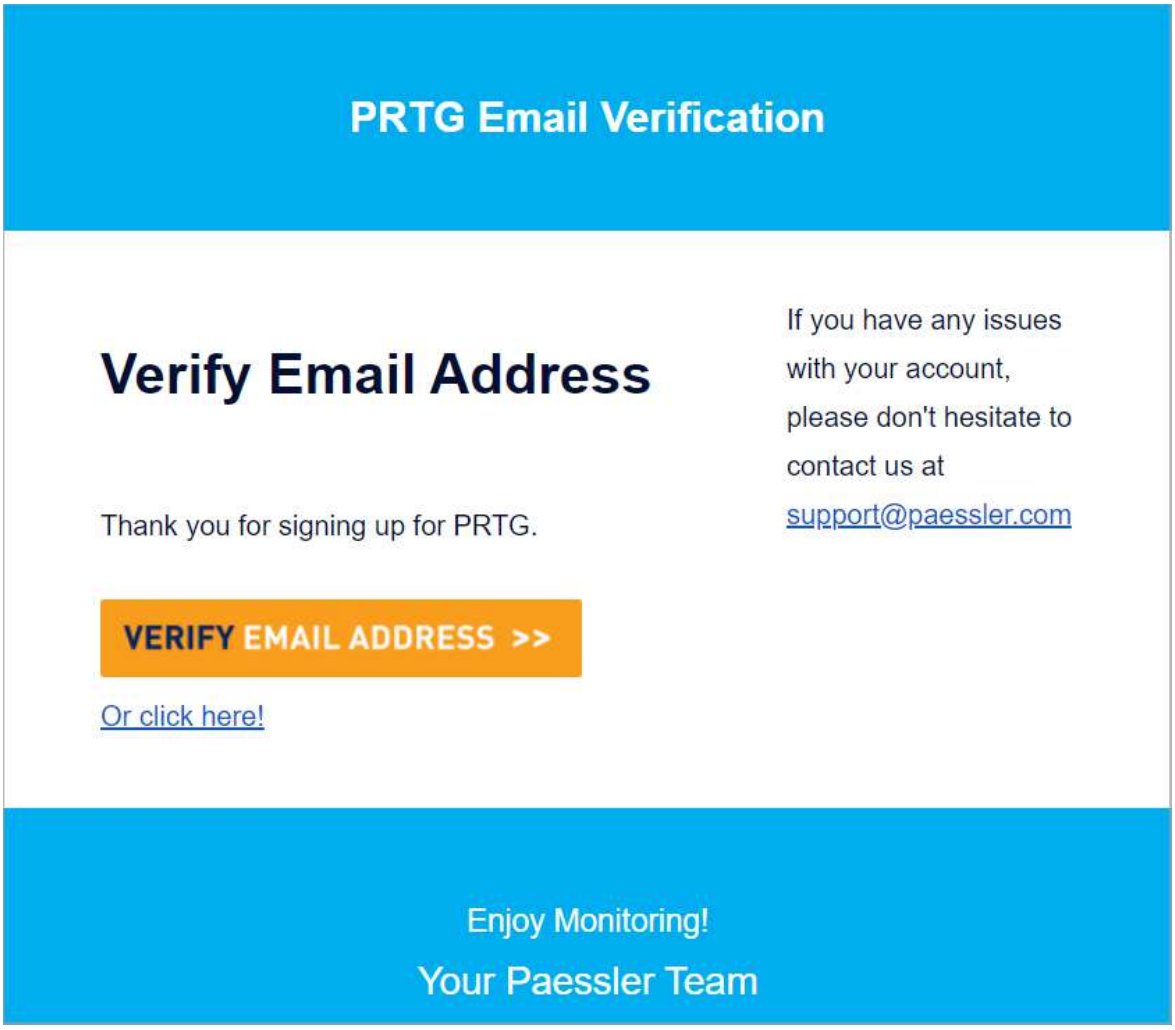
2. You can sign up with your Google, Amazon, or Windows account via single sign-on (SSO) (Auth0). PRTG Hosted Monitor connects to and then automatically uses this account for the login. Click the respective button and follow the instructions. Alternatively, you can sign up via email. Enter a valid Email address and a Password. The password must meet the following requirements:
   - At least 8 characters long
   - At least one uppercase letter
   - At least one lowercase letter
   - At least one numeral

3. Make sure that you agree to the terms and conditions and privacy policy. Click Sign Up to register for your PRTG Hosted Monitor instance. You then see that a verification email has been sent to your inbox.



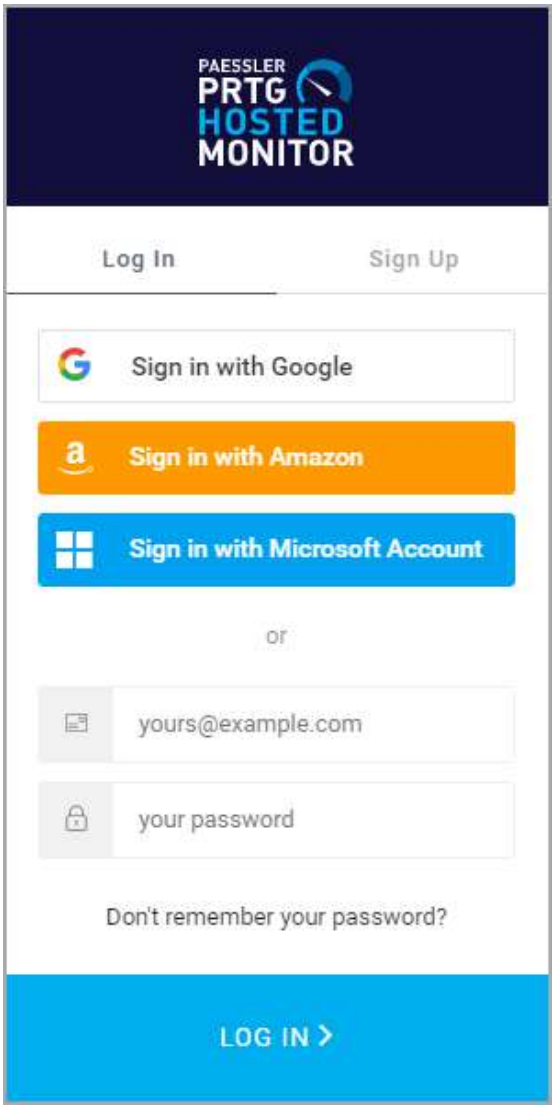
Verify Email Address Notification

4. Go to your inbox and open the email.



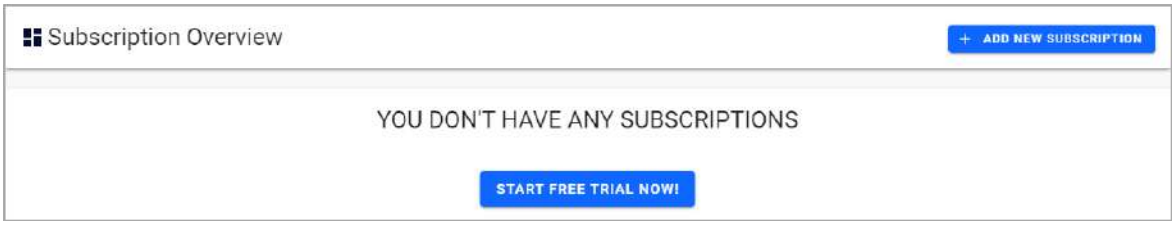
Verify Email Address

5. Click Verify Email Address to verify your email address and to go to the login screen.



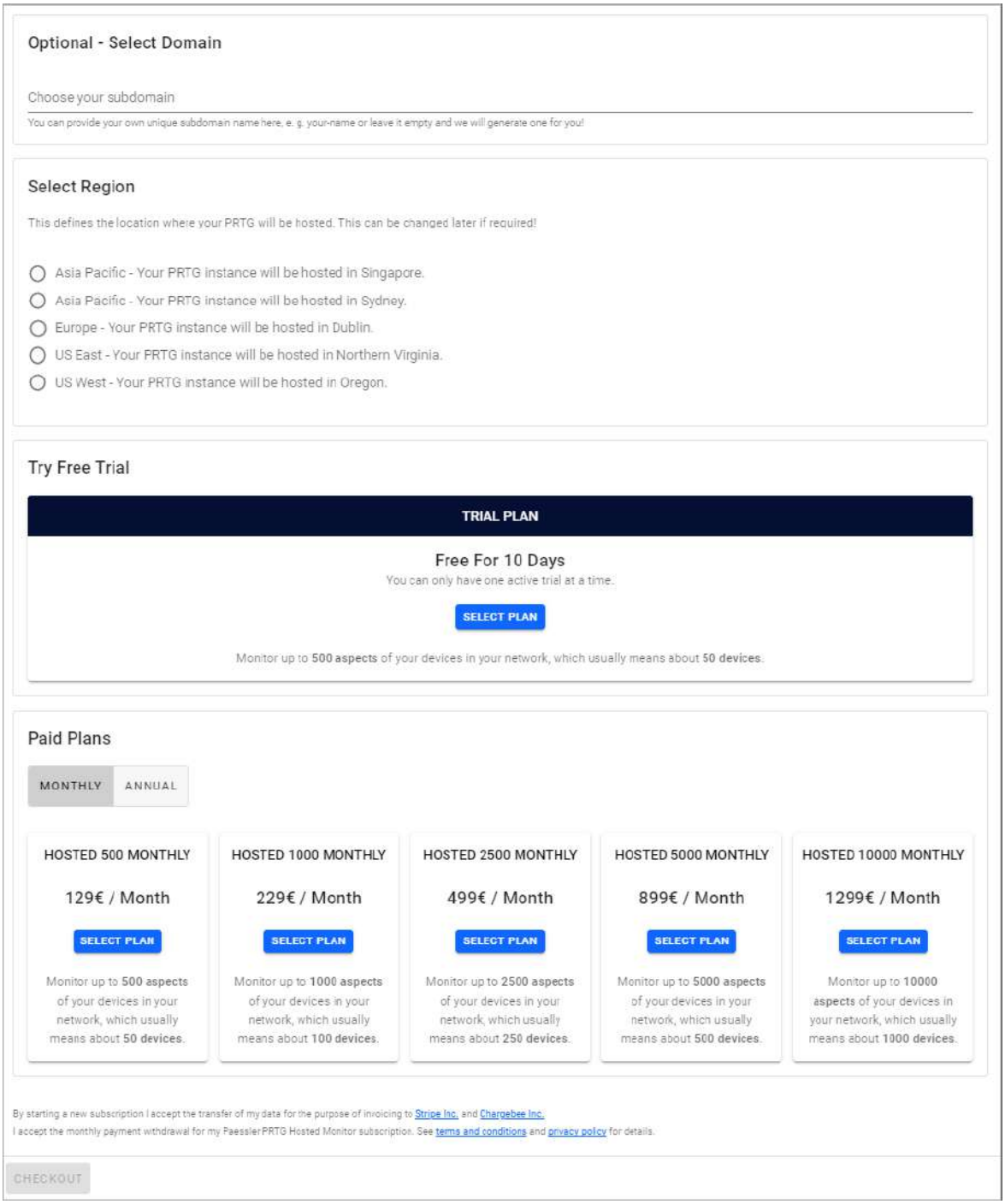
LoginScreen

6. Enter your credentials and click Log In to log in to PRTG Hosted Monitor.



<%B_Add_New _Subscription%>

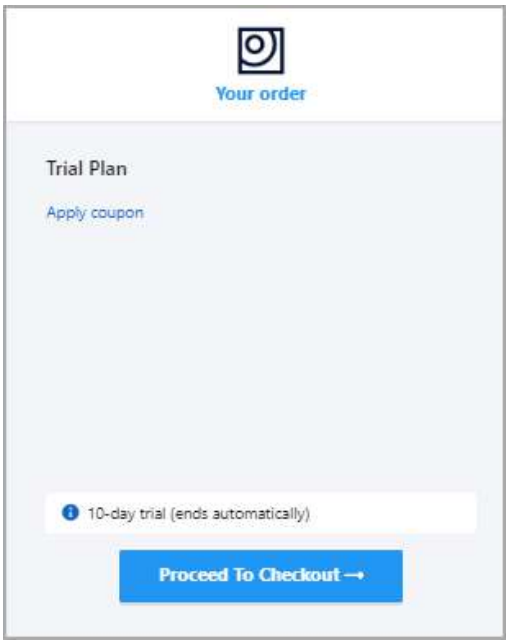
7. Click <%B_Add_New_Subscription%>.



Subscription Setup

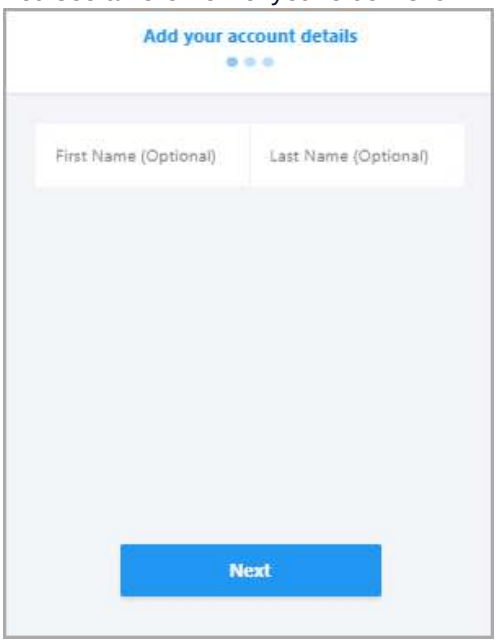
8. Select the region in which PRTG Hosted Monitor hosts your instance.

9. Select a subscription plan that fits your requirements and click Checkout.
   ⓘ The billing account will be charged after the free 10-day trial period.



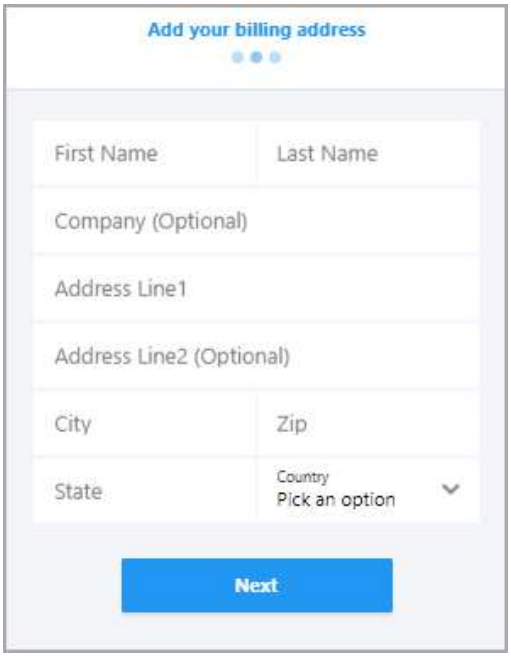
Order Overview

10. You see an overview of your order. Click Proceed To Checkout.



Account Details

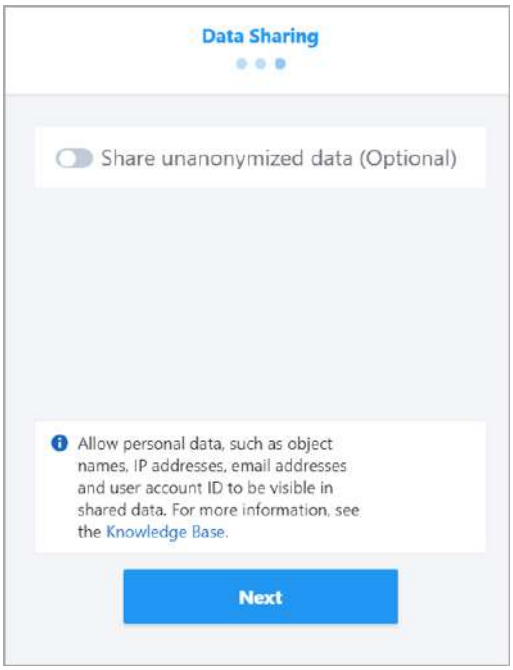
11. Optionally enter your first name and last name and click Next.



Billing Address

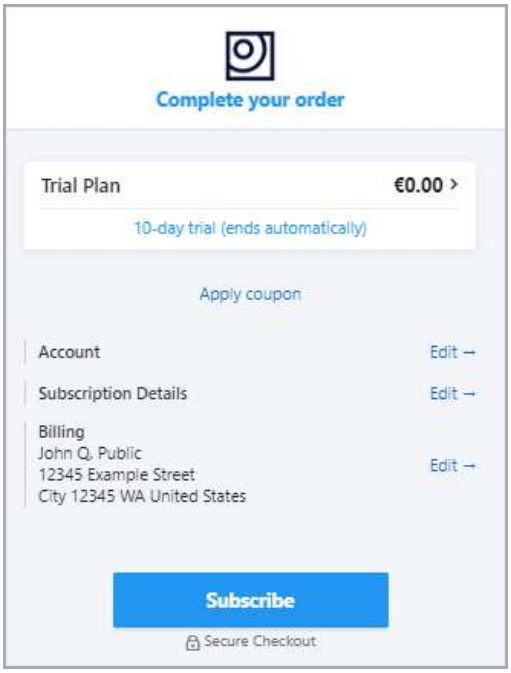
12. Enter your billing information. Then click Next

13. To enable data sharing, click .



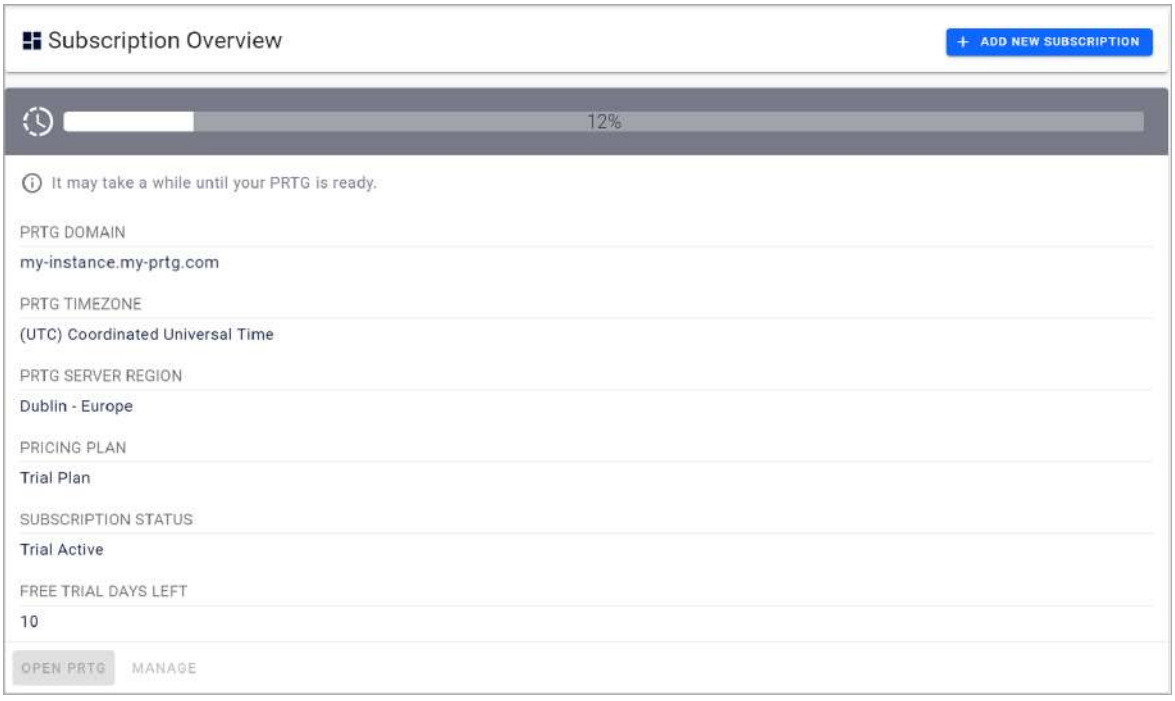
Data Sharing

14. Enter your billing information. Then click Next.



Account and Billing Details Overview

15. You see an overview of your account and billing details. Click Subscribe to finish.



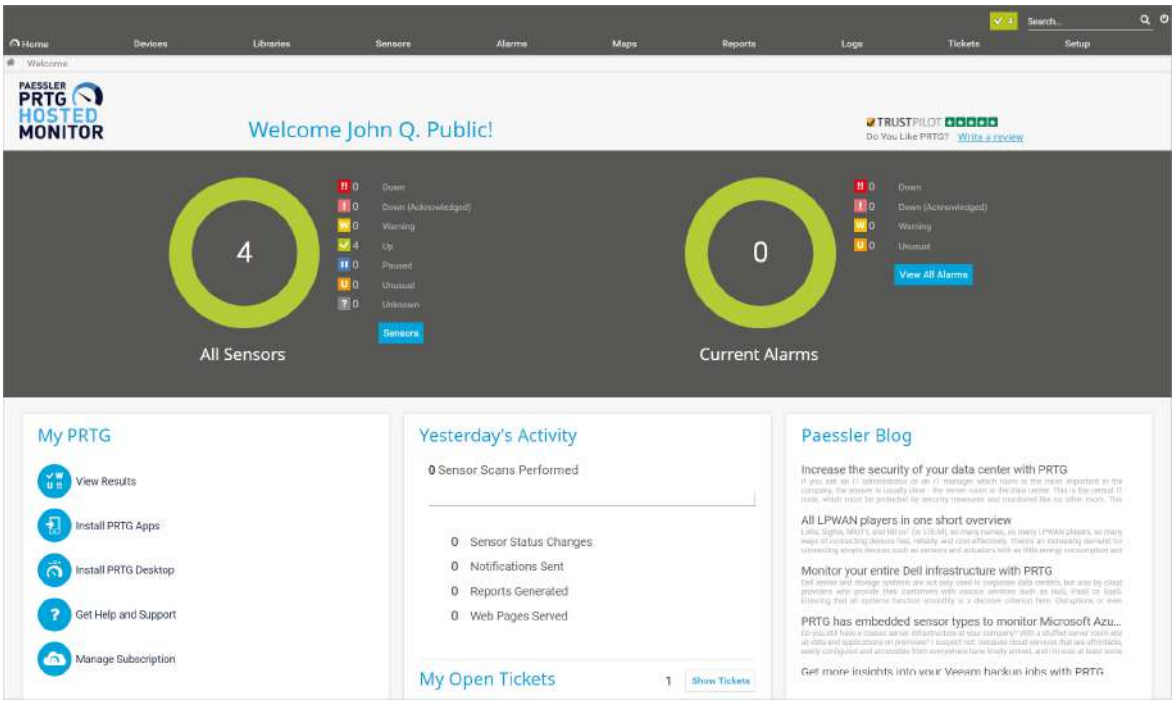
Subscription Progress

14. The Subscription Overview page opens and shows the progress of the PRTG Hosted Monitor installation.

PRTG Hosted Monitor Instance Ready

15. Your PRTG Hosted Monitor instance is now ready. Click Open PRTG to open your PRTG Hosted Monitor instance in the PRTG web interface.

16. Enter your credentials on the login screen 54.



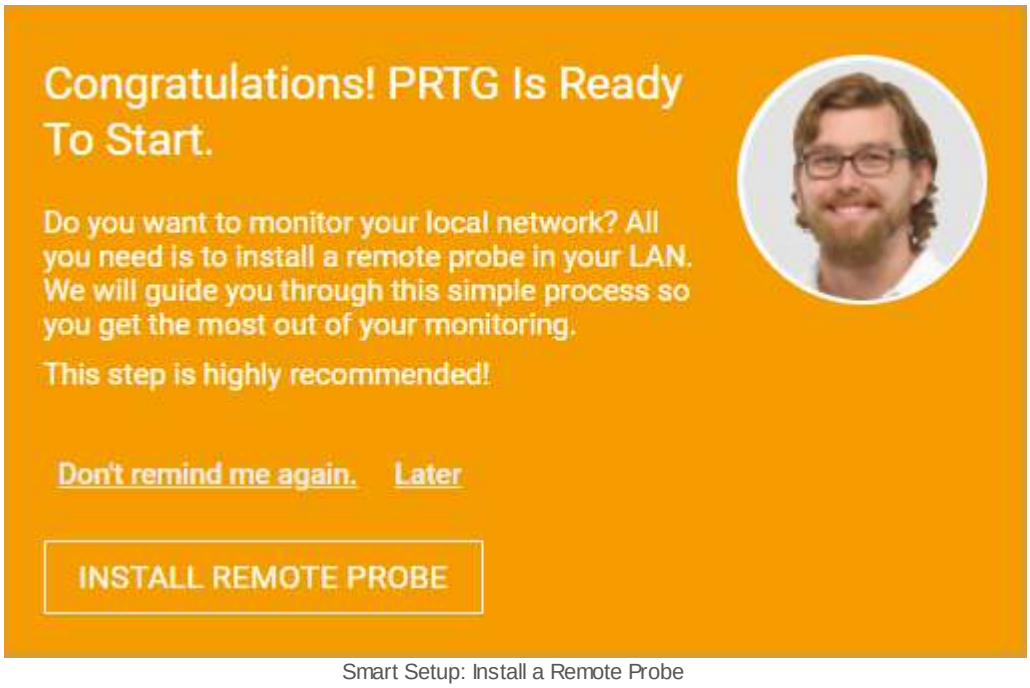
Welcome

Your PRTG Hosted Monitor instance is now up and running. To open the device tree, click View Results, or click Devices in the main menu bar.

PRTG Hosted Monitor automatically creates a hosted probe that runs on the hosted instance. It shows several health values of the instance and you can instantly monitor all servers, services, and devices that are publicly available via the internet with the hosted probe.

Smart Setup for PRTG Hosted Monitor

A Paessler employee guides you through the smart setup. In particular, you must install a remote probe, which is required for monitoring your LAN. We strongly recommend that you do so.



Smart Setup: Install a Remote Probe

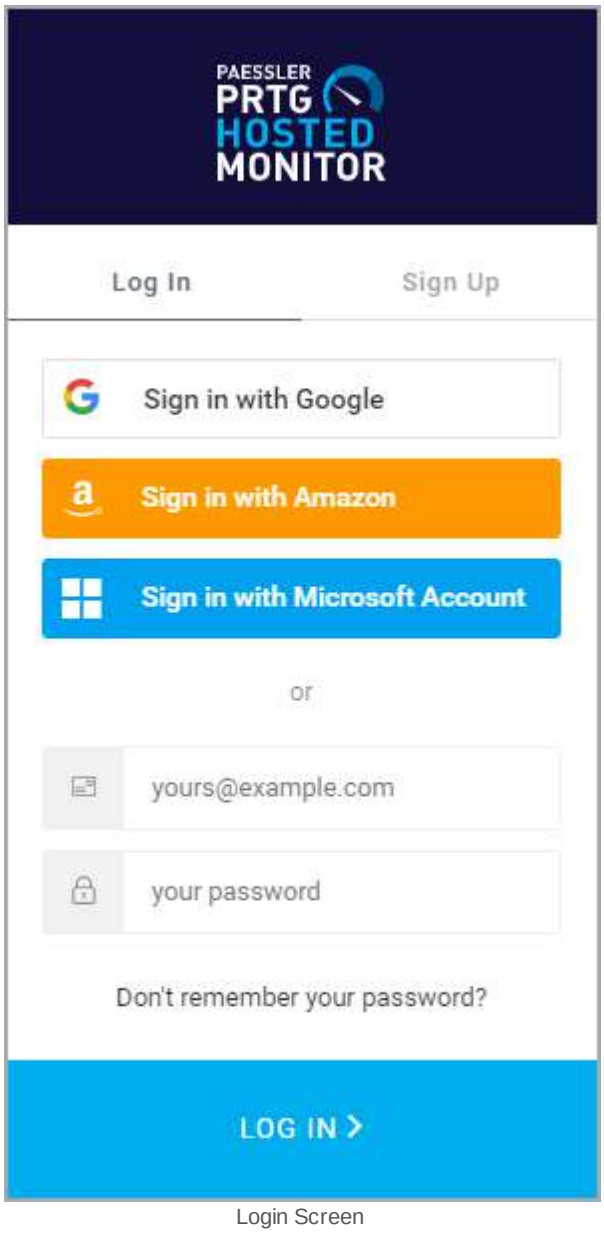
Click Install Remote Probe to start the installation.

- For more information, see section Install a Remote Probe.
- For more information about other steps of the smart setup, see section Step 2: Smart Setup for PRTG Network Monitor.

3.2 Manage a PRTG Hosted Monitor Subscription

PRTG Hosted Monitor offers subscription plans that you can tailor to your needs and that you can manage via the PRTG Hosted Monitor web portal. To manage your subscription, open a web browser, go to the PRTG Hosted Monitor web portal, and log in.

ⓘ We recommend that you use Google Chrome 72.



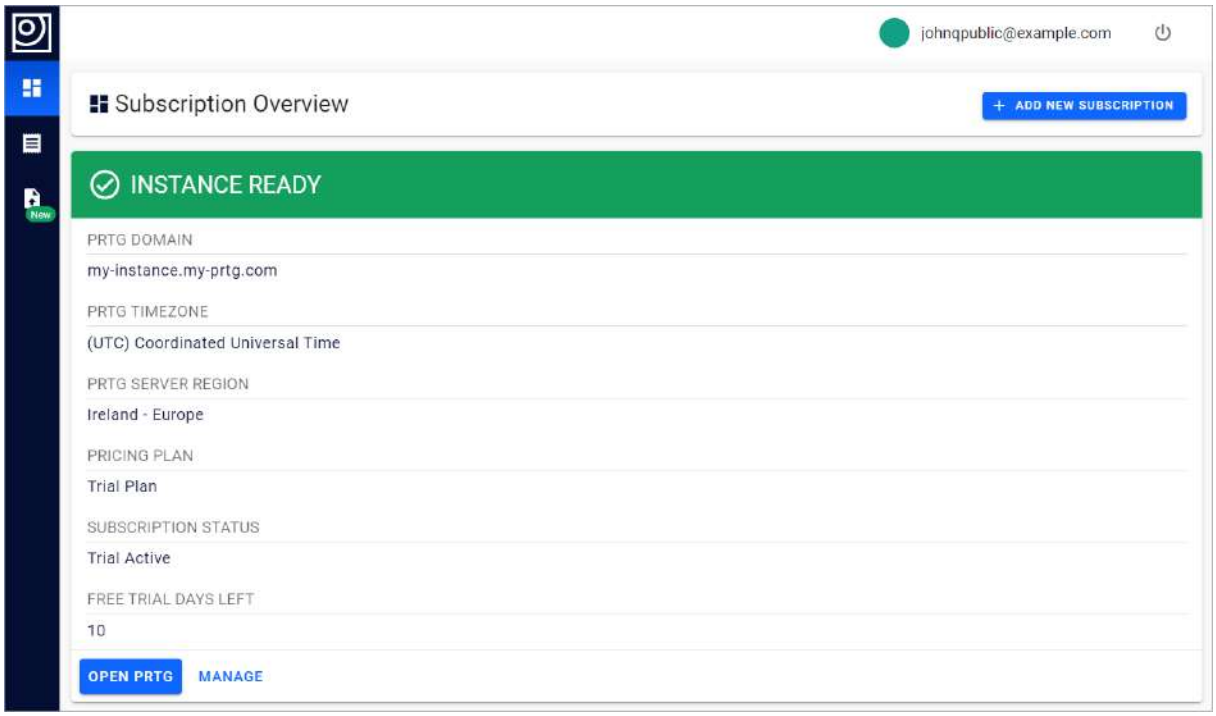
Login Screen

Provide the credentials that you entered when you signed up, the code that is shown, and click Log In, or use single sign-on (SSO) and continue with your Google, Amazon, or Microsoft account via the respective button.

In this section:

- Subscription Overview 63

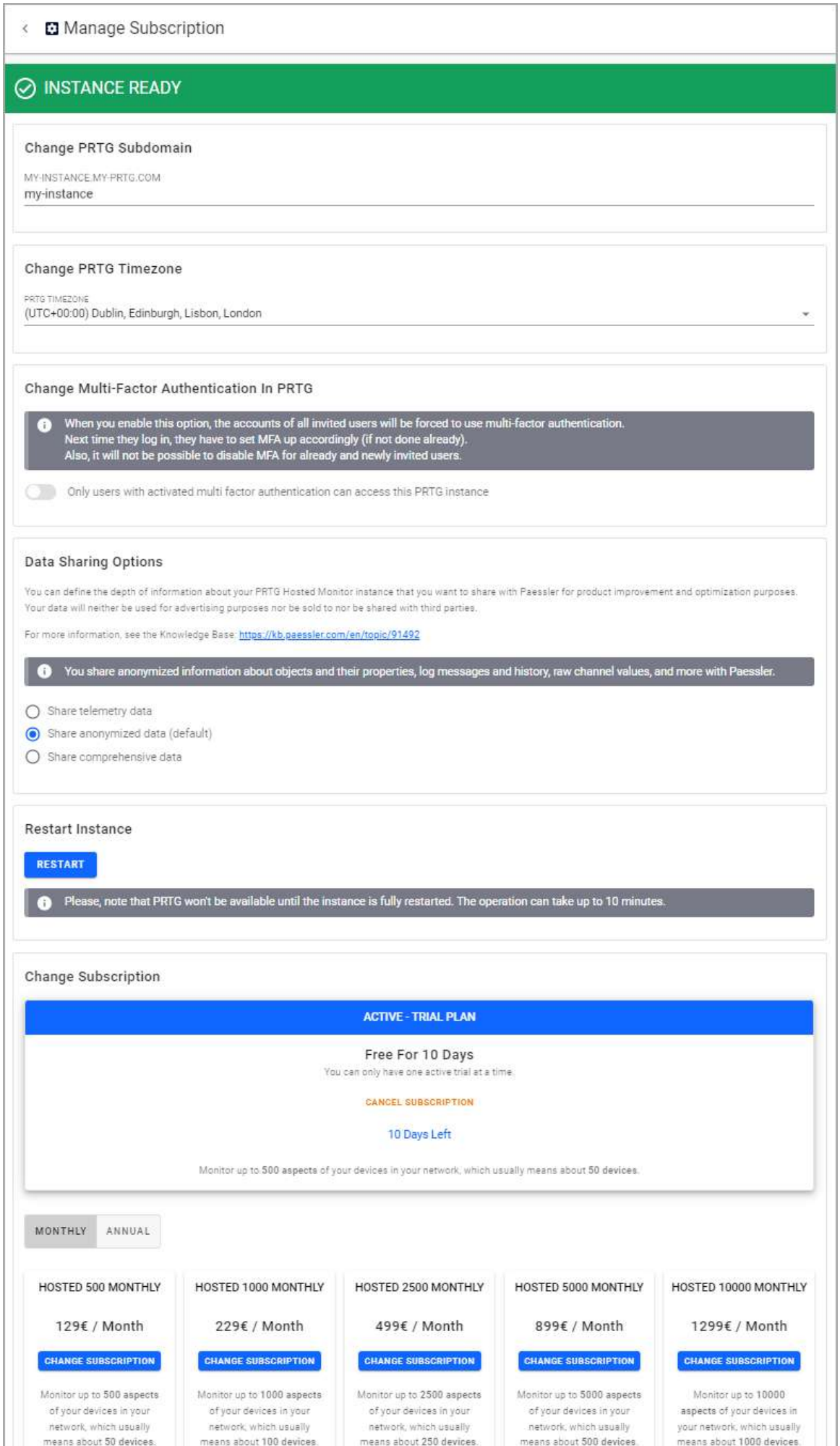
Subscription Overview



Subscription Overview

Here you see an overview of your PRTG Hosted Monitor subscription. Click Add New Subscription to upgrade to a commercial subscription, for example. Click Open PRTG to open your PRTG Hosted Monitor instance in the PRTG web interface. Or click Manage to manage your subscription.

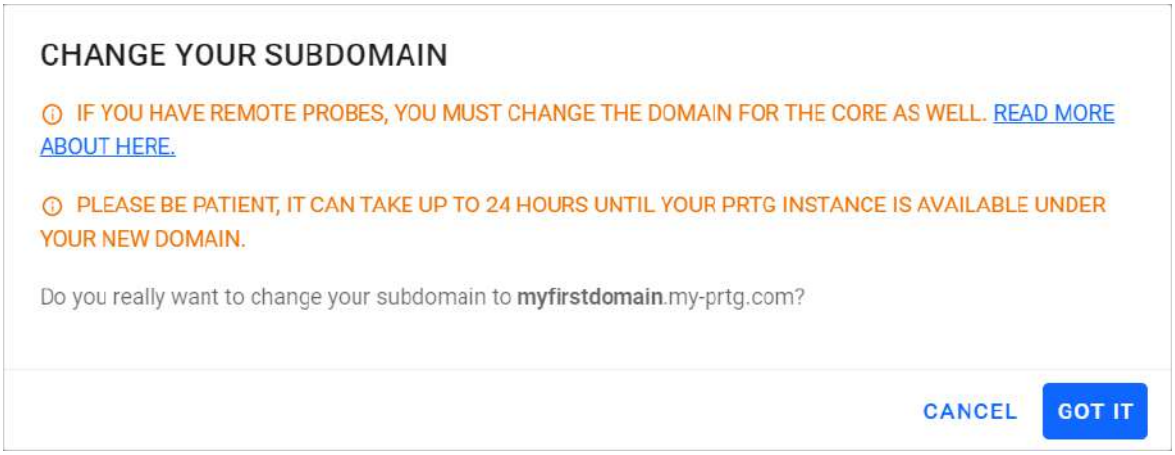
Manage Subscription


Manage Subscription
INSTANCE READY
Change PRTG Subdomain
MY-INSTANCE.MY-PRTG.COM
my-instance
Change PRTG Timezone
PRTG TIMEZONE
(UTC+00:00) Dublin, Edinburgh, Lisbon, London
Change Multi-Factor Authentication In PRTG
When you enable this option, the accounts of all invited users will be forced to use multi-factor authentication.
Next time they log in, they have to set MFA up accordingly (if not done already).
Also, it will not be possible to disable MFA for already and newly invited users.
Only users with activated multi factor authentication can access this PRTG instance
Data Sharing Options
You can define the depth of information about your PRTG Hosted Monitor instance that you want to share with Paessler for product improvement and optimization purposes.
Your data will neither be used for advertising purposes nor be sold to nor be shared with third parties.
For more information, see the Knowledge Base: https://kb.paessler.com/en/topic/91492
You share anonymized information about objects and their properties, log messages and history, raw channel values, and more with Paessler.
Share telemetry data
Share anonymized data (default)
Share comprehensive data
Restart Instance
RESTART
Please, note that PRTG won't be available until the instance is fully restarted. The operation can take up to 10 minutes.
Change Subscription
ACTIVE - TRIAL PLAN
Free For 10 Days
You can only have one active trial at a time.
CANCEL SUBSCRIPTION
10 Days Left
Monitor up to 500 aspects of your devices in your network, which usually means about 50 devices.
MONTHLY
ANNUAL
HOSTED 500 MONTHLY
129€ / Month
CHANGE SUBSCRIPTION
Monitor up to 500 aspects of your devices in your network, which usually means about 50 devices.
HOSTED 1000 MONTHLY
229€ / Month
CHANGE SUBSCRIPTION
Monitor up to 1000 aspects of your devices in your network, which usually means about 100 devices.
HOSTED 2500 MONTHLY
499€ / Month
CHANGE SUBSCRIPTION
Monitor up to 2500 aspects of your devices in your network, which usually means about 250 devices.
HOSTED 5000 MONTHLY
899€ / Month
CHANGE SUBSCRIPTION
Monitor up to 5000 aspects of your devices in your network, which usually means about 500 devices.
HOSTED 10000 MONTHLY
1299€ / Month
CHANGE SUBSCRIPTION
Monitor up to 10000 aspects of your devices in your network, which usually means about 1000 devices.

Change PRTG Subdomain

Here you can change your subdomain. The domain name can be anywhere from 4 to 60 characters long.

1. Enter a new domain name such as myfirstdomain. If you enter myfirstdomain as the domain name, for example, your PRTG Hosted Monitor instance is reachable under myfirstdomain.my-prtg.com.
   ⓘ If you have remote probes, you must manually change the domain name for the PRTG core server. This corresponds to the Server (IPv4 Address or DNS Name) setting in the PRTG Administration Tool.



Domain Change

2. Click Got It to continue. You can see the progress in the status bar.

ⓘ This can take a few minutes.

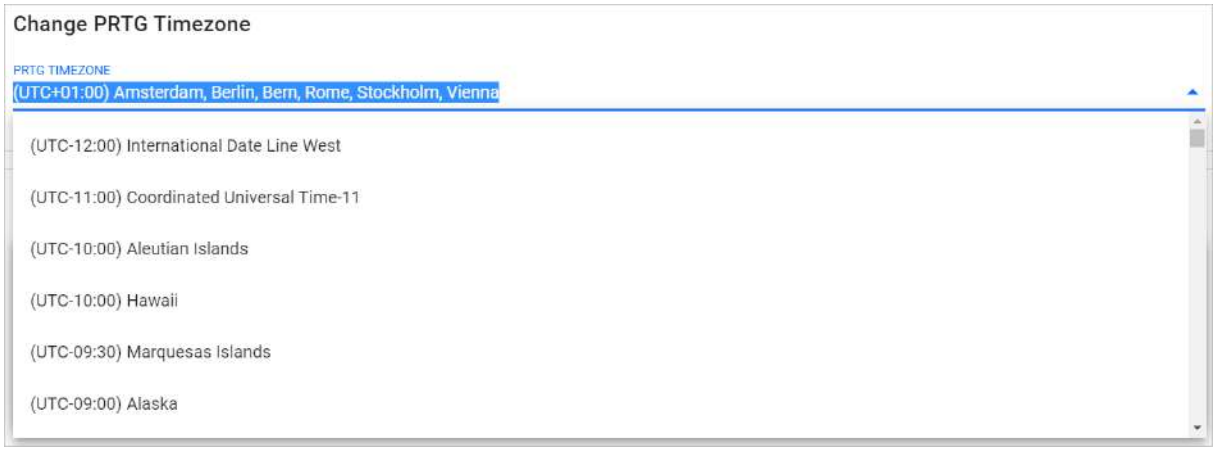
Domain Change Progress

When the change is complete, the PRTG Hosted Monitor instance is ready.

Instance Ready

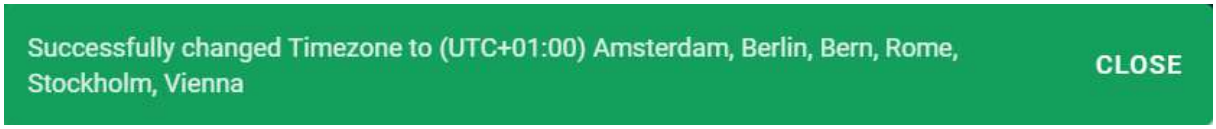
Change PRTG Timezone

Here you can change the time zone.



Time Zone Options

Select a time zone from the dropdown list. You see the following message.



Time Zone Changed

Change Multi Factor Authentication in PRTG

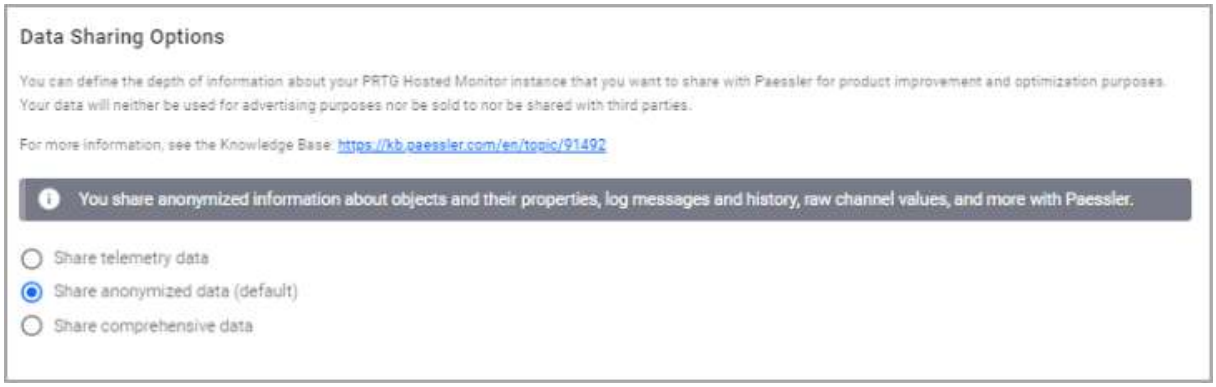
To enable multi-factor authentication for all users of your PRTG Hosted Monitor instance, click .

Change Multi-Factor Authentication in PRTG

ⓘ After you enable this option, multi-factor authentication is activated for all users of your PRTG Hosted Monitor instance and they are asked to scan a QR code with a Time-based One-time Password algorithm (TOTP) application and to enter the current one-time password (OTP) to finish the setup. For more information, see the Knowledge Base: Can I enable multi-factor authentication for my PRTG Hosted Monitor instance?

Data Sharing Options

To define the depth of information that you want to share with Paessler for product improvement and optimization purposes, you can choose among the given options.



<%H_Data Sharing_Options%>

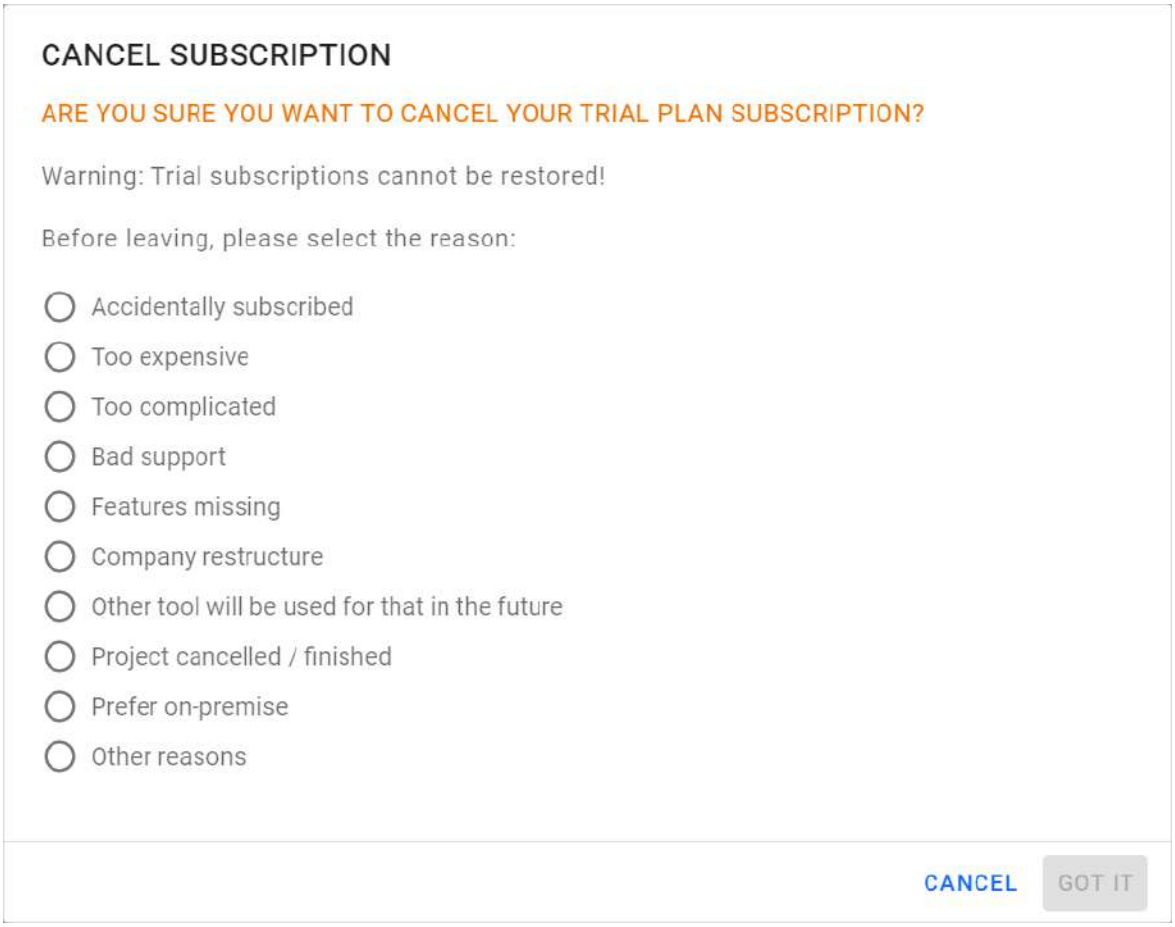
Restart Instance

To restart your PRTG Hosted Monitor instance, click Restart.

<%H_Restart Instance%>

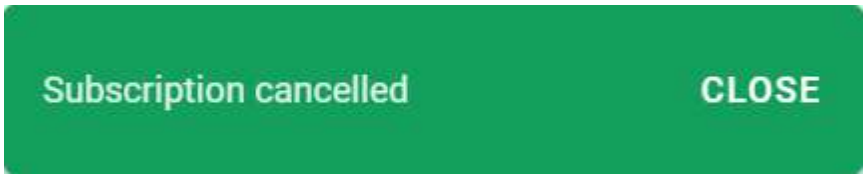
Cancel Subscription

1. Click Cancel Subscription to cancel your PRTG Hosted Monitor subscription.



Cancel Subscription

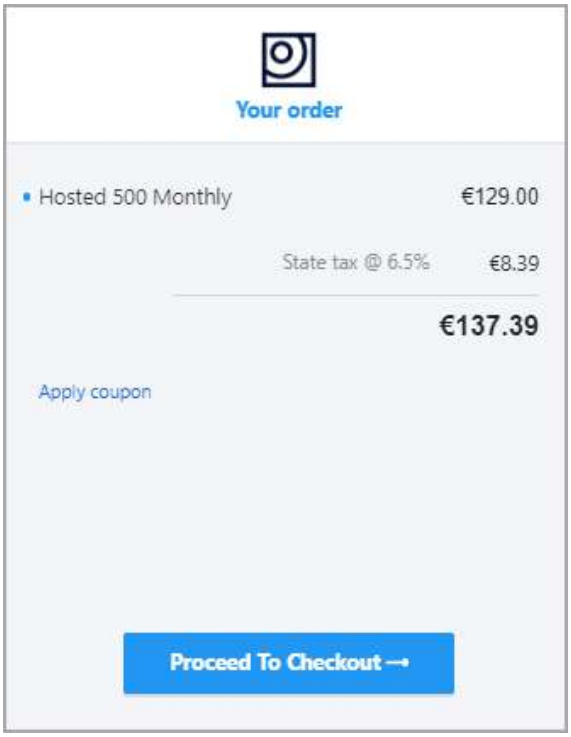
2. Click Got It to finalize the cancellation. You see the following message.



Subscription Cancelled

Change Subscription

1. Click Change Subscription to select a new PRTG Hosted Monitor subscription and to open the payment checkout dialog. You see an overview of your order.



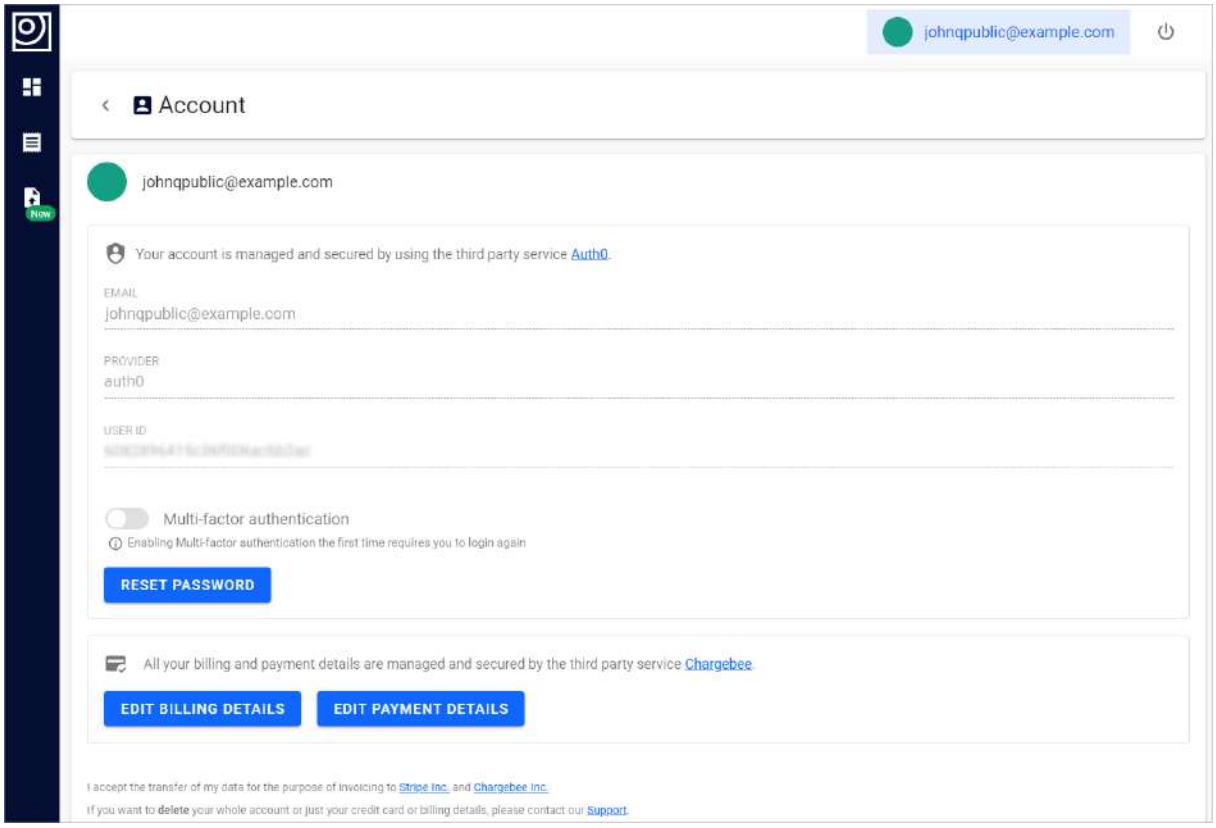
Change Subscription

2. Click Proceed To Checkout and follow the steps to enter your name, billing address, and credit card information if you did not do so during the creation of your PRTG Hosted Monitor instance.

Account Settings

Click your account in the upper-right corner of the PRTG Hosted Monitor web portal to open your account settings. Here you can view your profile, change your password, or enable or disable multi-factor authentication.

For more information, see section Use Multi-Factor Authentication with PRTG Hosted Monitor 79.

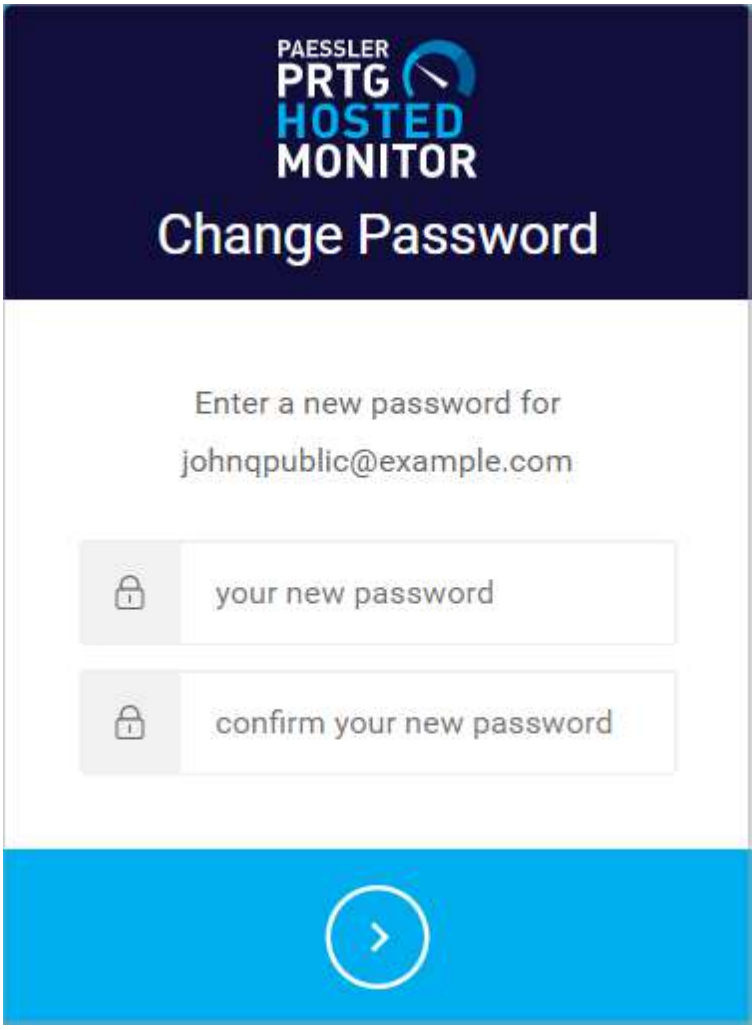


Account Overview

Reset Password

1. Click Reset Password to change the password for your PRTG Hosted Monitor account. PRTG then notifies you that an email has been sent to your inbox.

2. Go to your inbox and open the email. Click Change Password to go to the change password screen.



Change Passw ord

3. Enter your new password, then enter it again to confirm it.

Billing Details

1. Click Edit Billing Details to change your billing address.

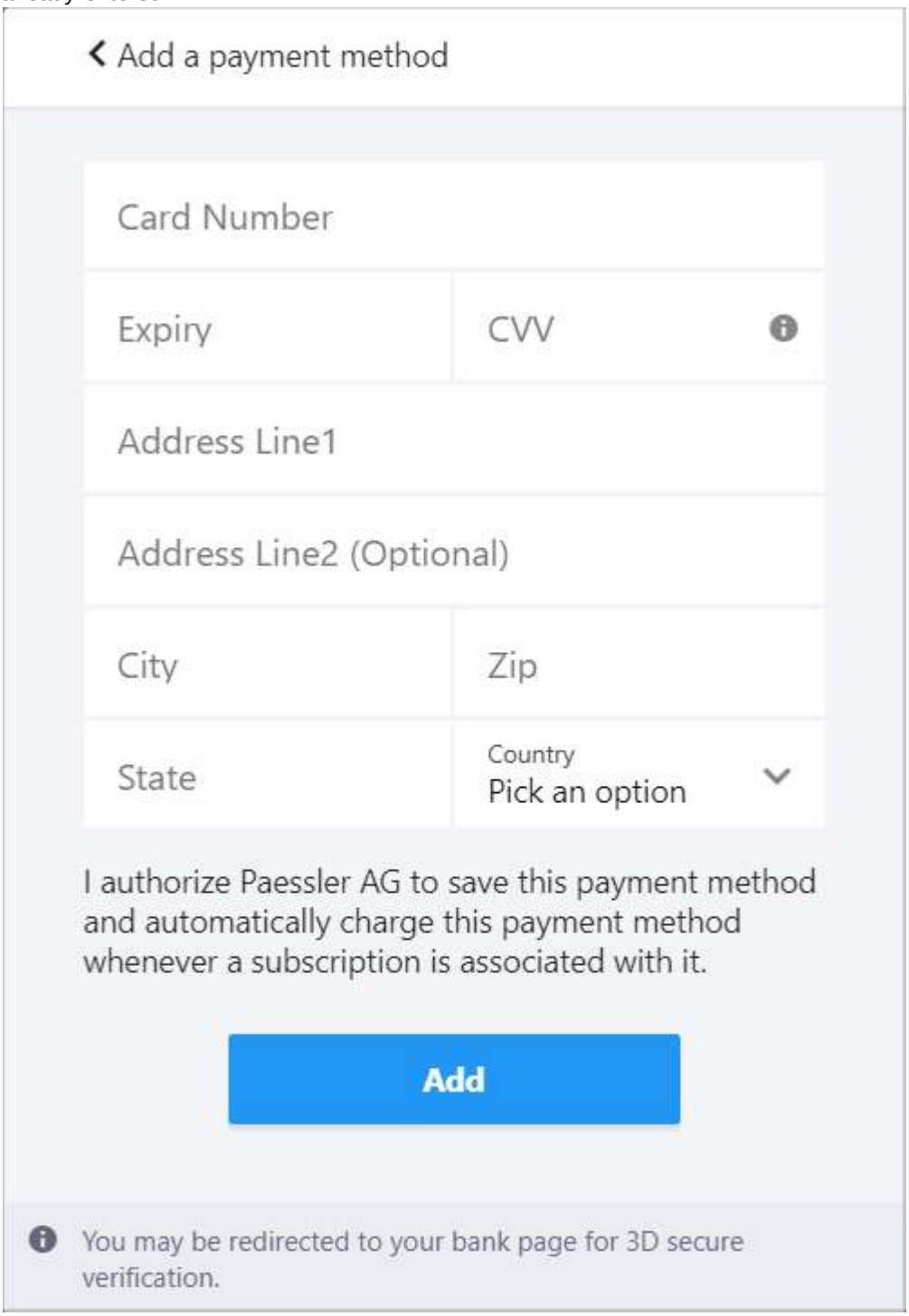
Billing and Shipping Addresses

2. Select the billing address that you want to change.
3. Enter the new information and select Update to change it.

Payment Details

When you purchase a PRTG Hosted Monitor subscription, you need your payment information.

1. Enter your payment details and billing details here to save them for later use or edit details you already entered.

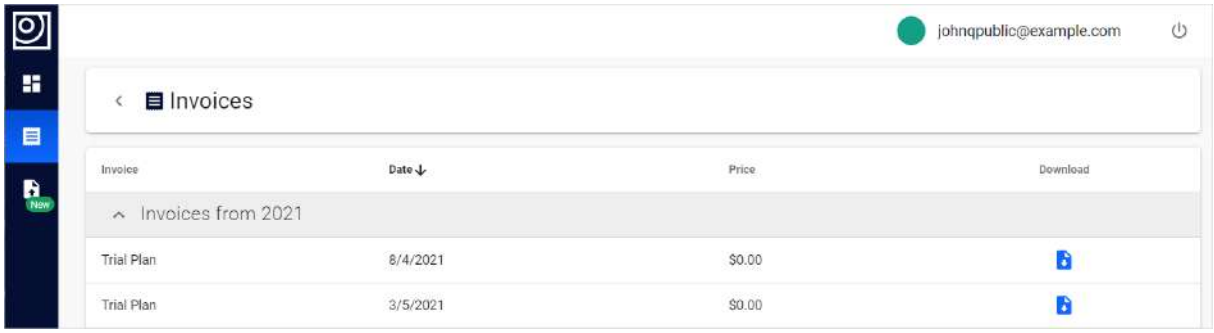


Add a Payment Method

2. Click Add to add the new payment details.

Invoices

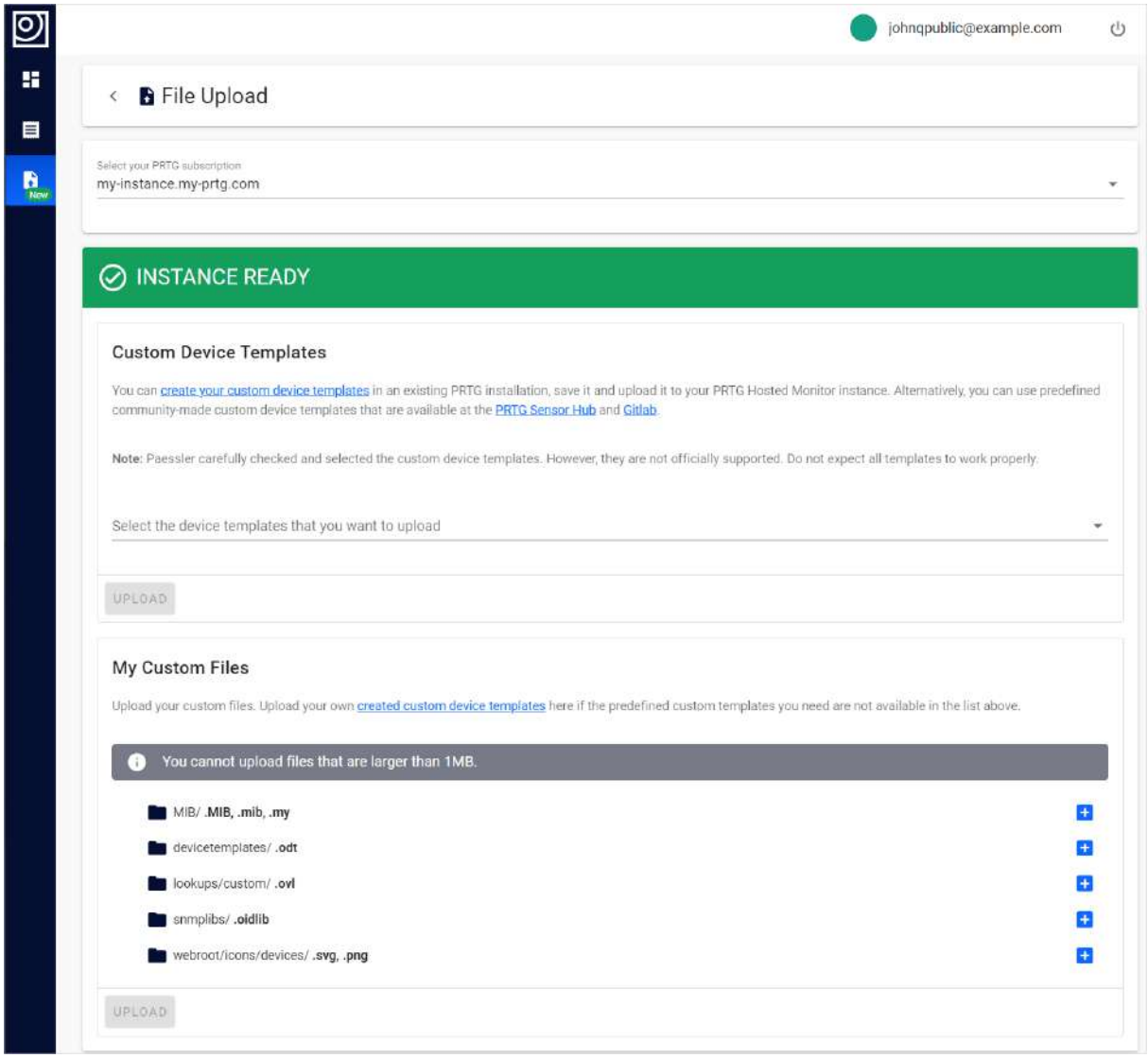
Here you can view and download all of your invoices.



Invoices

Upload

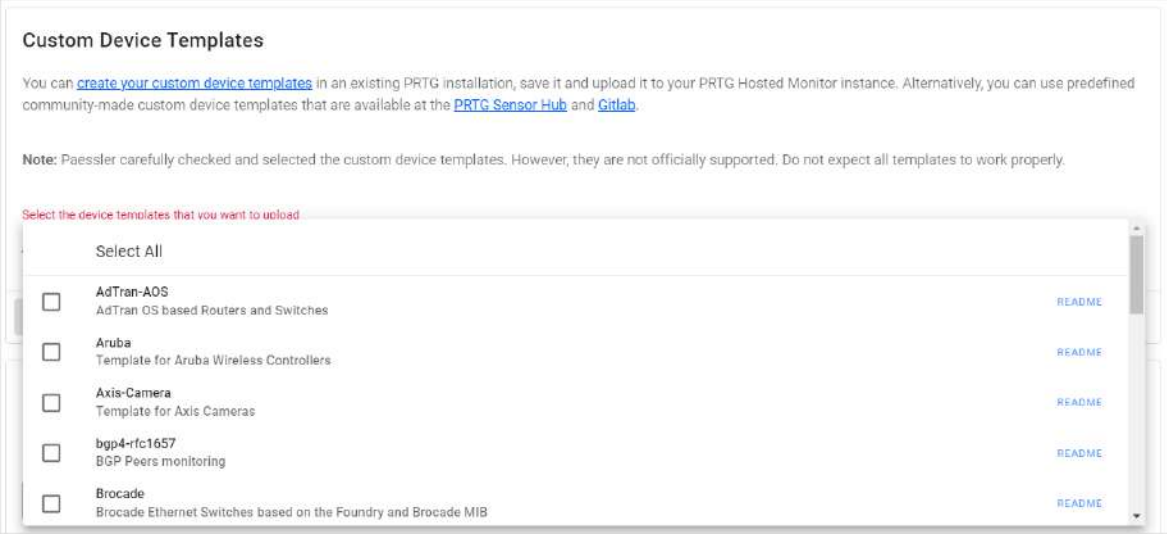
Here you can upload custom device templates[75] and custom files[76].



Upload

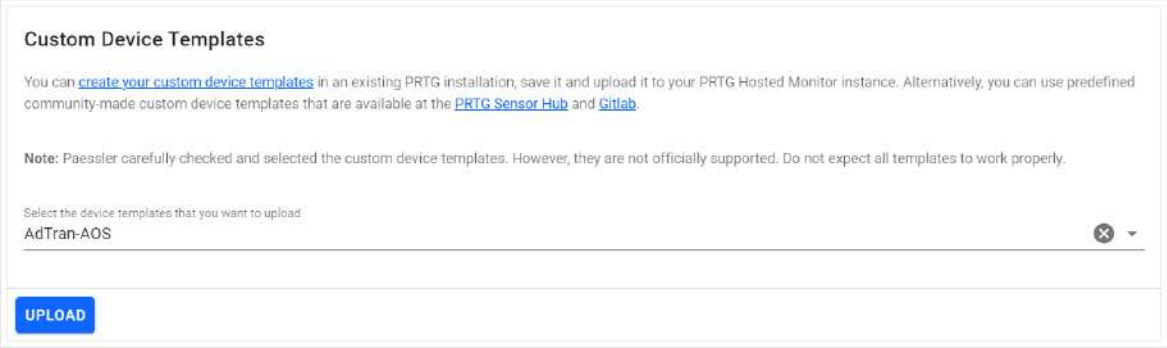
Upload Device Templates

1. Click Select your PRTG subscription to select the subscription for which you want to upload files.
2. Click Select the device templates that you want to upload to select one or more device templates.



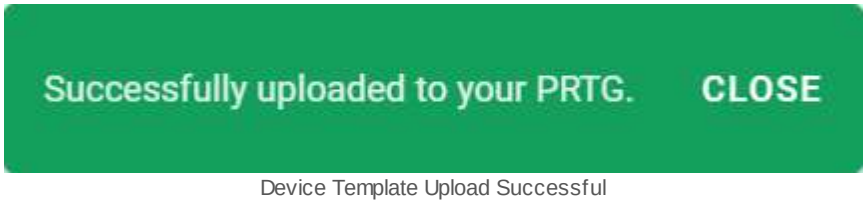
Device Templates

3. Enable the check box next to one or more device template names to select them.
   ⓘ You can also click Readme to open the README.md file of the device template in GitLab.
4. Click outside of the dropdown list to continue.



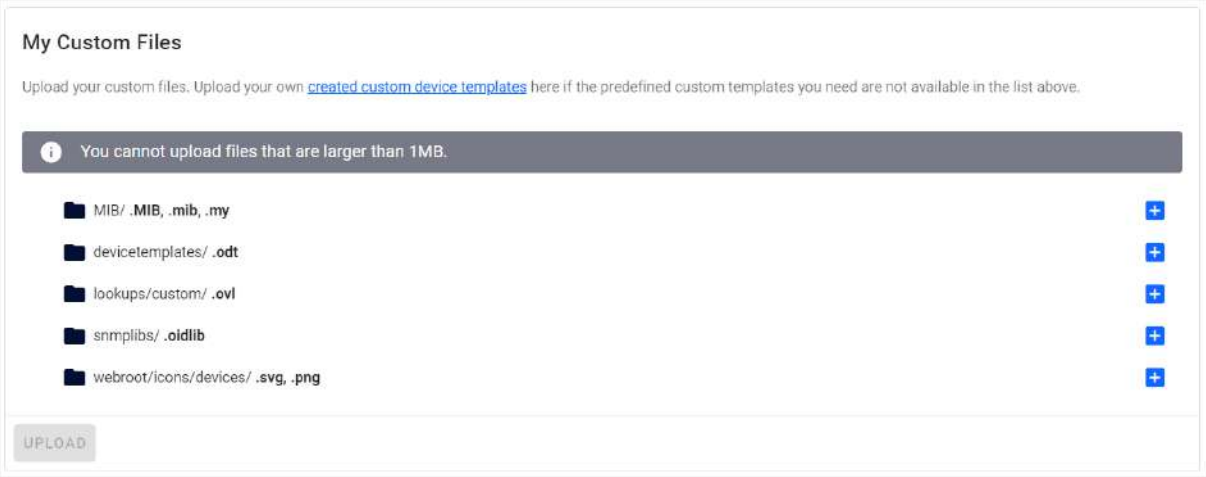
Upload File

5. Click Upload to upload the device templates.



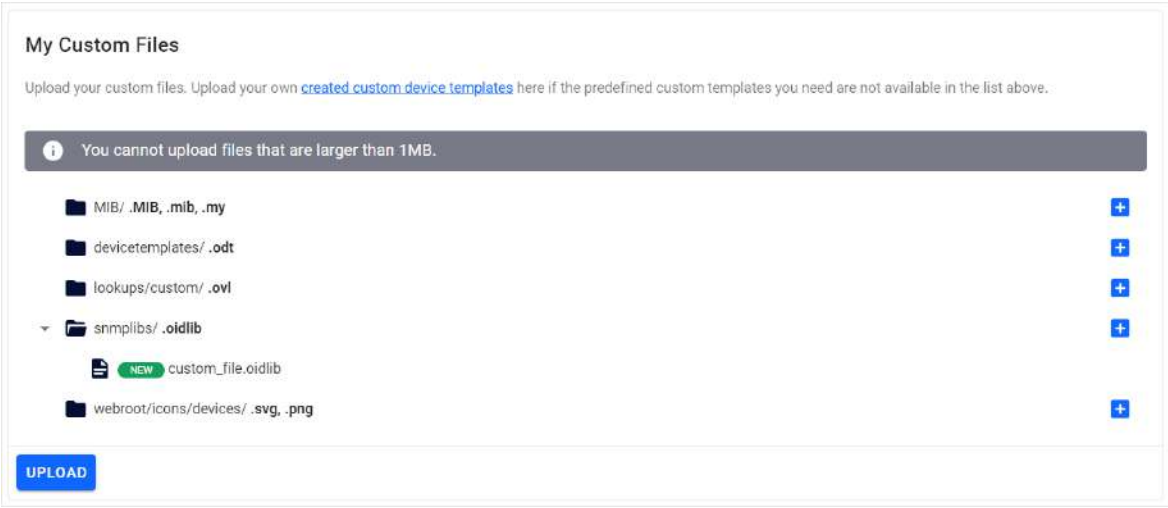
Device Template Upload Successful

Upload Custom Files



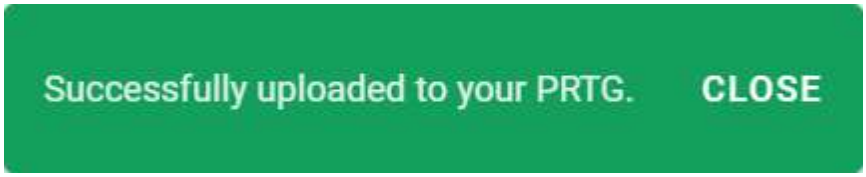
Custom Files

1. Click ➕ next to the type of file that you want to upload and browse for the path to the file in the File Explorer.
2. Select the file and click Open.



Custom File

3. Click Upload to upload the custom device template files.



Custom File Upload Successful

Logout

Click Logout in the upper-right corner to log out of your PRTG Hosted Monitor account.

More

- KNOWLEDGE BASE

Can I enable multi-factor authentication for my PRTG Hosted Monitor instance?

- https://kb.paessler.com/en/topic/88234

3.3 Use Multi-Factor Authentication with PRTG Hosted Monitor

You can use multi-factor authentication with PRTG Hosted Monitor. In combination with an authenticator app that supports the Time-based One-time Password algorithm (TOTP), such as Google Authenticator, you can make your PRTG Hosted Monitor instance even more secure.

Multi-factor authentication is only available in PRTG Hosted Monitor. For more information, see the Knowledge Base: Can I enable multi-factor authentication for my PRTG Hosted Monitor instance?

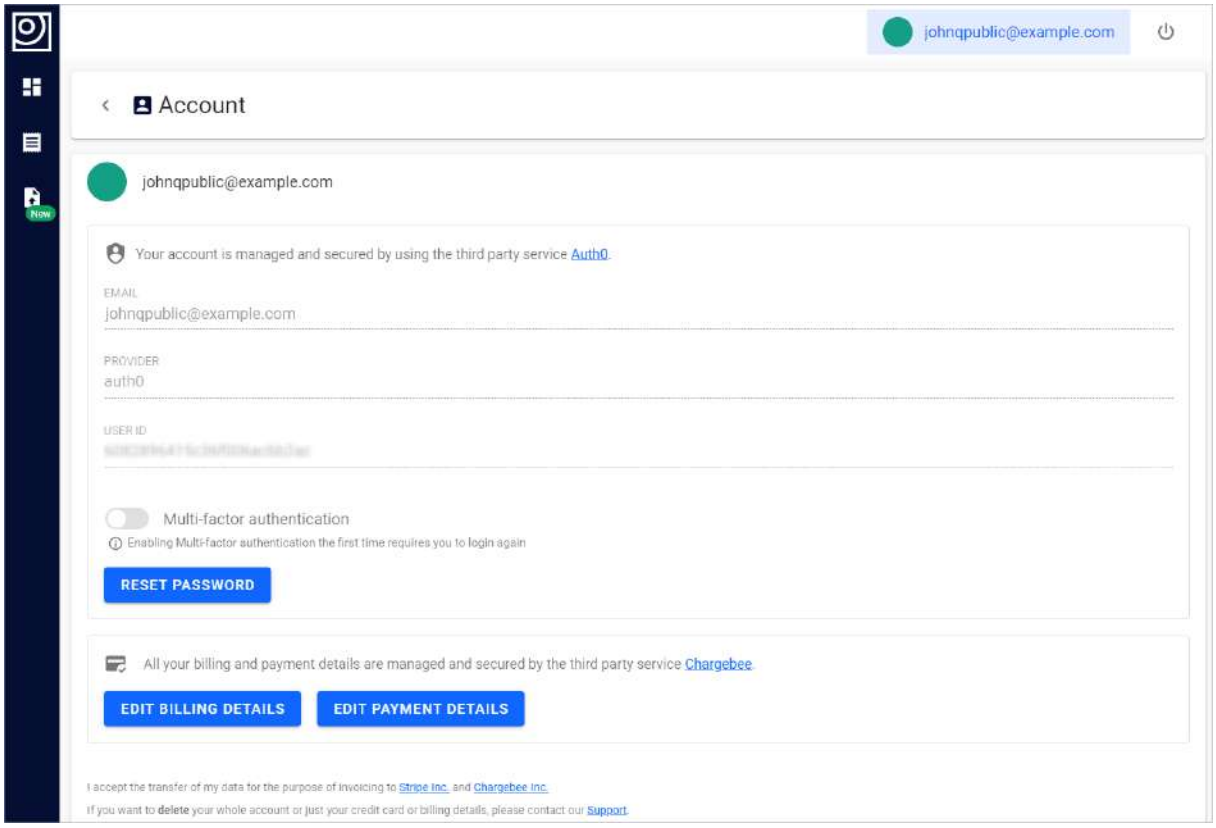
In this section:

Initial Setup

To set up multi-factor authentication for your PRTG Hosted Monitor instance, open a web browser, go to the PRTG Hosted Monitor web portal, and log in. Then click your account in the upper-right corner.

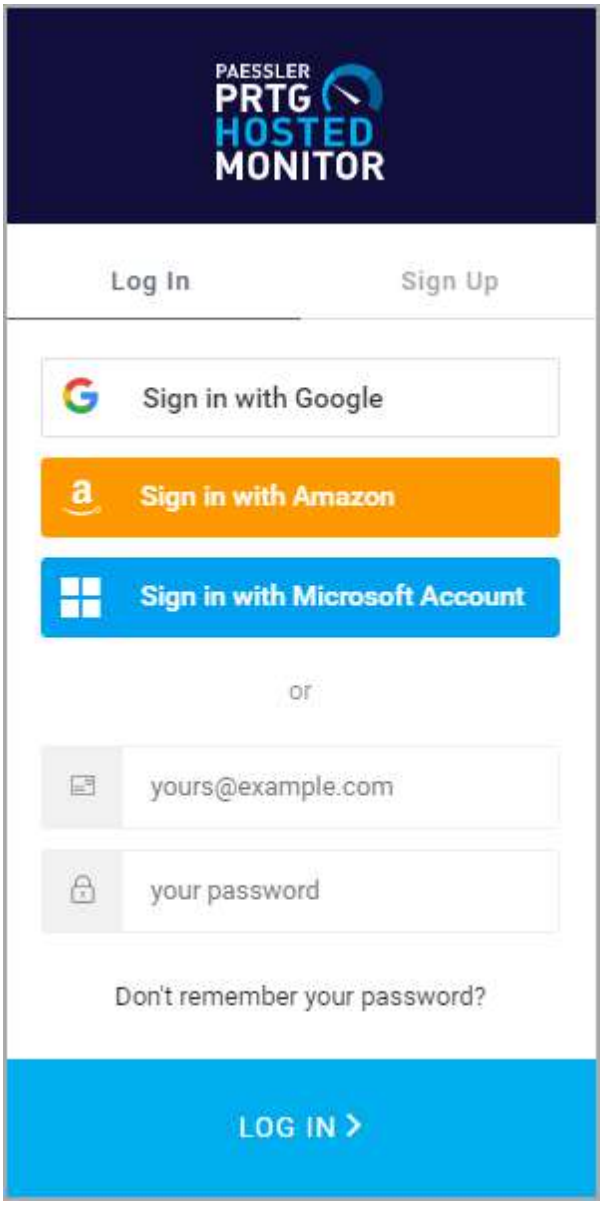
We recommend that you use Google Chrome 72.

You can only enable multi-factor authentication for your own user account here. To enable or disable multi-factor authentication for all users of your PRTG Hosted Monitor instance, go to Manage Subscription. For more information, see section Manage a PRTG Hosted Monitor Subscription 67.



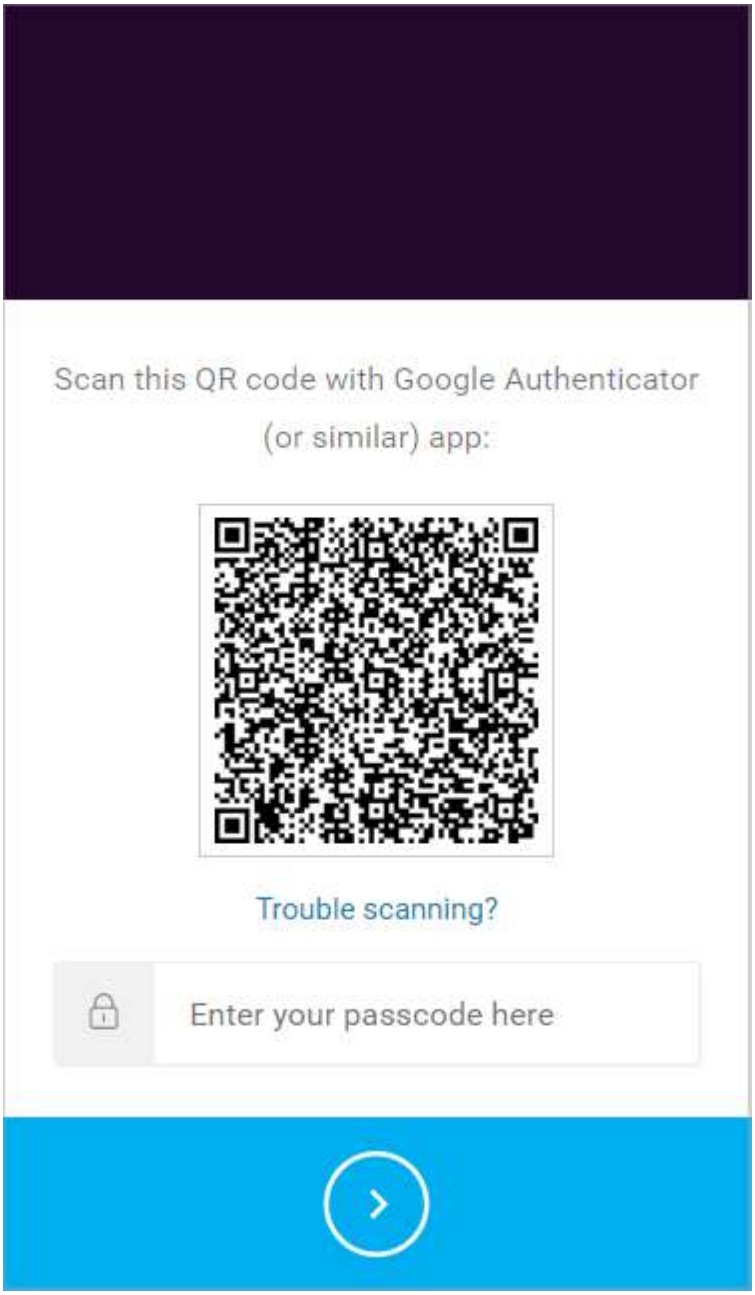
Account Overview

1. To enable multi-factor authentication, click .
   ⓘ If you enable multi-factor authentication for the first time, you must log in again.



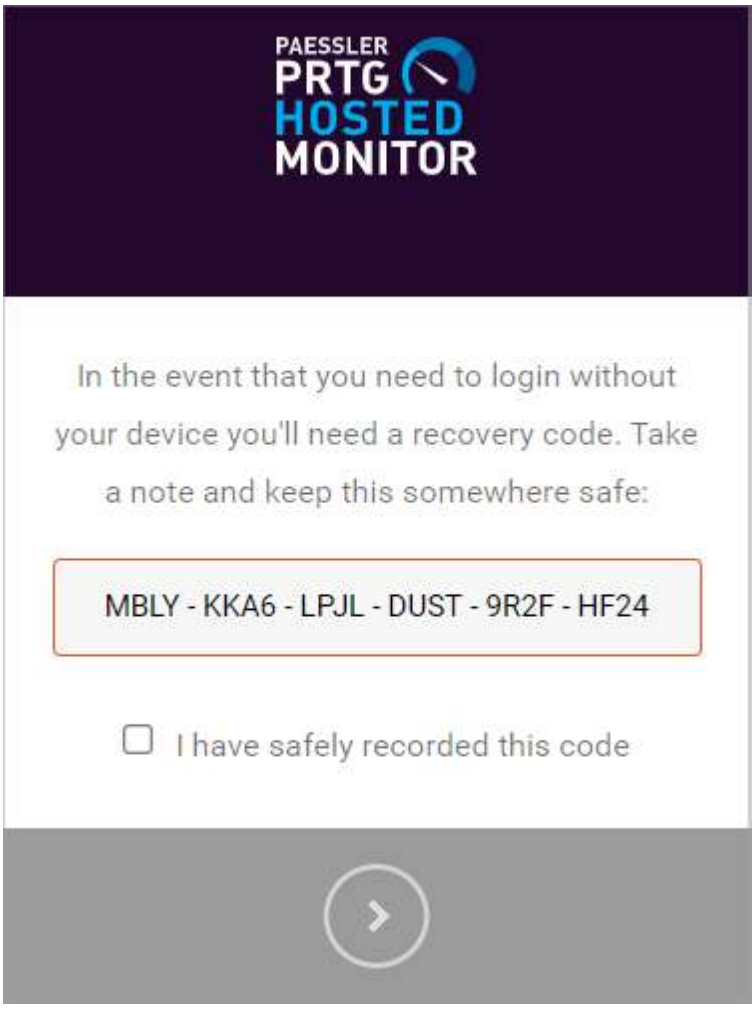
Login Screen

2. Provide the credentials you entered when you signed up and click Log In, or use single sign-on (SSO) and continue with your Google, Amazon, or Windows account via the respective button.



Scan QR Code

3. Scan the QR code with your authenticator app and enter the passcode from the authenticator app in the field below the QR code.
   If your authenticator app is unable to scan the code, see Manually Enter the QR Code 84 for more information.



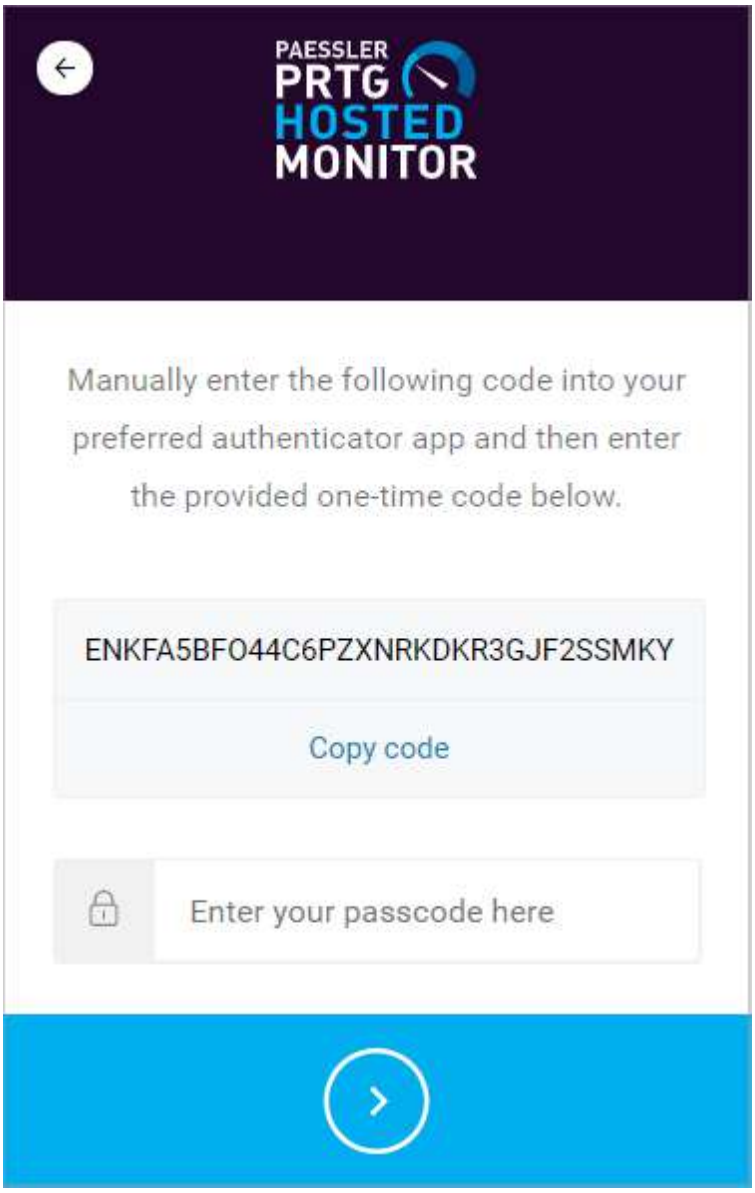
Recovery Code

4. You receive a recovery code. Make sure to save it somewhere safe. Click the check box to confirm that you have safely recorded the code.
5. Click to log in to the PRTG Hosted Monitor web portal.

If you lose your recovery code, contact the Paessler support team.

Manually Enter the QR Code

1. If your authenticator app is unable to scan the QR code, click Trouble scanning?.

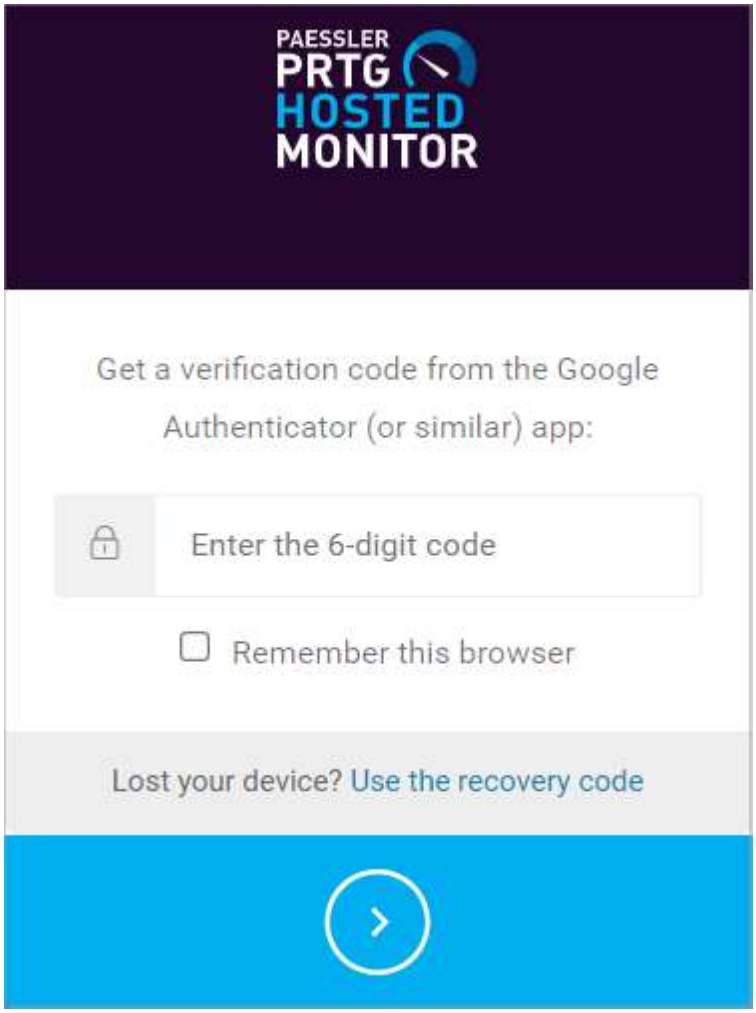


Manually Enter the QR Code

2. Follow the instructions in your authenticator app to manually enter the code.
3. Enter the one-time passcode that your authenticator app generates in the Enter your passcode here field.
4. Click to continue.

Log In With Multi-Factor Authentication

After you set up multi-factor authentication, the next time you log in to the PRTG Hosted Monitor web portal, you see an additional login screen.



Log In With Multi-Factor Authentication

1. Enter the 6-digit code from your authenticator app.
2. Select the check box next to Remember this browser if you do not want to enter the code in this browser every time you log in.
   ⓘ This applies for 30 days. If you clear your browsing data such as cookies during this time, it no longer applies.
3. Click to continue.

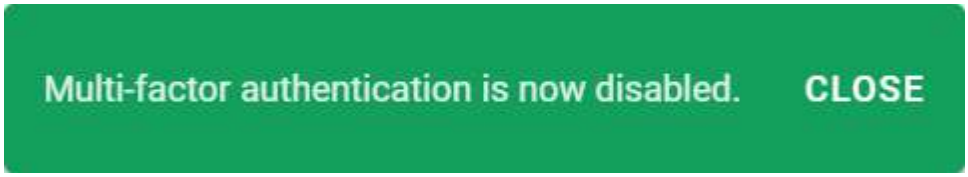
ⓘ If you lose your device, see Use The Recovery Code 86 for more information.

Disable Multi-Factor Authentication

To disable multi-factor authentication, follow these steps:

1. Log in to the PRTG Hosted Monitor web portal.
2. Click your account in the upper-right corner.
3. Click under Multi-Factor Authentication.

You see the following message.

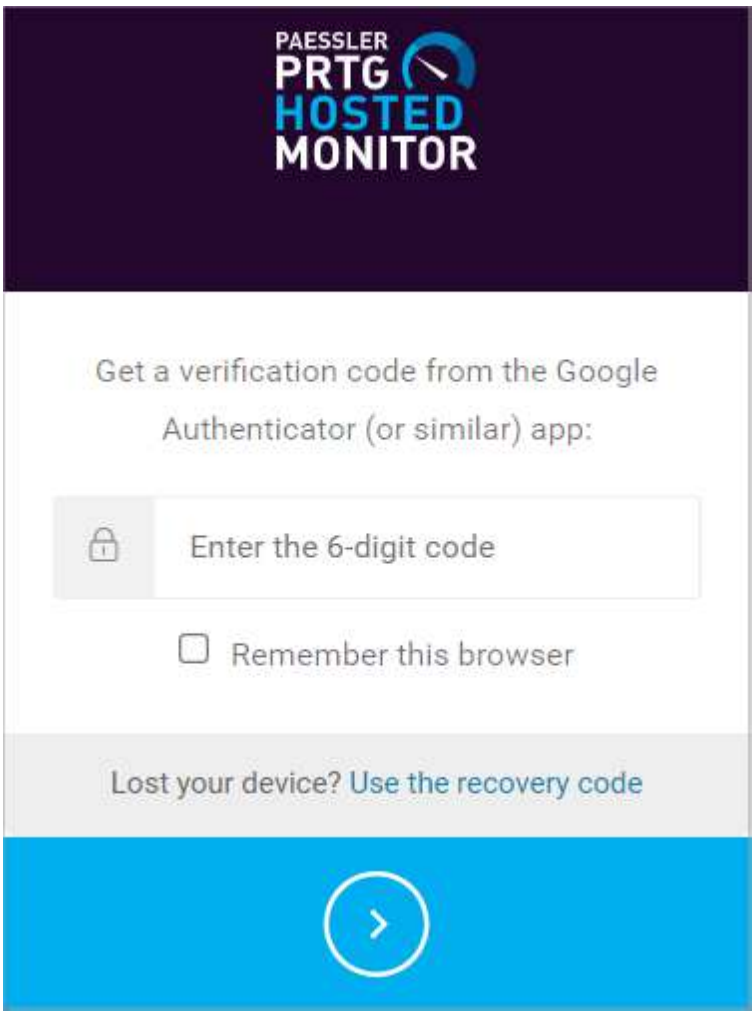


Multi-Factor Authentication Now Disabled

The next time you log in to the PRTG Hosted Monitor web portal, multi-factor authentication is no longer enabled.

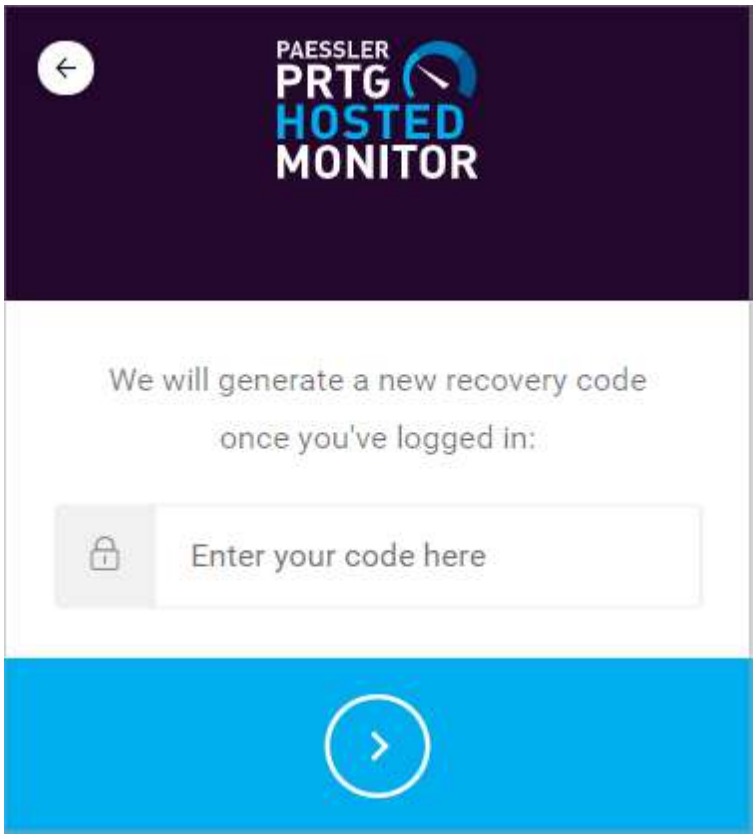
Use The Recovery Code

1. If you lose your device, click Use the recovery code on the login screen.



Log In With Multi-Factor Authentication

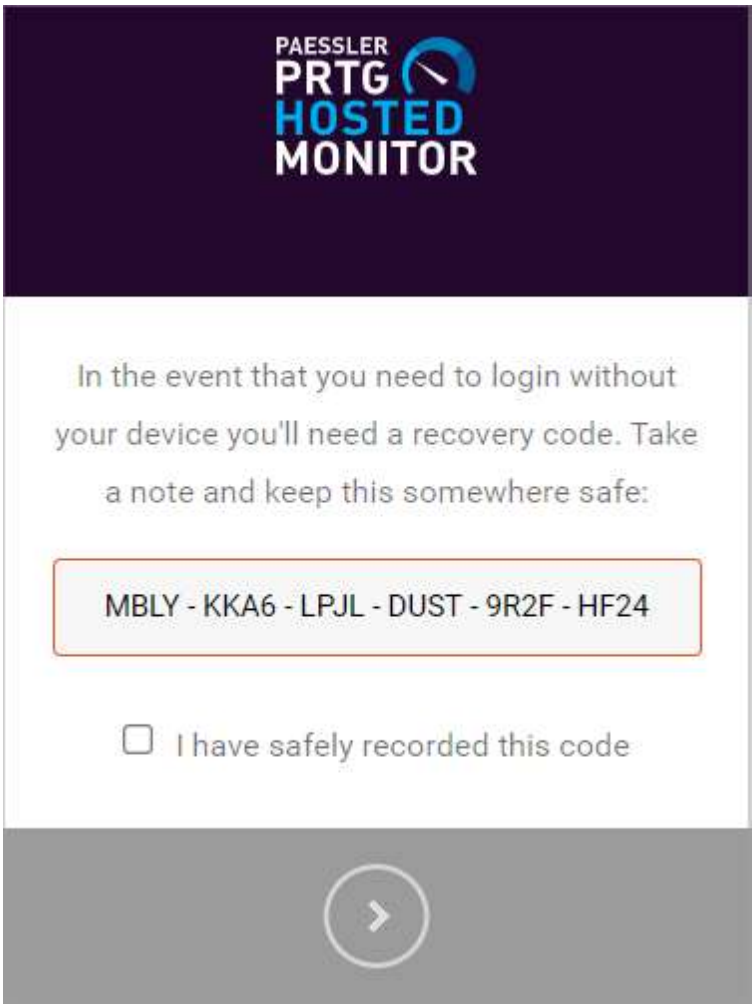
You see the following screen.



Enter Recovery Code

2. Enter your recovery code and click to continue.
   The recovery code must contain 24 alphanumeric characters.

3. You receive a new recovery code.



Recovery Code

4. Make sure to save the recovery code somewhere safe. Click the check box to confirm that you have safely recorded the code.
5. Click to log in to the PRTG Hosted Monitor web portal.

ⓘ If you lose your recovery code, contact the Paessler support team.

More

KNOWLEDGE BASE

Can I enable multi-factor authentication for my PRTG Hosted Monitor instance?

- https://kb.paessler.com/en/topic/88234

Part 4
Installing the Software

4 Installing the Software

The following sections show you how to download and install PRTG Network Monitor. If you want to use PRTG Hosted Monitor, go straight to section Create a PRTG Hosted Monitor Instance to get started.

In this section:

4.1 Download PRTG

Download the latest stable version of PRTG from the Paessler website as a trial version[21]. Buy or upgrade your license or renew your maintenance at the Paessler shop.

Dow nload PRTG

ⓘ Once you have installed PRTG, the auto-update[3402] automatically downloads and installs new software versions.

4.2 Update From Previous Versions

If you have a previous PRTG version installed, there are several things you need to consider before you update to the newest PRTG version. See also the system requirements 23 for all requirements.

While in most cases, your monitoring data and configuration are maintained when you update PRTG, we still recommend that you have a backup of both. For more information, see the Knowledge Base: How do I back up all data and configuration of my PRTG installation?

In certain cases, antivirus software like Windows Defender interferes with the PRTG installer. This might cause high CPU load on the PRTG core server, which might prevent an update. Temporarily disable Windows Defender and other antivirus software if you have issues when you install PRTG updates.

On PRTG Hosted Monitor instances, updates are managed automatically, so you do not need to do them manually.

In this section:

- Update to PRTG 22.2.77 92
- Update from PRTG 16.1.22 or later 92
- Update from Older PRTG Products 93

Update to PRTG 22.2.77

As of PRTG 22.2.77, PRTG is signed with renewed certificates. To seamlessly update to any version as of PRTG 22.2.77, an intermediate update is required for the PRTG core server and all probes if you run a version previous to PRTG 22.1.75. If you auto-update from previous versions (lower than PRTG 22.1.75), PRTG automatically installs an intermediate version first. The intermediate version you receive via auto-update or from the Paessler support team is PRTG 22.1.75.1594. You must perform an additional auto-update to install the newest version. PRTG notifies you with a ticket 211 about this. Your configuration is kept.

We recommend that you use the auto-update to install the newest PRTG version.

Update from PRTG 16.1.22 or later

If you run any version as of PRTG 16.1.22 or later, install 94 the newest version on top of the previous version. Your configuration is kept. PRTG automatically updates remote probes 3621 as well. If you have configured PRTG as a failover cluster 128, you only need to install an update on any cluster node (master node or failover node). PRTG automatically deploys the new version to the cluster.

We recommend that you use the auto-update 3402 to install the newest version. Always make sure that you have a proper backup of your monitoring data.

Important notes:

- PRTG 19.3.52: PRTG does not run on Windows XP anymore. Make sure that you install PRTG on an officially supported operating system 27.
- PRTG 19.1.48: Sensors that require the .NET framework need .NET 4.7.2 or later. For more information, see the Knowledge Base: Which .NET version does PRTG require?

- PRTG 18.3.43: PRTG does not run on Windows Server 2003 R2 anymore. Make sure that you install PRTG on an officially supported operating system.
- PRTG 17.3.34: This version comes with a completely rewritten PRTG web interface. If you have customized the PRTG web interface with one of the dedicated files in a previous version, all your customizations are lost as soon as you install PRTG 17.3.34. You must redo your changes to keep the customizations.
- PRTG 16.3.26: The Mobile Web GUI was removed from PRTG.
- PRTG 16.2.25: Several sensors were removed from PRTG.

Update from Older PRTG Products

For more information on updating from older PRTG versions, see the Knowledge Base: How do I update from older versions?

More

KNOWLEDGE BASE

How do I back up all data and configuration of my PRTG installation?

- https://kb.paessler.com/en/topic/523

Which .NET version does PRTG require?

- https://kb.paessler.com/en/topic/60543

Why do I get an error message when trying to restart Windows Server 2019 after a PRTG update?

- https://kb.paessler.com/en/topic/86854

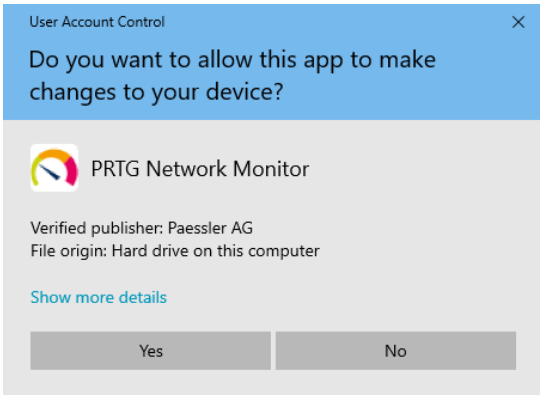
How do I update from older versions?

- https://kb.paessler.com/en/topic/91395

4.3 Install a PRTG Core Server

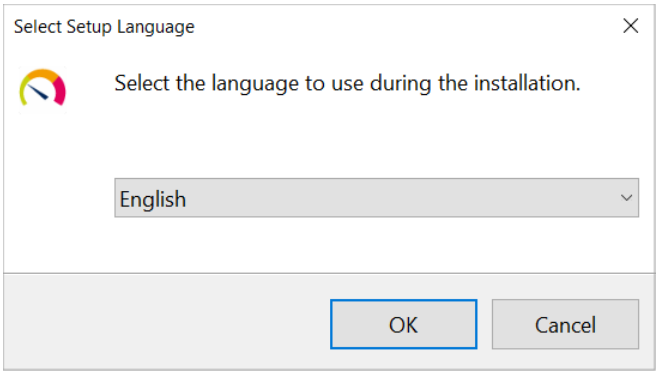
Installing PRTG Network Monitor works like other Windows-based applications. To install PRTG, run the installation setup program from the .zip file that you downloaded.

1. Confirm the question of the Windows User Account Control with Yes to allow PRTG to install. The installation dialog guides you through the installation process.



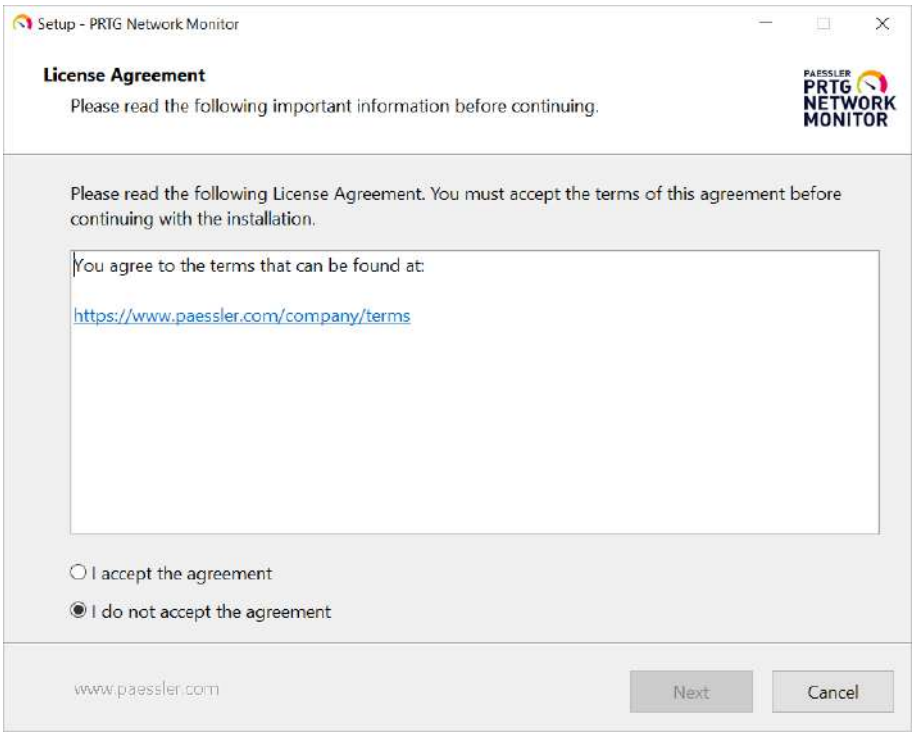
Windows User Account Control Confirmation Request

2. Select a language for the installation and click OK. The available language options depend on both your Windows version and the setup file.



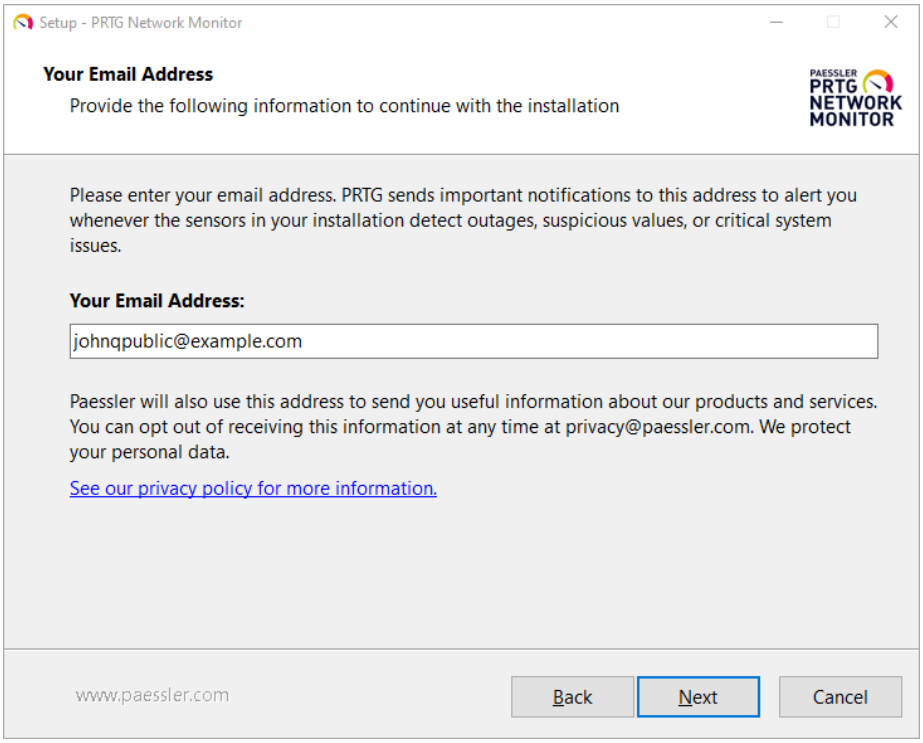
Setup Language Selection

3. Accept the license agreement and click Next.



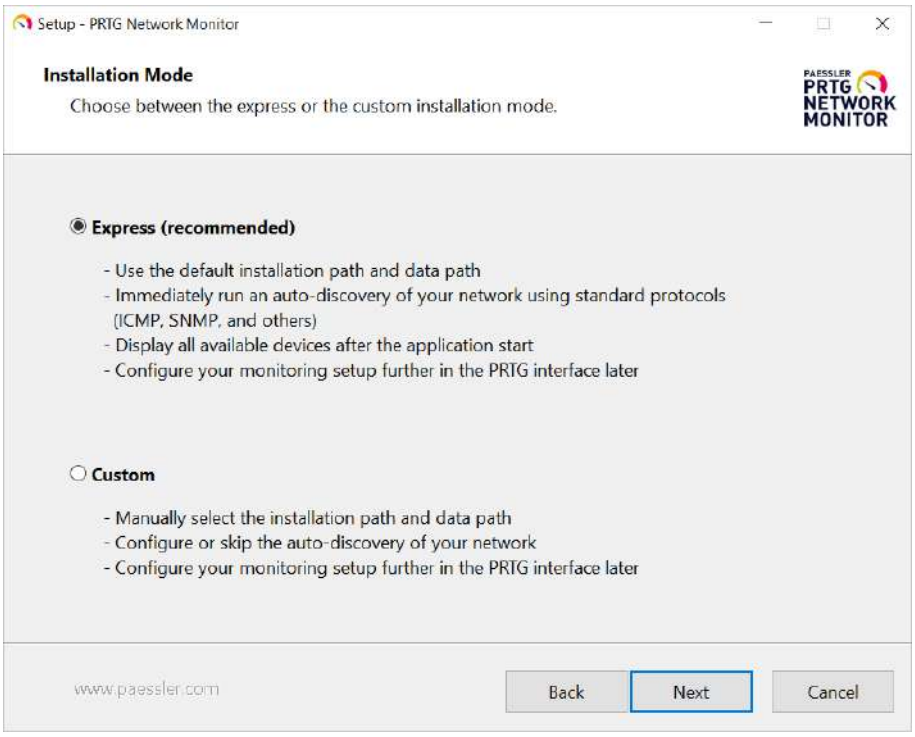
Setup Dialog: License Agreement

4. Enter your email address to make sure you receive important system alerts and click Next.



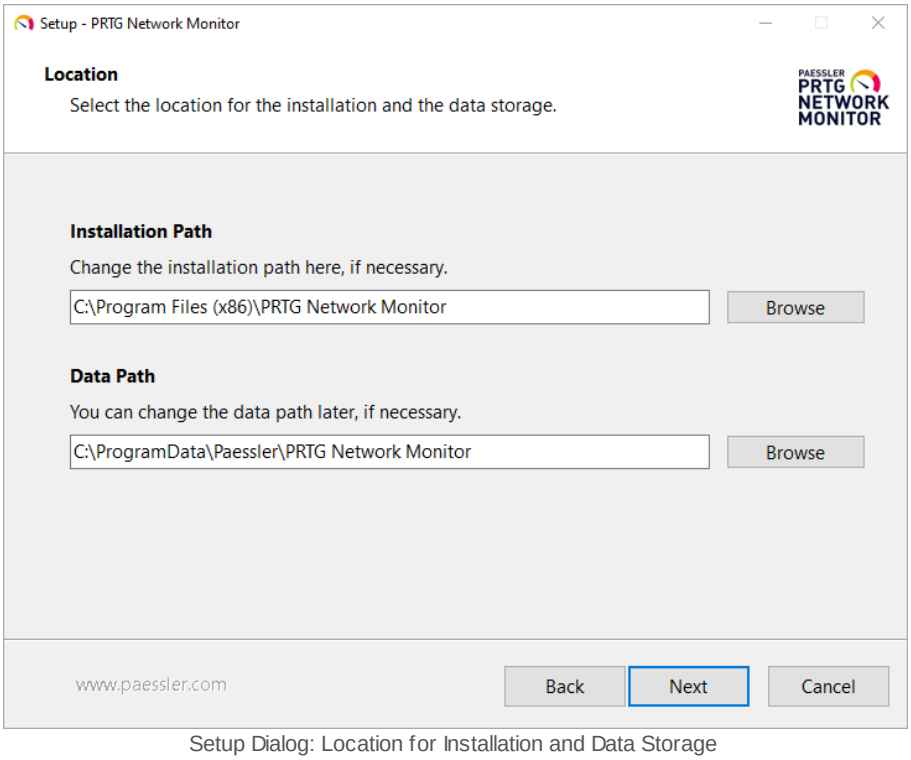
Setup Dialog: Your Email Address

5. Select if you want to use the Express or the Custom installation mode and click Next. If you select the Express installation mode, you can directly proceed with step 9.



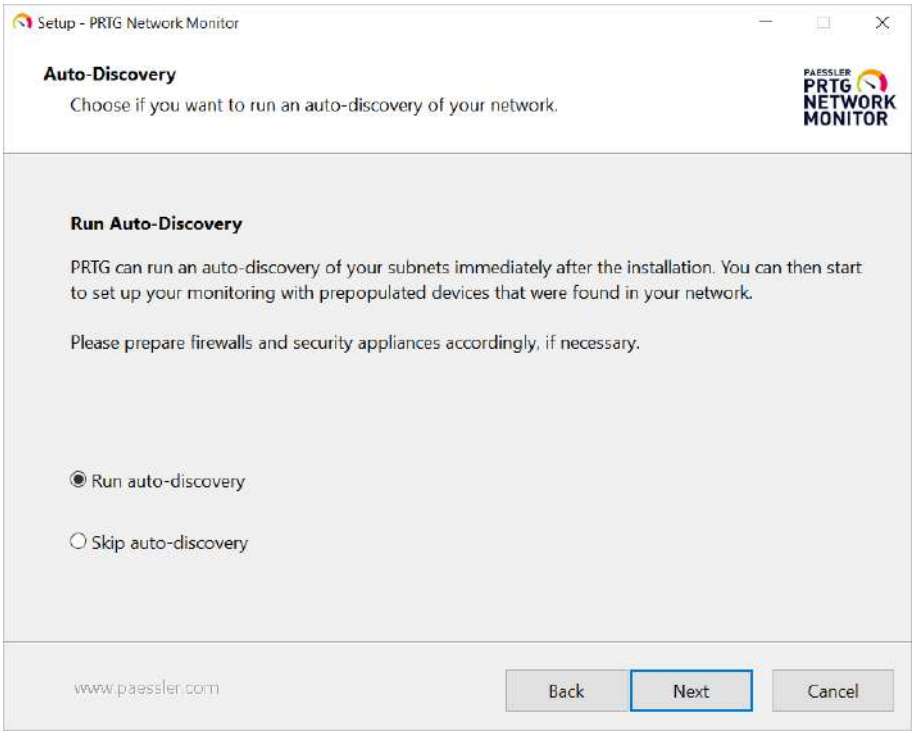
Setup Dialog: Installation Mode

6. This page is only visible if you use the Custom installation mode. You can change the paths to the PRTG program directory and PRTG data directory 3636, if necessary. Click Next.



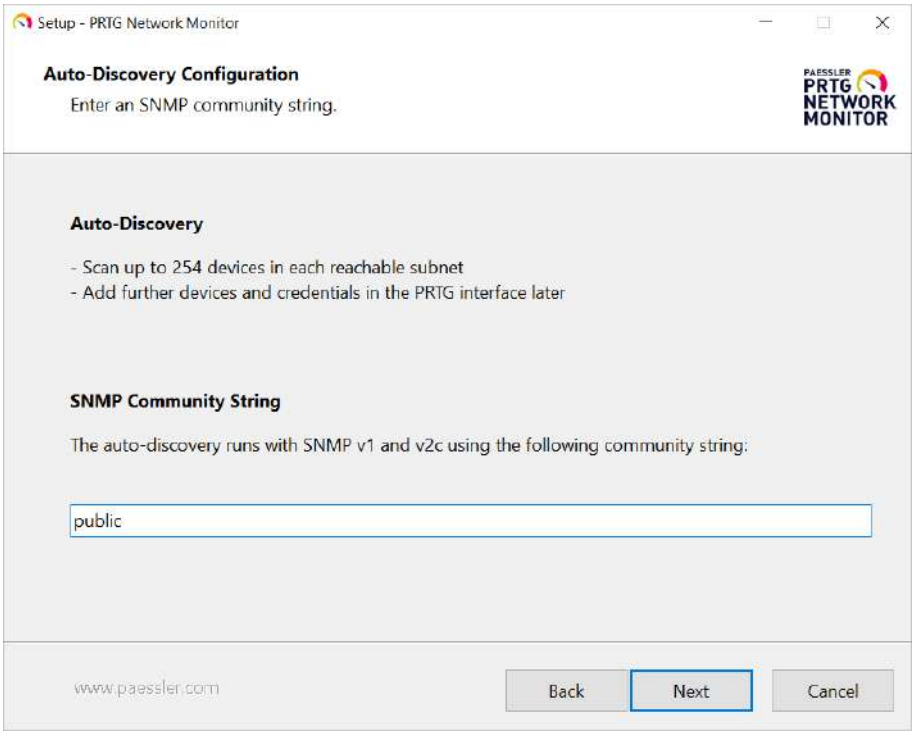
Setup Dialog: Location for Installation and Data Storage

7. This page is only visible if you use the Custom installation mode. Select if you want to run an auto-discovery 264 of your network or if you want to skip the auto-discovery. Click Next.



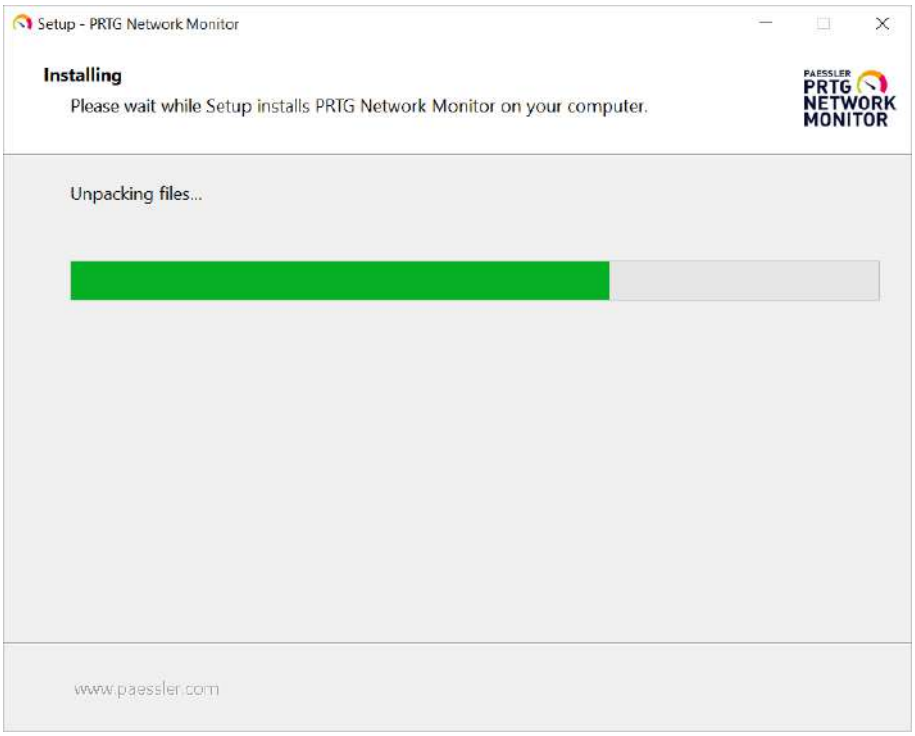
Setup Dialog: Run or Skip Auto-Discovery

8. This page is only visible if you select Run auto-discovery. You can enter an Simple Network Management Protocol (SNMP) community string. The default SNMP community string is public. Click Next.



Setup Dialog: Auto-Discovery Configuration

9. PRTG is installed on your computer.



Setup: Installing PRTG

10. Click Finish to complete the setup of PRTG.

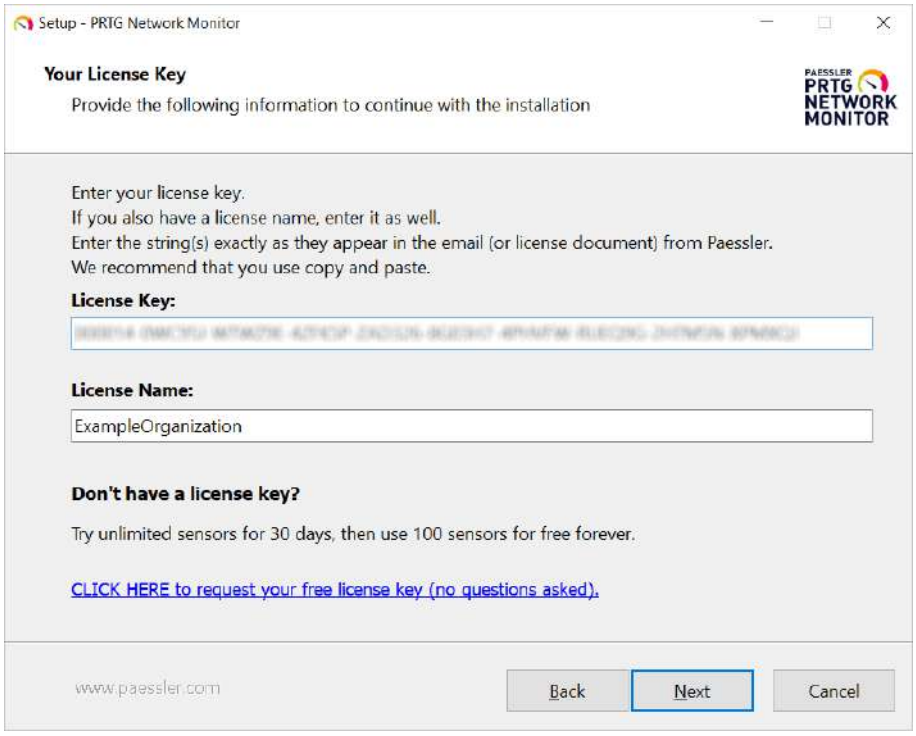
After installation, you can open the PRTG web interface 151 in your system's default browser. Make sure that Google Chrome 72, Mozilla Firefox 65, or Microsoft Internet Explorer 11 is available on the system. For more information, see section System Requirements 30.

In some cases, antivirus software like Windows Defender interferes with the PRTG installer. This might cause high CPU load on the PRTG core server, which might prevent a successful installation. Temporarily disable Windows Defender and other antivirus software in these cases.

Enter License Information

PRTG validates your license information during the installation process by connecting to the activation server. If there are issues with the trial installation, PRTG asks you for your License Key and License Name. In this case, you are directed to our website.

Enter both License Key and License Name exactly as received from Paessler.



Setup Dialog: Enter License Information

For more information, see section Enter a License Key 102.

If you think that you have correctly entered your license information but get a License Invalid message, contact sales@paessler.com.

ⓘ You can find the label License Owner in some documents from the Paessler shop. License Owner is the same as License Name, for which you might be asked when you install PRTG or when you change your license key 102.

ⓘ When you update a commercial version with a new trial installer, PRTG ignores the new trial license key.

More

KNOWLEDGE BASE

I cannot open the PRTG web interface via the desktop shortcut anymore. What can I do?

- https://kb.paessler.com/en/topic/89024

How can I establish a secure web interface connection to PRTG?

- https://kb.paessler.com/en/topic/273

PRTG blocks port 80 although I'm using SSL on port 443. How to free port 80?

- https://kb.paessler.com/en/topic/5373

PAESSLER WEBSITE

Terms and conditions of Paessler AG

- https://www.paessler.com/company/terms

Privacy policy

- https://www.paessler.com/company/terms