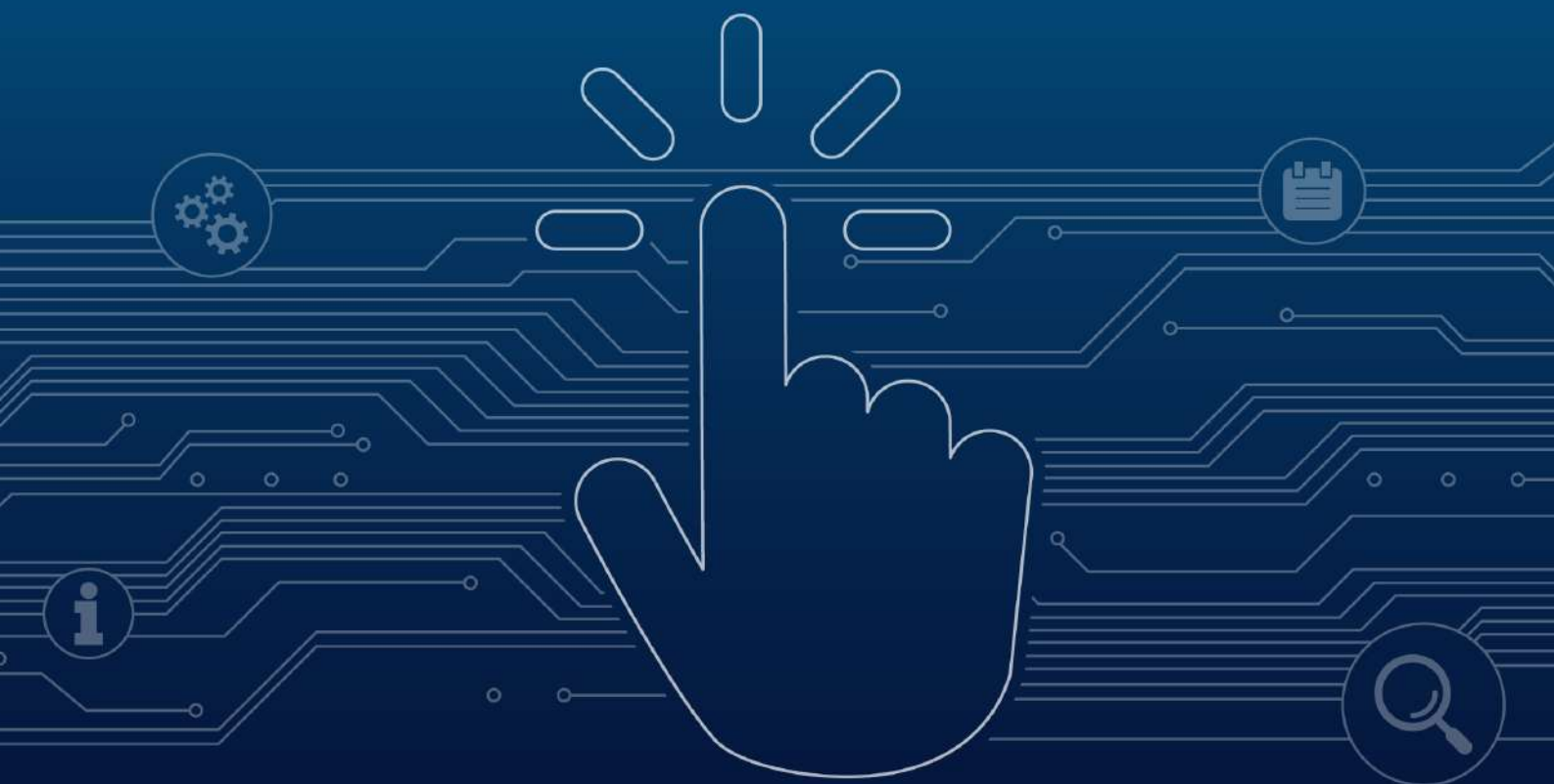


PRTG Manual

Comprehensive IT monitoring



PRTG Manual

© 2023 Paessler AG

All rights reserved. No parts of this work may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems—without the written permission of the publisher.

Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks.

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Printed: May 2023 in Nuremberg

Contents

Part 1 Welcome to PRTG	13
1.1 About this Document	16
1.2 Key Features	17
1.3 New in this Version	20
1.4 Available Licenses	21
1.5 System Requirements	23
1.6 Introduction: Monitoring with PRTG	33
Part 2 Quick Start Guide	37
2.1 Step 1: Download, Installation, and First Login	39
2.2 Step 2: Smart Setup	42
Part 3 Using PRTG Hosted Monitor	49
3.1 Create a PRTG Hosted Monitor Instance	51
3.2 Manage a PRTG Hosted Monitor Subscription	61
3.3 Use Multi-Factor Authentication with PRTG Hosted Monitor	79
Part 4 Installing the Software	89
4.1 Download PRTG	91
4.2 Update From Previous Versions	92
4.3 Install a PRTG Core Server	94
4.4 Install a Cluster	101
4.5 Enter a License Key	102
4.6 Activate the Product	104
4.7 Install a Remote Probe	106
4.8 Uninstall PRTG Products	119
Part 5 Understanding Basic Concepts	122
5.1 Architecture and User Interfaces	124
5.2 Failover Cluster	128
5.3 Object Hierarchy	131
5.4 Inheritance of Settings	135
5.5 Tags	137
5.6 Dependencies	139
5.7 Scheduling	140
5.8 Notifying	141
5.9 Access Rights Management	144
5.10 Data Reporting	148
5.11 IPv6 Support	149
Part 6 Basic Procedures	150
6.1 Login	152
6.2 Welcome Page	156
6.2.1 Customer Service	161

6.3	General Layout	164
6.4	Sensor States	179
6.5	Historic Data Reports	183
6.6	Similar Sensors	189
6.7	Recommended Sensors	194
6.8	Object Settings	198
6.9	Alarms	199
6.10	System Information	202
6.11	Logs	208
6.12	Tickets	211
6.13	Working with Table Lists	216
6.14	Object Selector	219
6.15	Priority and Favorites	221
6.16	Pause	224
6.17	Context Menus	226
6.18	Hover Popup	245
6.19	Main Menu Structure	247
	Part 7 Device and Sensor Setup	262
7.1	Auto-Discovery	264
7.2	Create Objects Manually	267
7.2.1	Add an Auto-Discovery Group	268
7.2.2	Add a Group	320
7.2.3	Add a Device	364
7.2.4	Add a Sensor	413
7.3	Manage Device Tree	417
7.4	Root Group Settings	419
7.5	Probe Settings	457
7.6	Group Settings	520
7.7	Device Settings	588
7.8	Sensor Settings	653
7.8.1	Active Directory Replication Errors Sensor	654
7.8.2	ADO SQL v2 Sensor	662
7.8.3	AWS Alarm v2 Sensor	676
7.8.4	AWS Cost Sensor	683
7.8.5	AWS EBS v2 Sensor	692
7.8.6	AWS EC2 v2 Sensor	701
7.8.7	AWS ELB v2 Sensor	710
7.8.8	AWS RDS v2 Sensor	719
7.8.9	Beckhoff IPC System Health Sensor	728
7.8.10	Business Process Sensor	735
7.8.11	Cisco IP SLA Sensor	745
7.8.12	Cisco Meraki License Sensor (BETA)	752
7.8.13	Cisco Meraki Network Health Sensor (BETA)	759
7.8.14	Citrix XenServer Host Sensor	767
7.8.15	Citrix XenServer Virtual Machine Sensor	774
7.8.16	Cloud HTTP v2 Sensor	781
7.8.17	Cloud Ping v2 Sensor	792
7.8.18	Cluster Health Sensor	801
7.8.19	Common SaaS Sensor	806
7.8.20	Core Health Sensor	812
7.8.21	Core Health (Autonomous) Sensor	819

7.8.22	Dell EMC Unity Enclosure Health v2 Sensor	826
7.8.23	Dell EMC Unity File System v2 Sensor	834
7.8.24	Dell EMC Unity Storage Capacity v2 Sensor	841
7.8.25	Dell EMC Unity Storage LUN v2 Sensor	848
7.8.26	Dell EMC Unity Storage Pool v2 Sensor	855
7.8.27	Dell EMC Unity VMware Datastore v2 Sensor	863
7.8.28	Dell PowerVault MDi Logical Disk Sensor	870
7.8.29	Dell PowerVault MDi Physical Disk Sensor	877
7.8.30	DHCP Sensor	884
7.8.31	DICOM Bandwidth Sensor	892
7.8.32	DICOM C-Echo Sensor	899
7.8.33	DICOM Query/Retrieve Sensor	906
7.8.34	DNS v2 Sensor	914
7.8.35	Docker Container Status Sensor	922
7.8.36	Enterprise Virtual Array Sensor	931
7.8.37	Event Log (Windows API) Sensor	938
7.8.38	Exchange Backup (PowerShell) Sensor	948
7.8.39	Exchange Database (PowerShell) Sensor	955
7.8.40	Exchange Database DAG (PowerShell) Sensor	963
7.8.41	Exchange Mail Queue (PowerShell) Sensor	971
7.8.42	Exchange Mailbox (PowerShell) Sensor	978
7.8.43	Exchange Public Folder (PowerShell) Sensor	985
7.8.44	EXE/Script Sensor	992
7.8.45	EXE/Script Advanced Sensor	1004
7.8.46	File Sensor	1015
7.8.47	File Content Sensor	1023
7.8.48	Folder Sensor	1032
7.8.49	FortiGate System Statistics Sensor	1041
7.8.50	FortiGate VPN Overview Sensor (BETA)	1048
7.8.51	FTP Sensor	1055
7.8.52	FTP Server File Count Sensor	1062
7.8.53	HL7 Sensor	1071
7.8.54	HPE 3PAR Common Provisioning Group Sensor	1079
7.8.55	HPE 3PAR Drive Enclosure Sensor	1087
7.8.56	HPE 3PAR Virtual Volume Sensor	1095
7.8.57	HTTP Sensor	1103
7.8.58	HTTP v2 Sensor (BETA)	1111
7.8.59	HTTP Advanced Sensor	1119
7.8.60	HTTP Apache ModStatus PerfStats Sensor	1134
7.8.61	HTTP Apache ModStatus Totals Sensor	1142
7.8.62	HTTP Content Sensor	1149
7.8.63	HTTP Data Advanced Sensor	1158
7.8.64	HTTP Full Web Page Sensor	1169
7.8.65	HTTP IoT Push Data Advanced Sensor	1178
7.8.66	HTTP Push Count Sensor	1186
7.8.67	HTTP Push Data Sensor	1194
7.8.68	HTTP Push Data Advanced Sensor	1203
7.8.69	HTTP Transaction Sensor	1212
7.8.70	HTTP XML/REST Value Sensor	1225
7.8.71	Hyper-V Cluster Shared Volume Disk Free Sensor	1237
7.8.72	Hyper-V Host Server Sensor	1245
7.8.73	Hyper-V Virtual Machine Sensor	1252
7.8.74	Hyper-V Virtual Network Adapter Sensor	1260
7.8.75	Hyper-V Virtual Storage Device Sensor	1268
7.8.76	IMAP Sensor	1275

7.8.77	IP on DNS Blacklist Sensor	1289
7.8.78	IPFIX Sensor	1296
7.8.79	IPFIX (Custom) Sensor	1308
7.8.80	IPMI System Health Sensor	1319
7.8.81	jFlow v5 Sensor	1326
7.8.82	jFlow v5 (Custom) Sensor	1339
7.8.83	LDAP Sensor	1350
7.8.84	Local Folder Sensor (BETA)	1356
7.8.85	Microsoft 365 Mailbox Sensor	1364
7.8.86	Microsoft 365 Service Status Sensor	1375
7.8.87	Microsoft 365 Service Status Advanced Sensor	1382
7.8.88	Microsoft Azure SQL Database Sensor	1390
7.8.89	Microsoft Azure Storage Account Sensor	1399
7.8.90	Microsoft Azure Subscription Cost Sensor	1407
7.8.91	Microsoft Azure Virtual Machine Sensor	1415
7.8.92	Microsoft SQL v2 Sensor	1423
7.8.93	Modbus RTU Custom Sensor	1436
7.8.94	Modbus TCP Custom Sensor	1447
7.8.95	MQTT Round Trip Sensor	1457
7.8.96	MQTT Statistics Sensor	1464
7.8.97	MQTT Subscribe Custom Sensor	1470
7.8.98	MySQL v2 Sensor	1478
7.8.99	NetApp Aggregate Sensor	1491
7.8.100	NetApp Aggregate v2 Sensor	1500
7.8.101	NetApp I/O Sensor	1508
7.8.102	NetApp I/O v2 Sensor	1517
7.8.103	NetApp LIF Sensor	1525
7.8.104	NetApp LIF v2 Sensor	1533
7.8.105	NetApp LUN Sensor	1541
7.8.106	NetApp LUN v2 Sensor	1550
7.8.107	NetApp NIC Sensor	1559
7.8.108	NetApp NIC v2 Sensor	1567
7.8.109	NetApp Physical Disk Sensor	1575
7.8.110	NetApp Physical Disk v2 Sensor	1583
7.8.111	NetApp SnapMirror Sensor	1590
7.8.112	NetApp SnapMirror v2 Sensor	1599
7.8.113	NetApp System Health Sensor	1607
7.8.114	NetApp System Health v2 Sensor	1617
7.8.115	NetApp Volume Sensor	1625
7.8.116	NetApp Volume v2 Sensor	1634
7.8.117	NetFlow v5 Sensor	1642
7.8.118	NetFlow v5 (Custom) Sensor	1655
7.8.119	NetFlow v9 Sensor	1666
7.8.120	NetFlow v9 (Custom) Sensor	1679
7.8.121	Network Share Sensor (BETA)	1691
7.8.122	OPC UA Certificate Sensor	1700
7.8.123	OPC UA Custom Sensor	1707
7.8.124	OPC UA Server Status Sensor	1714
7.8.125	Oracle SQL v2 Sensor	1721
7.8.126	Oracle Tablespace Sensor	1734
7.8.127	Packet Sniffer Sensor	1742
7.8.128	Packet Sniffer (Custom) Sensor	1753
7.8.129	PerfCounter Custom Sensor	1763
7.8.130	PerfCounter IIS Application Pool Sensor	1771
7.8.131	Ping Sensor	1778

7.8.132	Ping v2 Sensor (BETA)	1785
7.8.133	Ping Jitter Sensor	1793
7.8.134	POP3 Sensor	1799
7.8.135	Port Sensor	1806
7.8.136	Port v2 Sensor (BETA)	1814
7.8.137	Port Range Sensor	1821
7.8.138	PostgreSQL Sensor	1828
7.8.139	Probe Health Sensor	1841
7.8.140	Python Script Advanced Sensor	1849
7.8.141	QoS (Quality of Service) One Way Sensor	1859
7.8.142	QoS (Quality of Service) Round Trip Sensor	1867
7.8.143	RADIUS v2 Sensor	1876
7.8.144	RDP (Remote Desktop) Sensor	1883
7.8.145	Redfish Power Supply Sensor	1889
7.8.146	Redfish System Health Sensor	1896
7.8.147	Redfish Virtual Disk Sensor (BETA)	1905
7.8.148	REST Custom Sensor	1913
7.8.149	REST Custom v2 Sensor (BETA)	1935
7.8.150	Script v2 Sensor (BETA)	1959
7.8.151	Sensor Factory Sensor	1968
7.8.152	sFlow Sensor	1982
7.8.153	sFlow (Custom) Sensor	1994
7.8.154	SFTP Secure File Transfer Protocol Sensor	2005
7.8.155	Share Disk Free Sensor	2012
7.8.156	SIP Options Ping Sensor	2018
7.8.157	SMTP Sensor	2026
7.8.158	SMTP&IMAP Round Trip Sensor	2034
7.8.159	SMTP&POP3 Round Trip Sensor	2045
7.8.160	SNMP APC Hardware Sensor	2056
7.8.161	SNMP Buffalo TS System Health Sensor	2062
7.8.162	SNMP Cisco ADSL Sensor	2068
7.8.163	SNMP Cisco ASA VPN Connections Sensor	2073
7.8.164	SNMP Cisco ASA VPN Traffic Sensor	2079
7.8.165	SNMP Cisco ASA VPN Users Sensor	2085
7.8.166	SNMP Cisco CBQoS Sensor	2090
7.8.167	SNMP Cisco System Health Sensor	2096
7.8.168	SNMP Cisco UCS Blade Sensor	2103
7.8.169	SNMP Cisco UCS Chassis Sensor	2110
7.8.170	SNMP Cisco UCS Physical Disk Sensor	2118
7.8.171	SNMP Cisco UCS System Health Sensor	2124
7.8.172	SNMP CPU Load Sensor	2132
7.8.173	SNMP Custom Sensor	2138
7.8.174	SNMP Custom Advanced Sensor	2145
7.8.175	SNMP Custom String Sensor	2153
7.8.176	SNMP Custom String Lookup Sensor	2163
7.8.177	SNMP Custom Table Sensor	2170
7.8.178	SNMP Custom v2 Sensor (BETA)	2179
7.8.179	SNMP Dell EqualLogic Logical Disk Sensor	2186
7.8.180	SNMP Dell EqualLogic Member Health Sensor	2193
7.8.181	SNMP Dell EqualLogic Physical Disk Sensor	2200
7.8.182	SNMP Dell Hardware Sensor	2206
7.8.183	SNMP Dell PowerEdge Physical Disk Sensor	2212
7.8.184	SNMP Dell PowerEdge System Health Sensor	2219
7.8.185	SNMP Disk Free Sensor	2228
7.8.186	SNMP Fujitsu System Health v2 Sensor	2234

7.8.187	SNMP Hardware Status Sensor	2242
7.8.188	SNMP HP LaserJet Hardware Sensor	2248
7.8.189	SNMP HPE BladeSystem Blade Sensor	2254
7.8.190	SNMP HPE BladeSystem Enclosure System Health Sensor	2260
7.8.191	SNMP HPE ProLiant Logical Disk Sensor	2266
7.8.192	SNMP HPE ProLiant Memory Controller Sensor	2273
7.8.193	SNMP HPE ProLiant Network Interface Sensor	2281
7.8.194	SNMP HPE ProLiant Physical Disk Sensor	2288
7.8.195	SNMP HPE ProLiant System Health Sensor	2296
7.8.196	SNMP IBM System X Logical Disk Sensor	2304
7.8.197	SNMP IBM System X Physical Disk Sensor	2310
7.8.198	SNMP IBM System X Physical Memory Sensor	2316
7.8.199	SNMP IBM System X System Health Sensor	2323
7.8.200	SNMP interSeptor Pro Environment Sensor	2330
7.8.201	SNMP Juniper NS System Health Sensor	2336
7.8.202	SNMP LenovoEMC Physical Disk Sensor	2342
7.8.203	SNMP LenovoEMC System Health Sensor	2348
7.8.204	SNMP Library Sensor	2353
7.8.205	SNMP Linux Disk Free Sensor	2364
7.8.206	SNMP Linux Load Average Sensor	2373
7.8.207	SNMP Linux Meminfo Sensor	2378
7.8.208	SNMP Linux Physical Disk Sensor	2384
7.8.209	SNMP Memory Sensor	2390
7.8.210	SNMP NetApp Disk Free Sensor	2396
7.8.211	SNMP NetApp Enclosure Sensor	2403
7.8.212	SNMP NetApp I/O Sensor	2410
7.8.213	SNMP NetApp License Sensor	2416
7.8.214	SNMP NetApp Logical Unit Sensor	2422
7.8.215	SNMP NetApp Network Interface Sensor	2429
7.8.216	SNMP NetApp System Health Sensor	2435
7.8.217	SNMP Nutanix Cluster Health Sensor	2441
7.8.218	SNMP Nutanix Hypervisor Sensor	2448
7.8.219	SNMP Poseidon Environment Sensor	2455
7.8.220	SNMP Printer Sensor	2460
7.8.221	SNMP QNAP Logical Disk Sensor	2466
7.8.222	SNMP QNAP Physical Disk Sensor	2471
7.8.223	SNMP QNAP System Health Sensor	2477
7.8.224	SNMP Rittal CMC III Hardware Status Sensor	2482
7.8.225	SNMP RMON Sensor	2487
7.8.226	SNMP SonicWall System Health Sensor	2494
7.8.227	SNMP SonicWall VPN Traffic Sensor	2500
7.8.228	SNMP Synology Logical Disk Sensor	2507
7.8.229	SNMP Synology Physical Disk Sensor	2512
7.8.230	SNMP Synology System Health Sensor	2518
7.8.231	SNMP System Uptime Sensor	2524
7.8.232	SNMP Traffic Sensor	2529
7.8.233	SNMP Trap Receiver Sensor	2538
7.8.234	SNMP Uptime v2 Sensor (BETA)	2549
7.8.235	SNMP Windows Service Sensor	2556
7.8.236	SNTP Sensor	2561
7.8.237	Soffico Orchestra Channel Health Sensor	2566
7.8.238	SSH Disk Free Sensor	2573
7.8.239	SSH INodes Free Sensor	2584
7.8.240	SSH Load Average Sensor	2592
7.8.241	SSH Meminfo Sensor	2599

7.8.242	SSH Remote Ping Sensor	2607
7.8.243	SSH SAN Enclosure Sensor	2615
7.8.244	SSH SAN Logical Disk Sensor	2623
7.8.245	SSH SAN Physical Disk Sensor	2632
7.8.246	SSH SAN System Health Sensor	2641
7.8.247	SSH Script Sensor	2651
7.8.248	SSH Script Advanced Sensor	2663
7.8.249	SSL Certificate Sensor	2674
7.8.250	SSL Security Check Sensor	2684
7.8.251	Syslog Receiver Sensor	2691
7.8.252	System Health Sensor	2702
7.8.253	TFTP Sensor	2707
7.8.254	Traceroute Hop Count Sensor	2713
7.8.255	Veeam Backup Job Status Sensor	2719
7.8.256	Veeam Backup Job Status Advanced Sensor	2726
7.8.257	VMware Datastore (SOAP) Sensor	2733
7.8.258	VMware Host Hardware (WBEM) Sensor	2741
7.8.259	VMware Host Hardware Status (SOAP) Sensor	2748
7.8.260	VMware Host Performance (SOAP) Sensor	2756
7.8.261	VMware Virtual Machine (SOAP) Sensor	2764
7.8.262	Windows CPU Load Sensor	2772
7.8.263	Windows IIS 6.0 SMTP Received Sensor	2779
7.8.264	Windows IIS 6.0 SMTP Sent Sensor	2786
7.8.265	Windows IIS Application Sensor	2793
7.8.266	Windows MSMQ Queue Length Sensor	2800
7.8.267	Windows Network Card Sensor	2808
7.8.268	Windows Pagefile Sensor	2817
7.8.269	Windows Physical Disk I/O Sensor	2824
7.8.270	Windows Print Queue Sensor	2833
7.8.271	Windows Process Sensor	2843
7.8.272	Windows System Uptime Sensor	2851
7.8.273	Windows Updates Status (PowerShell) Sensor	2858
7.8.274	WMI Battery Sensor	2868
7.8.275	WMI Custom Sensor	2875
7.8.276	WMI Custom String Sensor	2883
7.8.277	WMI Disk Health Sensor	2893
7.8.278	WMI Event Log Sensor	2900
7.8.279	WMI Exchange Server Sensor	2910
7.8.280	WMI Exchange Transport Queue Sensor	2917
7.8.281	WMI File Sensor	2926
7.8.282	WMI Free Disk Space (Multi Disk) Sensor	2933
7.8.283	WMI HDD Health Sensor	2943
7.8.284	WMI Logical Disk I/O Sensor	2951
7.8.285	WMI Memory Sensor	2959
7.8.286	WMI Microsoft SQL Server 2005 Sensor (Deprecated)	2966
7.8.287	WMI Microsoft SQL Server 2008 Sensor	2975
7.8.288	WMI Microsoft SQL Server 2012 Sensor	2983
7.8.289	WMI Microsoft SQL Server 2014 Sensor	2991
7.8.290	WMI Microsoft SQL Server 2016 Sensor	2999
7.8.291	WMI Microsoft SQL Server 2017 Sensor	3007
7.8.292	WMI Microsoft SQL Server 2019 Sensor	3015
7.8.293	WMI Remote Ping Sensor	3023
7.8.294	WMI Security Center Sensor	3029
7.8.295	WMI Service Sensor	3036
7.8.296	WMI Share Sensor	3043

7.8.297	WMI SharePoint Process Sensor	3051
7.8.298	WMI Storage Pool Sensor	3058
7.8.299	WMI Terminal Services (Windows 2008+) Sensor	3065
7.8.300	WMI Terminal Services (Windows XP/Vista/2003) Sensor	3071
7.8.301	WMI UTC Time Sensor	3077
7.8.302	WMI Vital System Data v2 Sensor	3083
7.8.303	WMI Volume Sensor	3090
7.8.304	WSUS Statistics Sensor	3097
7.8.305	Zoom Service Status Sensor	3106
7.9	Additional Sensor Types (Custom Sensors)	3116
7.10	Channel Settings	3121
7.11	Notification Triggers Settings	3133
Part 8	Advanced Procedures	3145
8.1	Toplists	3147
8.2	Move Objects	3152
8.3	Clone Object	3154
8.4	Multi-Edit	3158
8.5	Create Device Template	3163
8.6	Show Dependencies	3166
8.7	Geo Maps	3169
8.8	Notifications	3173
8.9	Libraries	3176
8.9.1	Library Management	3179
8.9.2	Libraries and Node Settings	3182
8.9.3	Library Context Menus	3189
8.10	Reports	3192
8.10.1	Run Reports	3197
8.10.2	Report Settings	3202
8.11	Maps	3214
8.11.1	Map Designer	3217
8.11.2	Maps Settings	3229
8.11.3	Map Rotation	3234
8.12	Setup	3236
8.12.1	Account Settings	3238
8.12.1.1	My Account	3238
8.12.1.2	Notification Templates	3245
8.12.1.3	Notification Contacts	3279
8.12.1.4	Schedules	3284
8.12.1.5	API Keys	3289
8.12.2	System Administration	3293
8.12.2.1	User Interface	3293
8.12.2.2	Monitoring	3307
8.12.2.3	Notification Delivery	3315
8.12.2.4	Core & Probes	3325
8.12.2.5	User Accounts	3335
8.12.2.6	User Groups	3346
8.12.2.7	Administrative Tools	3352
8.12.2.8	Cluster	3356
8.12.2.9	Single Sign-On	3358
8.12.2.10	Maintainer Mode	3364
8.12.3	PRTG Status	3368
8.12.3.1	System Status	3368
8.12.3.2	Cluster Status	3393

8.12.4	License Information	3395
8.12.5	Auto-Update	3402
8.12.6	Optional Downloads	3406
8.12.7	Help and Support Center	3408
8.12.8	Contact Support	3409
Part 9 PRTG Desktop		3416
Part 10 PRTG Apps for Mobile Network Monitoring		3419
Part 11 Desktop Notifications		3422
Part 12 Sensor Technologies		3425
12.1	Monitoring via SNMP	3427
12.2	Monitoring via WMI	3434
12.3	Monitoring via SSH	3437
12.4	Monitoring Bandwidth via Packet Sniffing	3439
12.5	Monitoring Bandwidth via Flows	3441
12.6	Bandwidth Monitoring Comparison	3444
12.7	Monitoring Quality of Service	3446
12.8	Monitoring Backups	3451
12.9	Monitoring Virtual Environments	3452
12.10	Monitoring Databases	3458
12.11	Monitoring via HTTP	3462
Part 13 PRTG Administration Tool		3467
13.1	PRTG Administration Tool on PRTG Core Server Systems	3469
13.2	PRTG Administration Tool on Remote Probe Systems	3494
Part 14 Advanced Topics		3506
14.1	Active Directory Integration	3508
14.2	Application Programming Interface (API) Definition	3511
14.2.1	HTTP API	3512
14.2.2	Live Data	3515
14.2.2.1	Single Object Property	3516
14.2.2.2	Single Object Status	3519
14.2.2.3	Multiple Object Property or Status	3526
14.2.2.4	System Information	3542
14.2.3	Live Graphs	3546
14.2.4	Historic Data	3549
14.2.5	Object Manipulation	3552
14.2.6	Custom Sensors	3559
14.2.7	Custom Notifications	3574
14.2.8	Mini Probe API	3576
14.3	Filter Rules for Flow, IPFIX, and Packet Sniffer Sensors	3596
14.4	Channel Definitions for Flow, IPFIX, and Packet Sniffer Sensors	3601
14.5	Define IP Address Ranges	3603
14.6	Define Lookups	3604
14.7	Regular Expressions	3616
14.8	Calculating Percentiles	3618
14.9	Add Remote Probe	3619

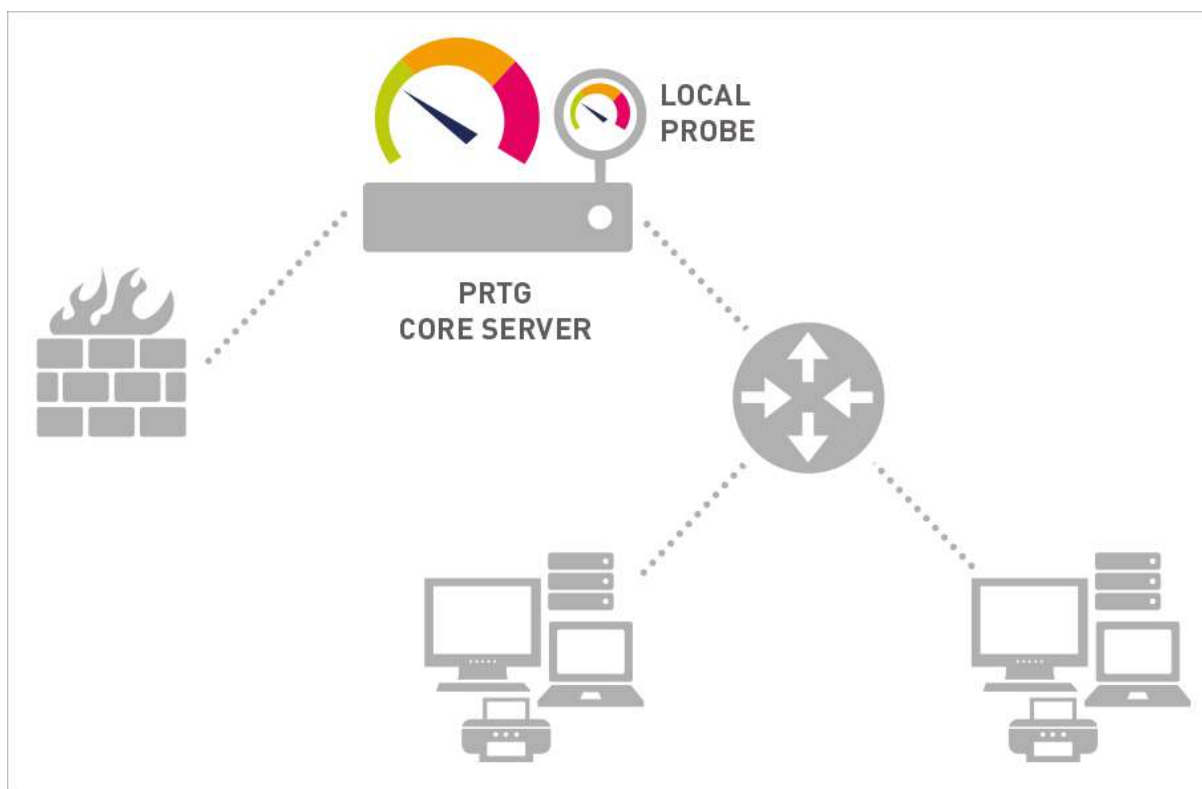
14.9.1 Remote Probes and Multiple Probes	3621
14.9.2 Remote Probe Setup via Device Tools	3625
14.10 Failover Cluster Configuration	3631
14.11 Data Storage	3636
Part 15 Appendix	3641
15.1 Differences between PRTG Network Monitor and PRTG Hosted Monitor	3643
15.2 Glossary	3662
15.3 Legal Notices	3670
15.4 List of Abbreviations	3672
15.5 List of Available Sensor Types	3683
15.6 List of Default Ports	3770
15.7 List of Icons	3775
15.8 List of Placeholders for Notifications	3776
15.9 List of Standard Lookup Files	3786
15.10 List of Supported AWS Regions and their Codes	3800

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.

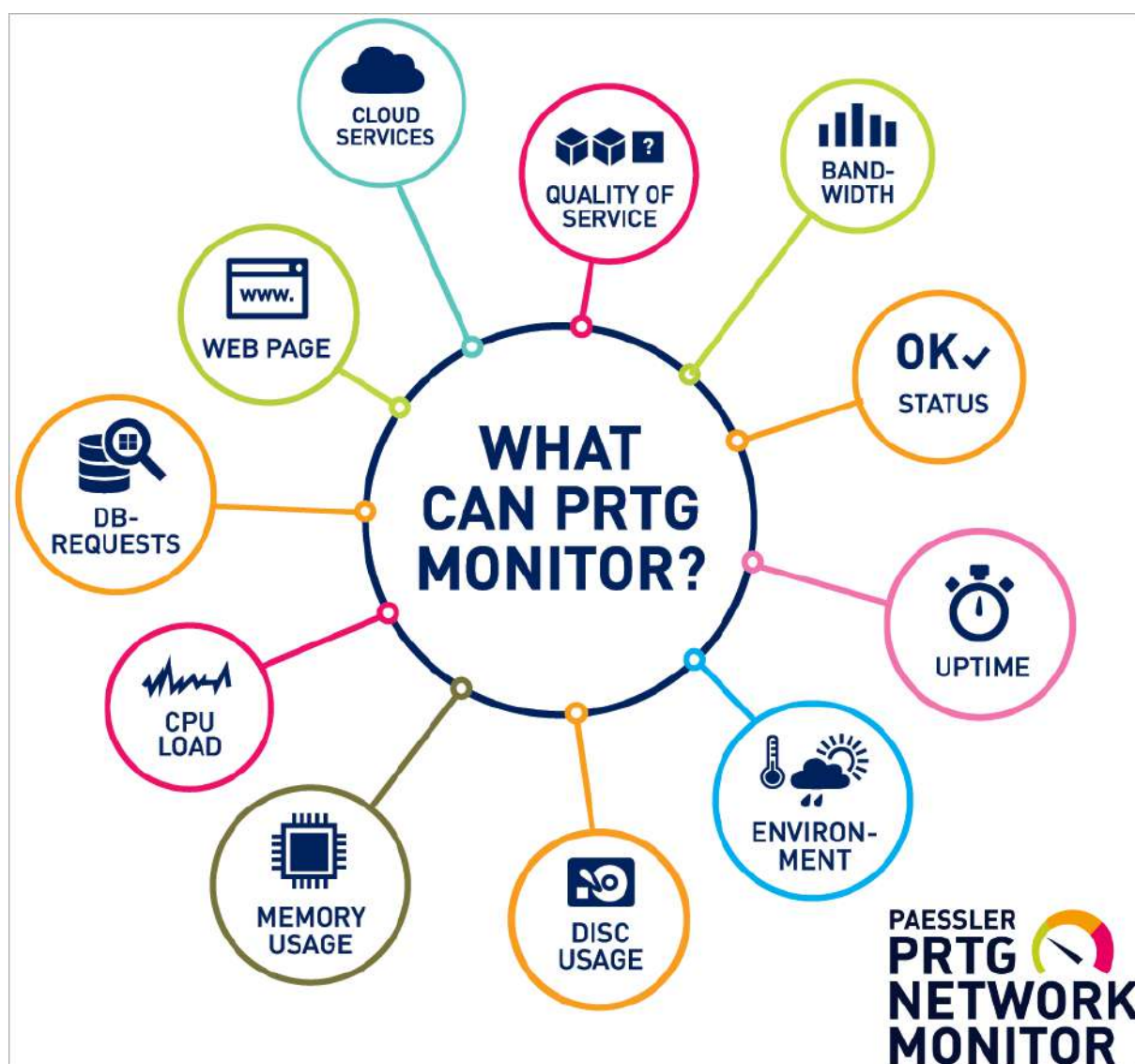
■ For an overview of the icons and abbreviations that are used in this document, see section [Appendix](#)³⁶⁴².

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

Areas of Applications



Monitoring with 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](#)²³: 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	<p>The Trial Edition is intended for evaluation purposes:</p> <ul style="list-style-type: none"> ▪ 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. <p>❗ 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.</p> <p>❗ 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.</p>
Freeware Edition	<p>The Freeware Edition is a good solution for starters or for private use:</p> <ul style="list-style-type: none"> ▪ Free for personal and commercial use. ▪ Allows you to use up to 100 sensors. ▪ Supports all available sensors. <p>❗ 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.</p> <p>☁ The Freeware Edition is not available in PRTG Hosted Monitor.</p>
Commercial Edition	<p>There are several types of Commercial Edition available that suit the demands of smaller as well as larger customers and organizations:</p> <ul style="list-style-type: none"> ▪ Allows you to use a maximum number of sensors (consider our recommendations^[28]). ▪ Supports all available sensors.

Edition	Description
	<p>❗ Each PRTG Network Monitor license includes one single failover cluster¹²⁸ 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.</p> <p>■ For more information about available commercial licenses, see the Paessler website: Pricing.</p>

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](#)^[23]
 - [Requirements for the PRTG Core Server](#)^[23]
 - [Requirements for Remote Probes](#)^[24]
 - [General Performance Impact Considerations](#)^[25]
 - [Running PRTG in Virtual Environments](#)^[26]
 - [Running PRTG in a Cluster](#)^[26]
 - [Large PRTG Installations](#)^[27]
- [Detailed System Requirements](#)^[27]
 - [Supported Operating Systems for the PRTG Core Server and Remote Probes](#)^[27]
 - [Hardware and Network Size Requirements for the PRTG Core Server](#)^[28]
 - [Hardware and Network Size Requirements for Remote Probes](#)^[29]
 - [Performance Impact Considerations Based on Sensor Types](#)^[29]
 - [Supported Web Browsers](#)^[30]
- [Further System Requirements](#)^[31]
 - [Screen Resolution](#)^[31]
 - [Requirements for Monitored Devices](#)^[31]
 - [Requirements for Smartphones and Tablets](#)^[32]

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	<p>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.</p> <p> For more information, see the Knowledge Base: Which .NET version does PRTG require?</p>
Web browser	<p>The following browsers are officially supported by the PRTG web interface (in order of performance and reliability):</p> <ul style="list-style-type: none"> ▪ Google Chrome 72 ▪ Mozilla Firefox 65 ▪ Microsoft Internet Explorer 11 <p> For security and performance reasons, we strongly recommend that you always use the latest version of Google Chrome to access the PRTG web interface.</p>


 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	<p>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.</p> <p> For more information, see the Knowledge Base: Which .NET version does PRTG require?</p>
Stable network connection	<p>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.</p>

General Performance Impact Considerations

Category	Performance Impact Considerations
Hardware resources	<p>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.</p> <p> 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.</p>
Sensors	<p>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.</p> <p> 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.</p> <p> For clusters, we recommend that you stay below 2,500 sensors per cluster.</p>
Channels	<p>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.</p>

Category	Performance Impact Considerations
Scanning interval	<p>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.</p> <p>i 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.</p>
CPU-intensive features	<p>Try to limit the use of the following features:</p> <ul style="list-style-type: none"> ▪ 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	<p>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.</p>

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](#).

i 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	<p>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:</p> <ul style="list-style-type: none"> ▪ 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 <p>* Windows servers in Core mode or Minimal Server Interface are not officially supported.</p>
Operating system version	<p>The version (32-bit or 64-bit) of the PRTG core server depends on the version of your operating system.</p>

Category	Requirements
Microsoft .NET Framework	<p>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.</p> <p>■ For more information, see the Knowledge Base: Which .NET version does PRTG require?</p> <p>❗ 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.</p>
Disabled FIPS mode	<p>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.</p> <p>■ For more information, see the Knowledge Base: What security features does PRTG include?</p>

☁ 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 .		

i 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](#)^[6683].

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	<p>❗ 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.</p> <p>■ For more information, see the Knowledge Base: How secure is it to access the PRTG web interface with Firefox?</p>
Microsoft Internet Explorer 11 and unsupported browsers	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> ▪ Deprecated Internet Explorer versions as well as some mobile browsers might not be able to display all features of the PRTG web interface.
Plugins	<p>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.</p> <p>■ For more information, see the Knowledge Base: The logs page in the PRTG web interface does not load. What can I do?</p>

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	<p>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.</p> <p>■ For more information, see section Monitoring via SNMP ^[3427].</p>
Windows/WMI monitoring	<p>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.</p> <p>■ For more information, see section Monitoring via WMI ^[3434].</p>
Flow monitoring	<p>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.</p> <p>■ For more information, see section Monitoring Bandwidth via Flows ^[3441].</p>
Packet sniffer monitoring	<p>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.</p> <p>■ For more information, see section Monitoring Bandwidth via Packet Sniffing ^[3439].</p>

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:

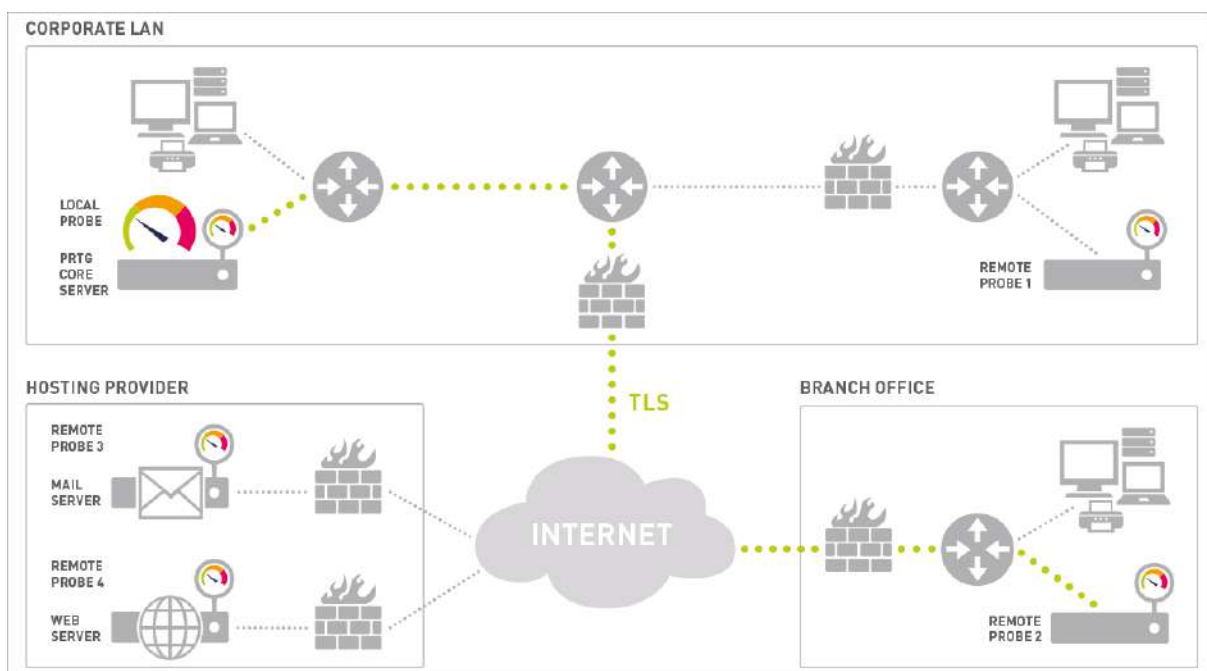
- [What PRTG Does](#) ^[33]
- [How to Monitor with PRTG](#) ^[34]
- [What PRTG Monitors](#) ^[34]
- [How to Prepare Monitoring](#) ^[35]
- [Which Hardware Do I Want to Monitor](#) ^[35]

■ 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:

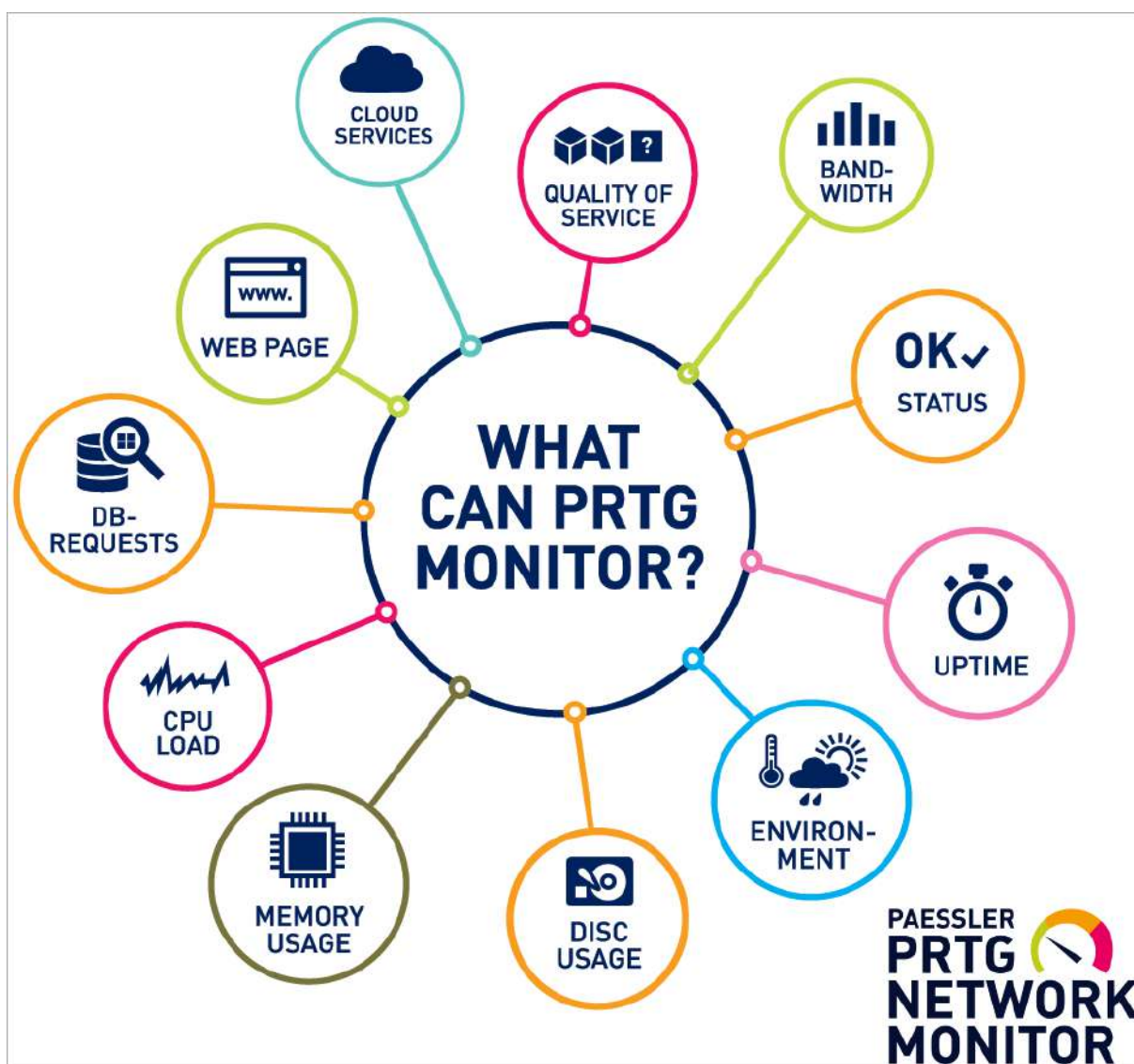
- Polls or queries sensor data: PRTG actively gathers data from a device in regular intervals. This includes, for example, device status, resource usage, and performance metrics. Most sensors use this method. PRTG can also consume and collect sensor data based on interfaces with, for example, HTTP or 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](#) .

What PRTG Monitors

PRTG comes with [hundreds of sensors](#) . 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](#)  to learn more about ready-to-use custom sensors.



Areas of Applications with PRTG

For more information, see section [List of Available Sensor Types](#).

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

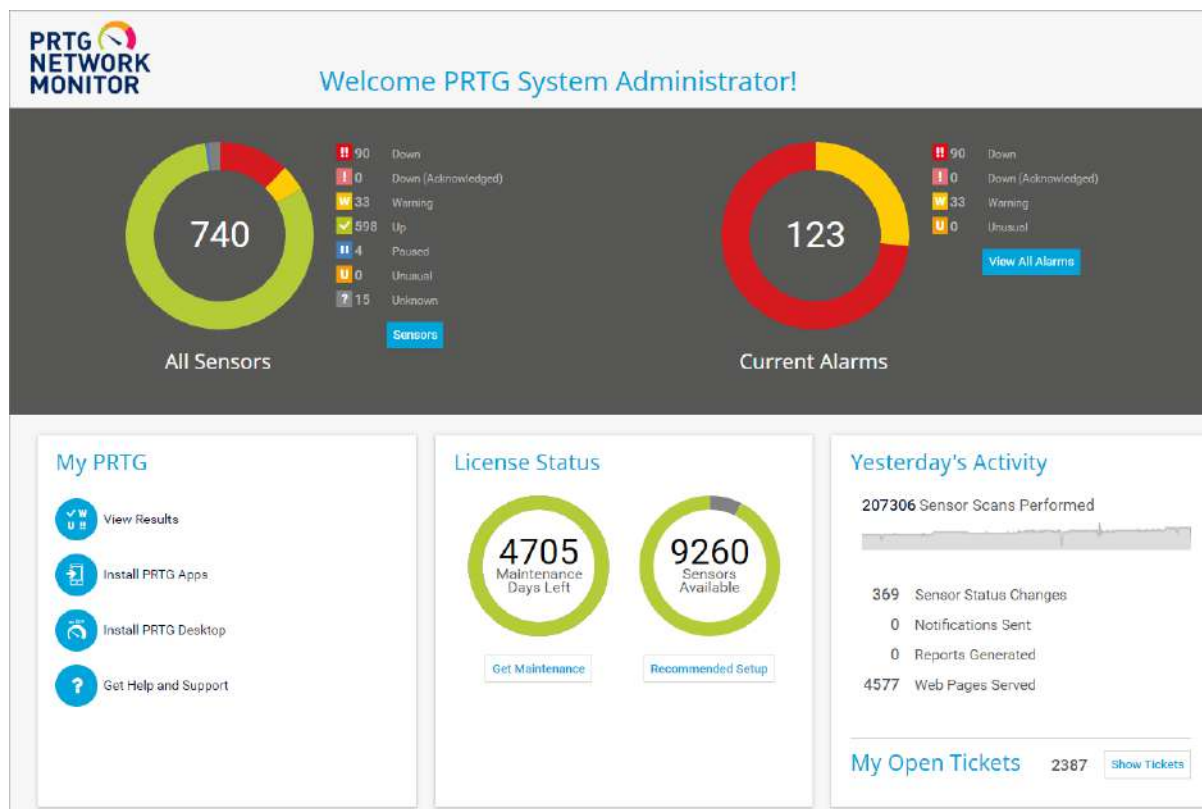
- <https://www.paessler.com/support/videos-and-webinars/videos/notifications>

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]

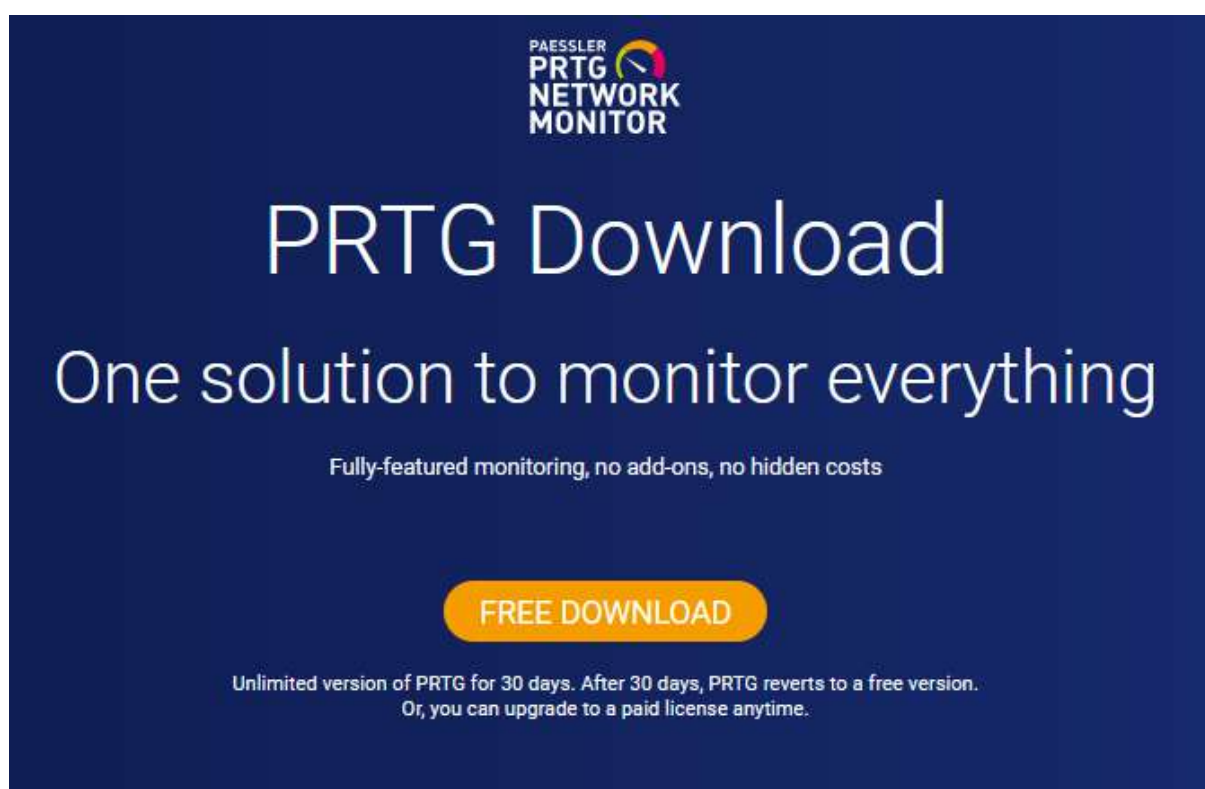
2.1 Step 1: Download, Installation, and First Login

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](#).



Download PRTG

❶ 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.

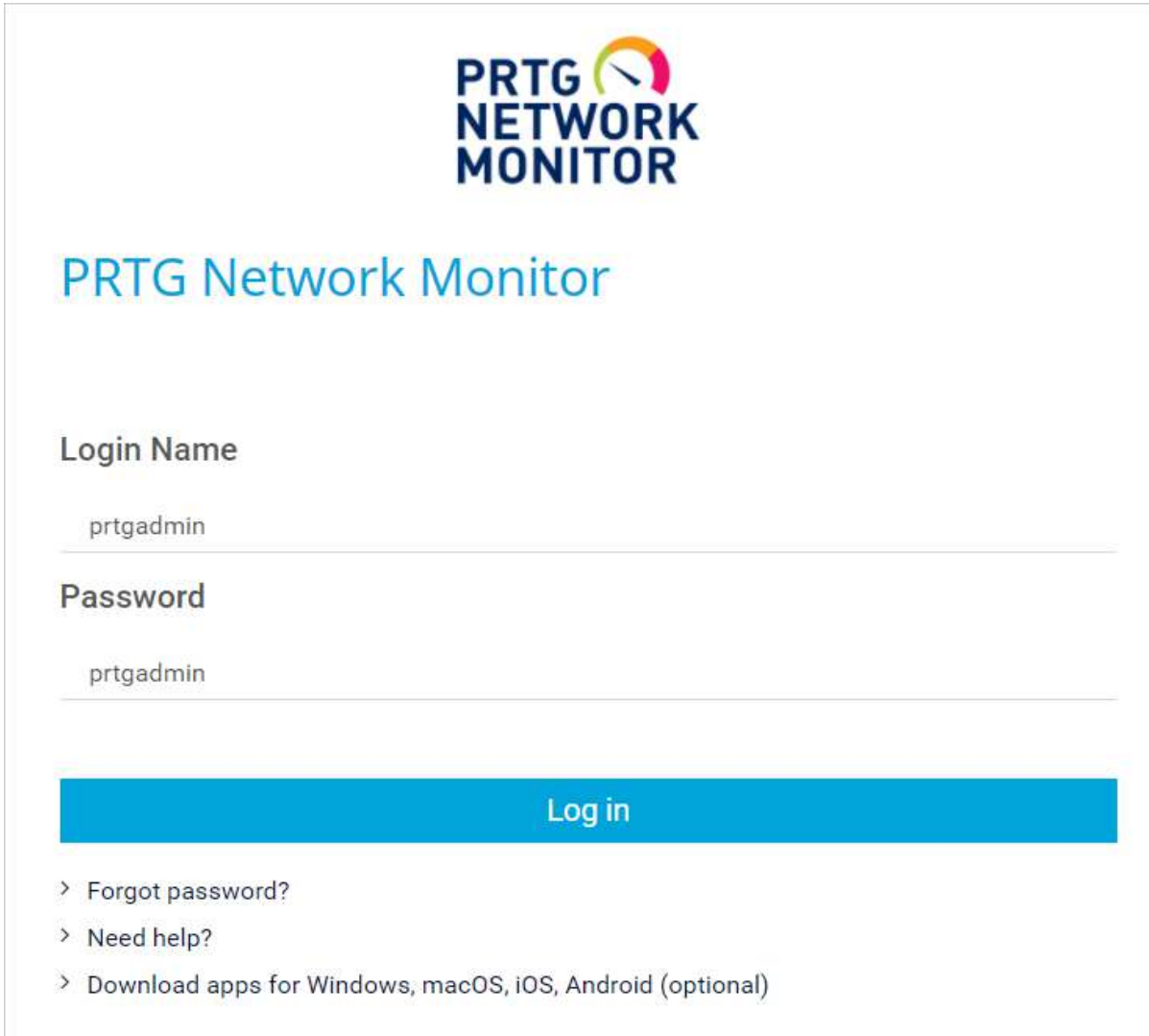
At the end of the installation, open the PRTG web interface with one of the officially supported browsers:

- 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.



PRTG NETWORK MONITOR

PRTG Network Monitor

Login Name

prtgadmin

Password

prtgadmin

Log in

- > [Forgot password?](#)
- > [Need help?](#)
- > [Download apps for Windows, macOS, iOS, Android \(optional\)](#)

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

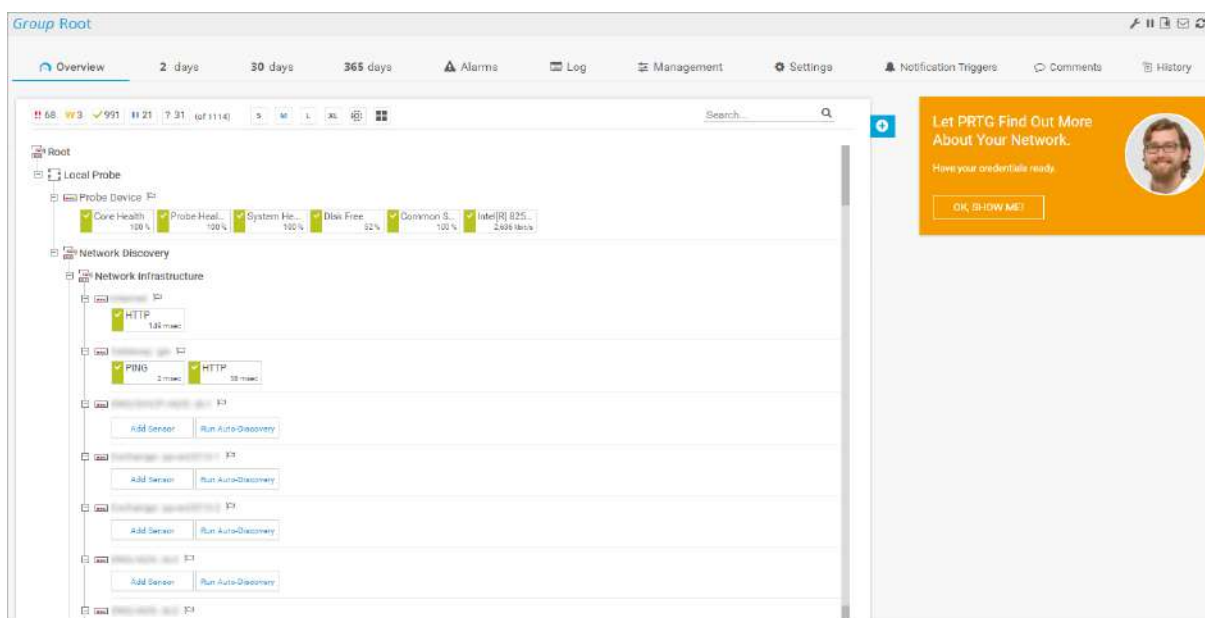
PRTG automatically starts the smart setup on a new PRTG installation. This setup assistant guides you through the initial setup of your network monitoring system. The smart setup reappears until you have completed all steps. You can skip the introduction altogether right at the beginning.

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.

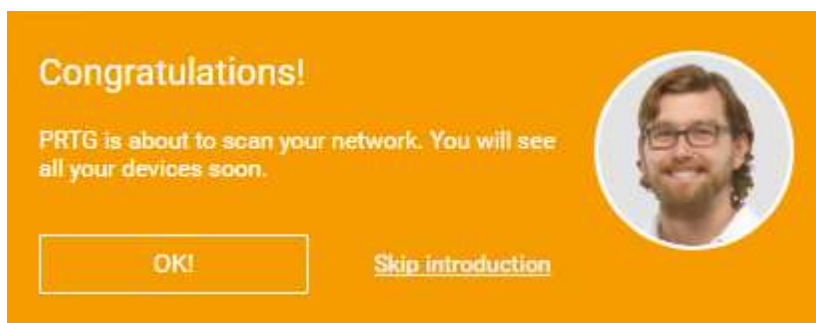
PRTG scans your network by pinging IP addresses in the subnet of your PRTG core server and adds all reachable devices to your specific network monitoring structure.

- ❗ 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.

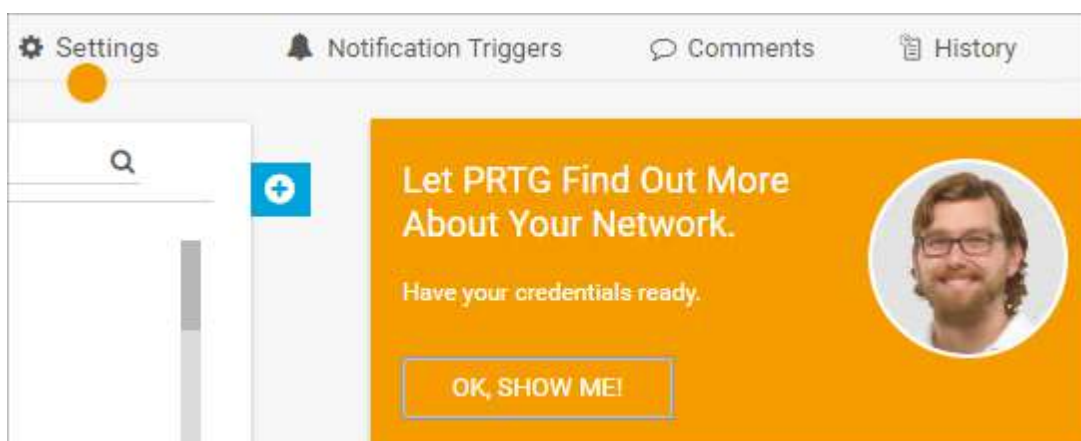
i If you click Skip introduction, the smart setup assistant never appears again. We strongly recommend that you take the guided tour if you are new to PRTG.

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.

Credentials for Windows Systems

Domain or Computer Name [?]

User [?]

Password [?]

Credentials for Linux/Solaris/macOS (SSH/WBEM) Systems

User [?]

Login [?] ☒ Login via Password
☐ Login via Private Key

Password [?]

For WBEM Use Protocol [?] ☐ HTTP
☒ HTTPS

For WBEM Use Port [?] ☒ Set automatically (port 5988 or 5989)
☐ Set manually

SSH Port [?]

SSH Rights Elevation [?] ☒ Run the command as the user connecting (default)
☐ Run the command as another user using 'sudo' (with password)
☐ Run the command as another user using 'sudo' (without password)
☐ Run the command as another user using 'su'

SSH Engine [?] ☒ Default (recommended)
☐ Compatibility Mode (deprecated)

How Can PRTG Access Your Systems?

Please enter administrator credentials so PRTG can discover more sensors for your devices.

OK, DONE!

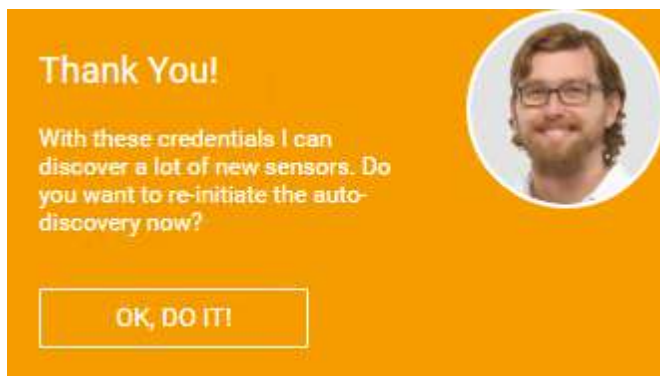
Provide Your Credentials

- 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].

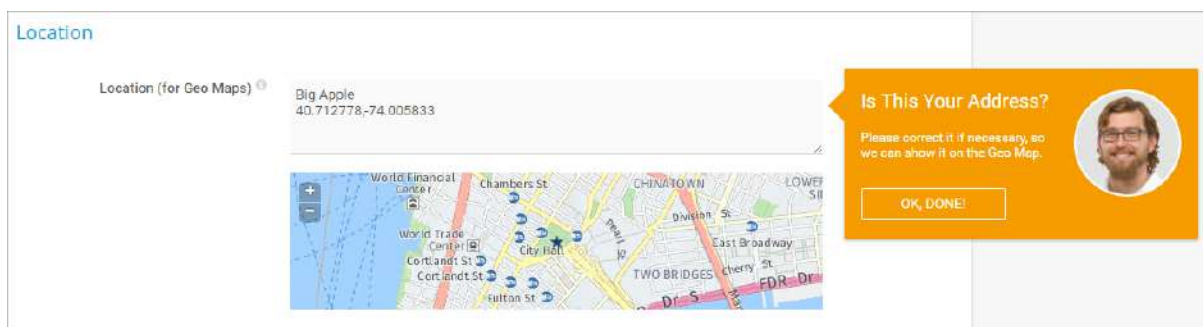
Click OK, Done! to finish this setup step. Click OK, Do It! to start a detailed auto-discovery.



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](#)^[316]. Enter your location and confirm with OK, Done!. Click OK, Show Me! to get back to the device tree.

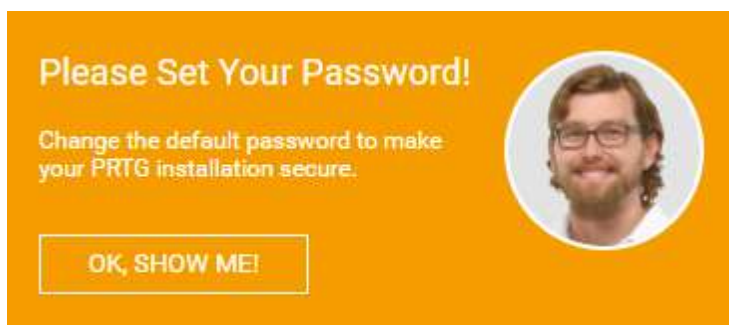


Enter Your Location

■ 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 Password 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 Password


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.

- i** 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.



User Account Settings

Login Name

Display Name

Primary Email Address

Password ☒ Do not change the password
☐ Specify a new password

Passhash

Please Verify Your Email Address

This way PRTG informs you about alarms and other notifications.

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.

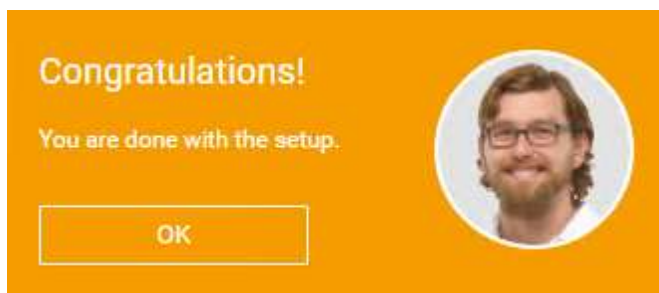
For more information, see Knowledge Base: [Why does my browser show an SSL certificate warning when I open the PRTG web interface?](#)



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:

- [Create a PRTG Hosted Monitor Instance](#)  51
 - [Manage a PRTG Hosted Monitor Subscription](#)  61
 - [Use Multi-Factor Authentication with PRTG Hosted Monitor](#)  79
- 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](#)  52
- [Smart Setup for PRTG Hosted Monitor](#)  60

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 at any time.

PAESSLER
**PRTG
HOSTED
MONITOR**
Sign Up

Log In Sign Up

Sign up with Google

Sign up with Amazon

Sign up with Microsoft Account

or

yours@example.com

your password

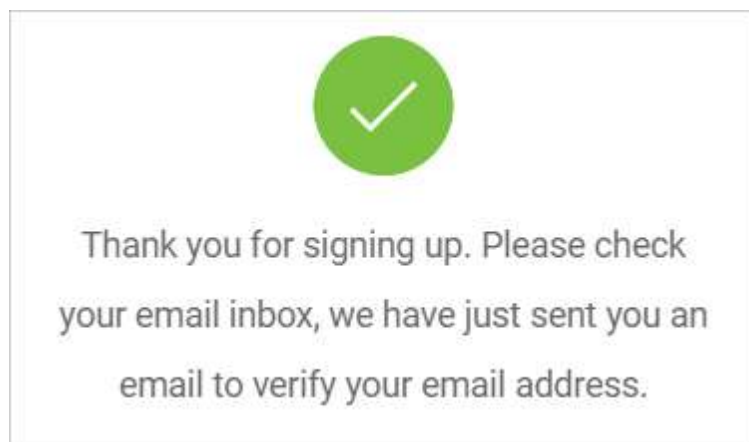
☐ By signing up I agree to the [terms and conditions](#) and [privacy policy](#).

SIGN UP >

Sign Up to PRTG Hosted Monitor

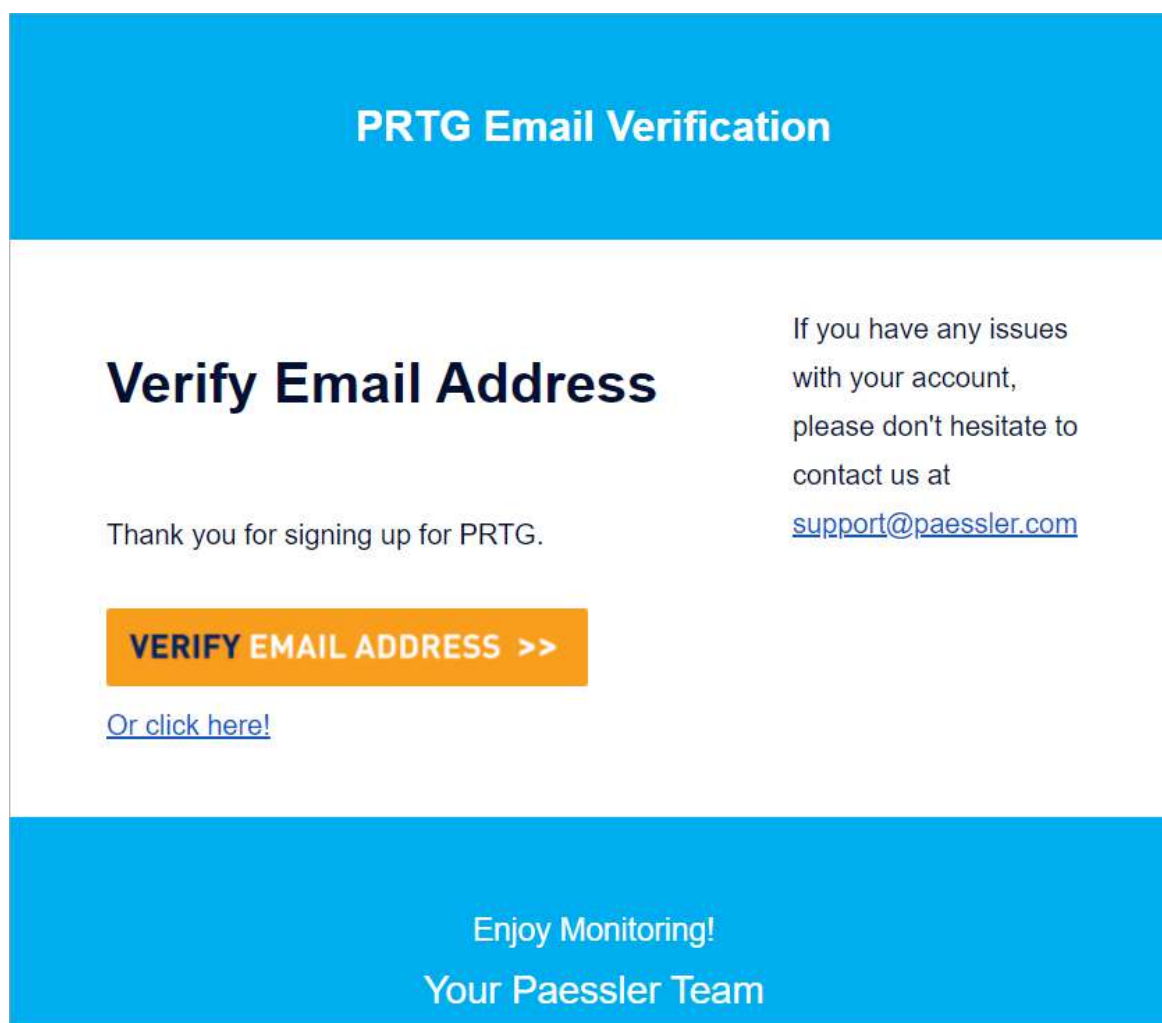
2. You can sign up with your Google, Amazon, or Windows account via single sign-on (SSO) (Auth0). PRTG Hosted Monitor connects to and then automatically uses this account for the login. Click the respective button and follow the instructions. Alternatively, you can sign up via email. Enter a valid Email 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.



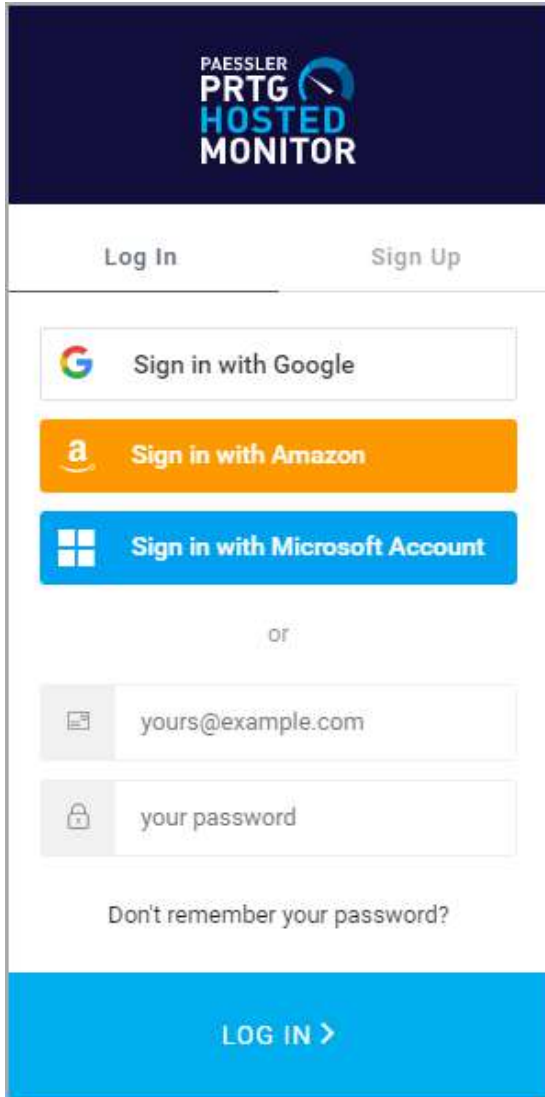
Verify Email Address Notification

4. Go to your inbox and open the email.



Verify Email Address

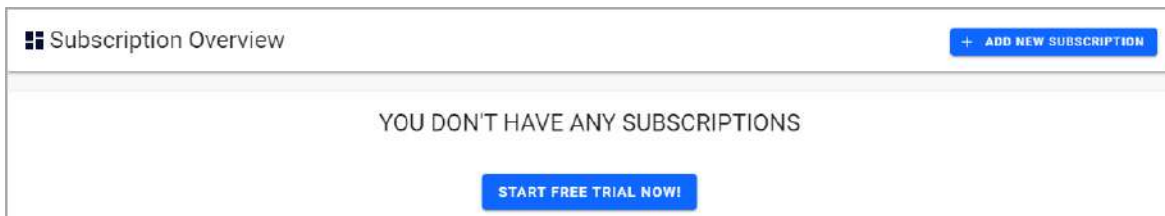
- Click Verify Email Address to verify your email address and to go to the login screen.



The login screen for PRTG Hosted Monitor features a dark blue header with the logo. Below the header, there are two tabs: 'Log In' (selected) and 'Sign Up'. The main content area includes three social login buttons: 'Sign in with Google' (white with Google logo), 'Sign in with Amazon' (orange with Amazon logo), and 'Sign in with Microsoft Account' (blue with Microsoft logo). Below these is a separator 'or'. The standard login section contains an email input field with the placeholder 'yours@example.com', a password input field with the placeholder 'your password', and a link 'Don't remember your password?'. At the bottom is a large blue button labeled 'LOG IN >'.

LoginScreen

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



The subscription overview screen has a header with a hamburger menu icon, the text 'Subscription Overview', and a blue button '+ ADD NEW SUBSCRIPTION'. The main content area displays the message 'YOU DON'T HAVE ANY SUBSCRIPTIONS' in all caps. Below this message is a blue button labeled 'START FREE TRIAL NOW!'.

<%B_Add_New_Subscription%>

7. Click **<%B_Add_New_Subscription%>**.

Optional - Select Domain

Choose your subdomain

You can provide your own unique subdomain name here, e. g. your-name or leave it empty and we will generate one for you!

Select Region

This defines the location where your PRTG will be hosted. This can be changed later if required!

☐ Asia Pacific - Your PRTG instance will be hosted in Singapore.

☐ Asia Pacific - Your PRTG instance will be hosted in Sydney.

☐ Europe - Your PRTG instance will be hosted in Dublin.

☐ US East - Your PRTG instance will be hosted in Northern Virginia.

☐ US West - Your PRTG instance will be hosted in Oregon.

Try Free Trial

TRIAL PLAN

Free For 10 Days

You can only have one active trial at a time.

SELECT PLAN

Monitor up to 500 aspects of your devices in your network, which usually means about 50 devices.

Paid Plans

MONTHLY
ANNUAL

HOSTED 500 MONTHLY

129€ / Month

SELECT PLAN

Monitor up to 500 aspects of your devices in your network, which usually means about 50 devices.

HOSTED 1000 MONTHLY

229€ / Month

SELECT PLAN

Monitor up to 1000 aspects of your devices in your network, which usually means about 100 devices.

HOSTED 2500 MONTHLY

499€ / Month

SELECT PLAN

Monitor up to 2500 aspects of your devices in your network, which usually means about 250 devices.

HOSTED 5000 MONTHLY

899€ / Month

SELECT PLAN

Monitor up to 5000 aspects of your devices in your network, which usually means about 500 devices.

HOSTED 10000 MONTHLY

1299€ / Month

SELECT PLAN


Monitor up to 10000 aspects of your devices in your network, which usually means about 1000 devices.

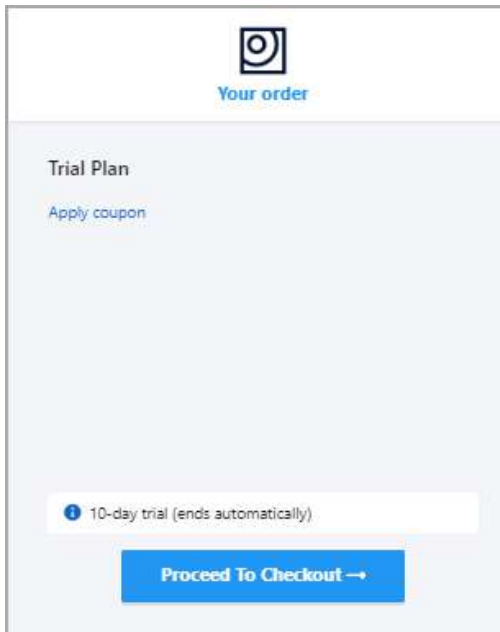
By starting a new subscription I accept the transfer of my data for the purpose of invoicing to [Stripe Inc.](#) and [Chargebee Inc.](#).
I accept the monthly payment withdrawal for my Paessler PRTG Hosted Monitor subscription. See [terms and conditions](#) and [privacy policy](#) for details.

CHECKOUT

Subscription Setup

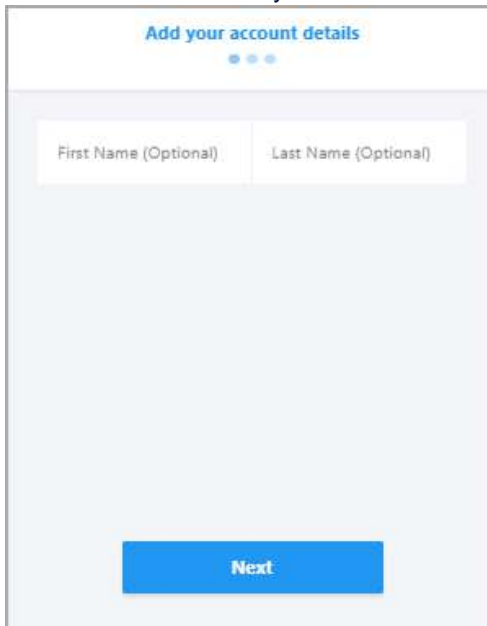
8. Select the region in which PRTG Hosted Monitor hosts your instance.

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.



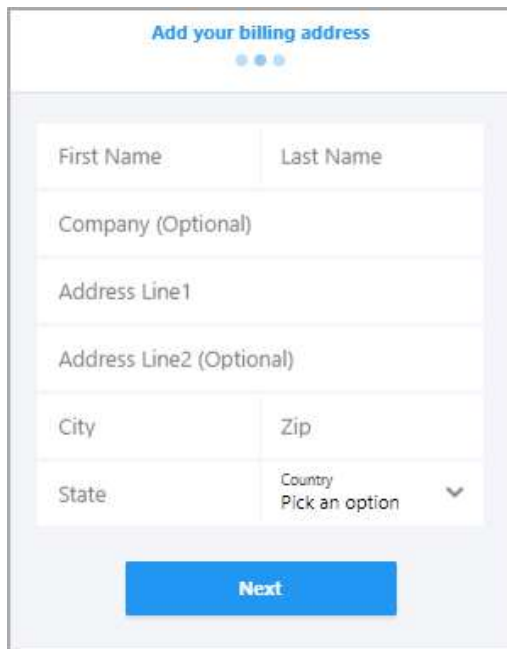
Order Overview

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



Account Details

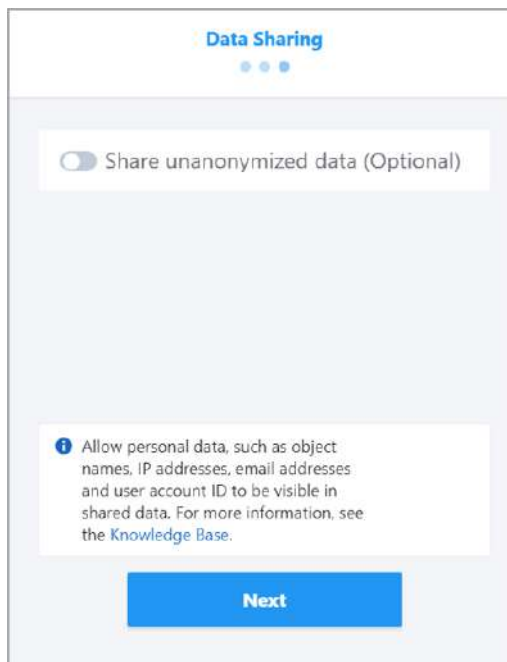
11. Optionally enter your first name and last name and click Next.



Billing Address

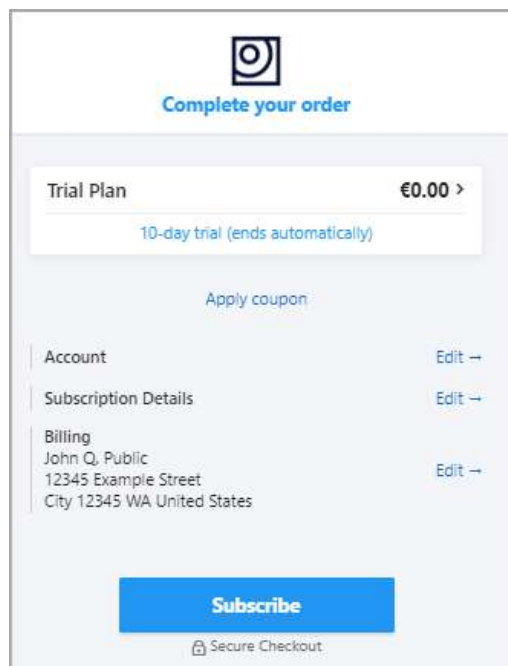
12. Enter your billing information. Then click Next

13. To enable data sharing, click ☐.



Data Sharing

14. Enter your billing information. Then click Next.



Complete your order

Trial Plan €0.00 >
10-day trial (ends automatically)

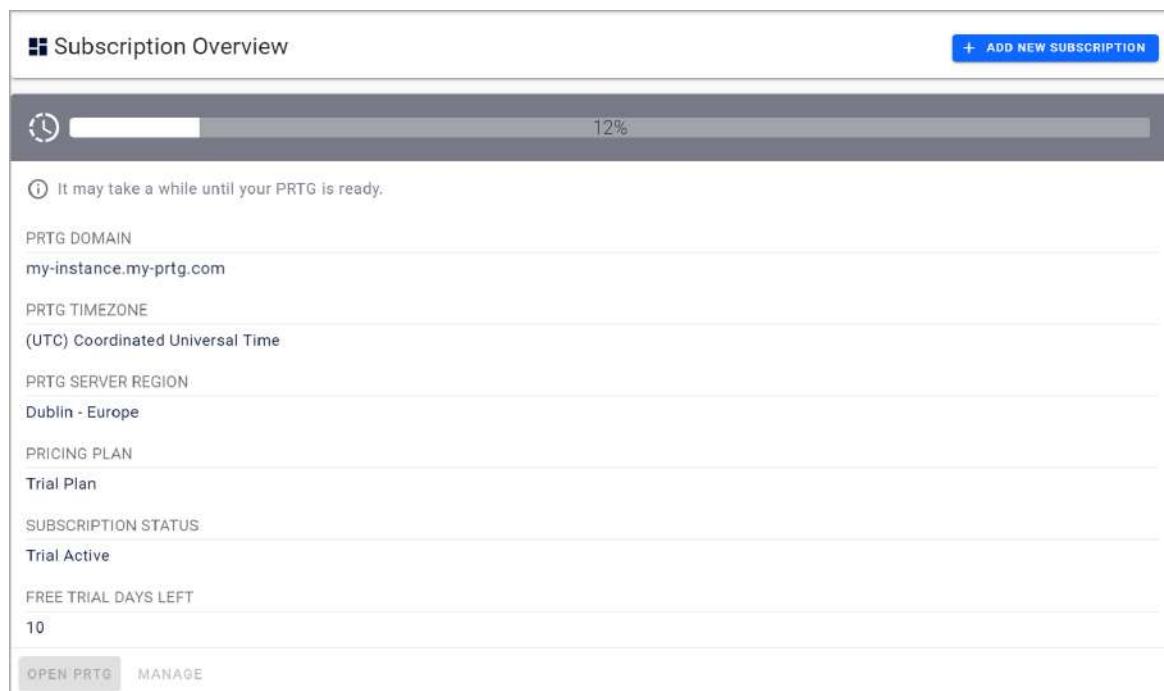
Apply coupon

Account Edit →
Subscription Details Edit →
Billing
John Q. Public
12345 Example Street
City 12345 WA United States Edit →

Subscribe
Secure Checkout

Account and Billing Details Overview

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



Subscription Overview + ADD NEW SUBSCRIPTION

🕒 12%

ⓘ It may take a while until your PRTG is ready.

PRTG DOMAIN
my-instance.my-prtg.com

PRTG TIMEZONE
(UTC) Coordinated Universal Time

PRTG SERVER REGION
Dublin - Europe

PRICING PLAN
Trial Plan

SUBSCRIPTION STATUS
Trial Active

FREE TRIAL DAYS LEFT
10

OPEN PRTG MANAGE

Subscription Progress

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

Subscription Overview [+ ADD NEW SUBSCRIPTION](#)

INSTANCE READY

PRTG DOMAIN
my-instance.my-prtg.com

PRTG TIMEZONE
(UTC) Coordinated Universal Time

PRTG SERVER REGION
Dublin - Europe

PRICING PLAN
Trial Plan

SUBSCRIPTION STATUS
Trial Active

FREE TRIAL DAYS LEFT
10

[OPEN PRTG](#) [MANAGE](#)

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.

PAESSLER PRTG HOSTED MONITOR

Welcome John Q. Public!

All Sensors 4

Current Alarms 0

My PRTG

- [View Results](#)
- [Install PRTG Apps](#)
- [Install PRTG Desktop](#)
- [Get Help and Support](#)
- [Manage Subscription](#)

Yesterday's Activity

0 Sensor Scans Performed

- 0 Sensor Status Changes
- 0 Notifications Sent
- 0 Reports Generated
- 0 Web Pages Served

My Open Tickets 1 [Show Tickets](#)

Paessler Blog

Increase the security of your data center with PRTG

All LPWAN players in one short overview

Monitor your entire Dell infrastructure with PRTG

Get more insights into your VMware backup jobs with PRTG

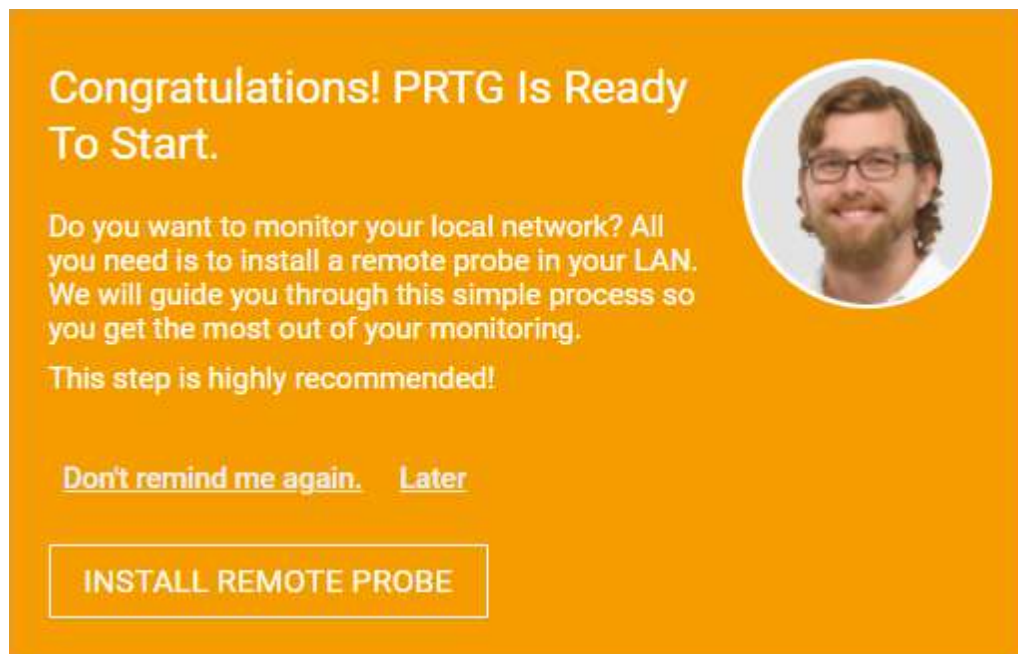
Welcome

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

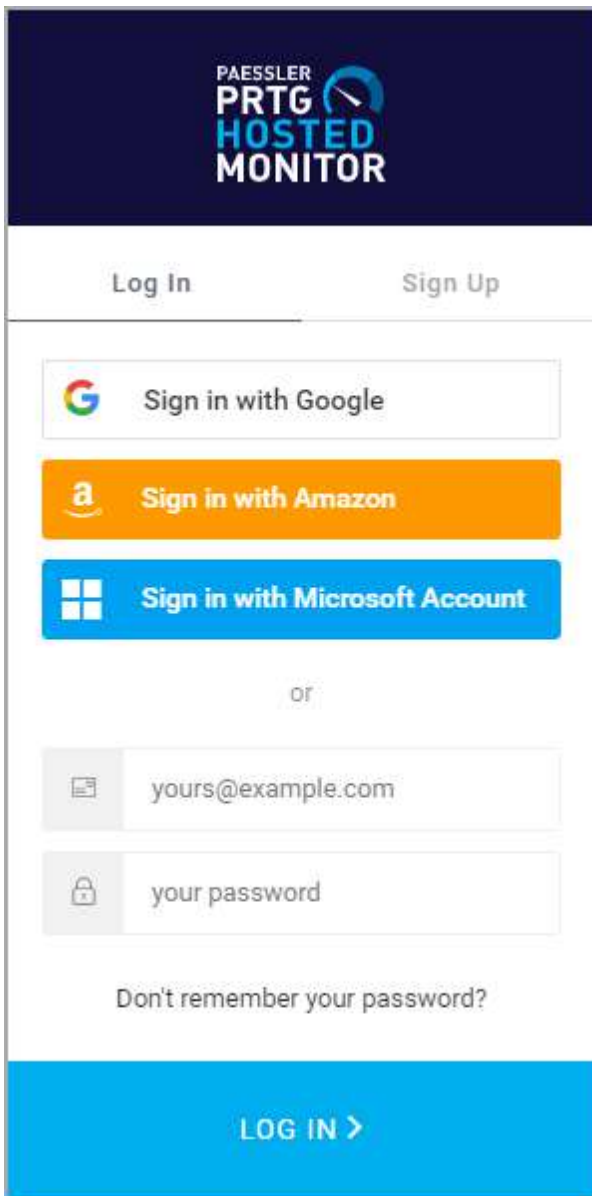
Click Install Remote Probe to start the installation.

- 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.























The screenshot shows the login interface for PRTG Hosted Monitor. At the top, there is a dark blue header with the 'PAESSLER PRTG HOSTED MONITOR' logo. Below the header, there are two tabs: 'Log In' (selected) and 'Sign Up'. The main content area features three large, colorful buttons for social login: 'Sign in with Google' (white with Google logo), 'Sign in with Amazon' (orange with Amazon logo), and 'Sign in with Microsoft Account' (blue with Microsoft logo). Below these, the word 'or' is centered. There are two input fields: one for an email address (placeholder: 'yours@example.com') and one for a password (placeholder: 'your password'). Below the password field is a link that says 'Don't remember your password?'. At the bottom of the form is a large blue button with the text 'LOG IN >'.

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](#) 

- [Manage Subscription](#)  64
 - [Change PRTG Subdomain](#)  66
 - [Change PRTG Timezone](#)  66
 - [Change Multi Factor Authentication in PRTG](#)  67
 - [Data Sharing Options](#)  67
 - [Restart Instance](#)  67
 - [Cancel Subscription](#)  67
 - [Change Subscription](#)  69
- [Account Settings](#)  70
 - [Reset Password](#)  71
 - [Billing Details](#)  72
 - [Payment Details](#)  73
- [Invoices](#)  74
- [Upload](#)  75
 - [Upload Device Templates](#)  75
 - [Upload Custom Files](#)  76
- [Logout](#)  77
- [Upload](#)  75
 - [Upload Device Templates](#)  75
 - [Upload Custom Files](#)  76

Subscription Overview

Subscription Overview [+ ADD NEW SUBSCRIPTION](#)

✓ **INSTANCE READY**

PRTG DOMAIN	my-instance.my-prtg.com
PRTG TIMEZONE	(UTC) Coordinated Universal Time
PRTG SERVER REGION	Ireland - Europe
PRICING PLAN	Trial Plan
SUBSCRIPTION STATUS	Trial Active
FREE TRIAL DAYS LEFT	10

[OPEN PRTG](#) [MANAGE](#)

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

i 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>

i 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

i 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](#).

CHANGE YOUR SUBDOMAIN

⚠ IF YOU HAVE REMOTE PROBES, YOU MUST CHANGE THE DOMAIN FOR THE CORE AS WELL. [READ MORE ABOUT HERE.](#)

⚠ PLEASE BE PATIENT, IT CAN TAKE UP TO 24 HOURS UNTIL YOUR PRTG INSTANCE IS AVAILABLE UNDER YOUR NEW DOMAIN.

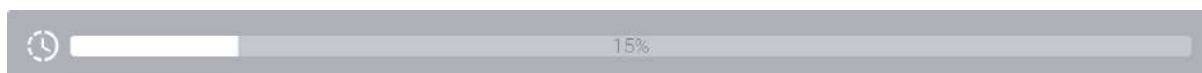
Do you really want to change your subdomain to **myfirstdomain.my-prtg.com**?

CANCEL GOT IT

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.

Change PRTG Timezone

PRTG TIMEZONE

(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

(UTC-12:00) International Date Line West

(UTC-11:00) Coordinated Universal Time-11

(UTC-10:00) Aleutian Islands

(UTC-10:00) Hawaii

(UTC-09:30) Marquesas Islands

(UTC-09:00) Alaska

Time Zone Options

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

Successfully changed Timezone to (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

CLOSE

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

i 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

Change Multi-Factor Authentication in PRTG

i 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.

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

<%H_Data Sharing_Options%>

Restart Instance

To restart your PRTG Hosted Monitor instance, click Restart.

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.

<%H_Restart Instance%>

Cancel Subscription

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

CANCEL SUBSCRIPTION

ARE YOU SURE YOU WANT TO CANCEL YOUR TRIAL PLAN SUBSCRIPTION?

Warning: Trial subscriptions cannot be restored!

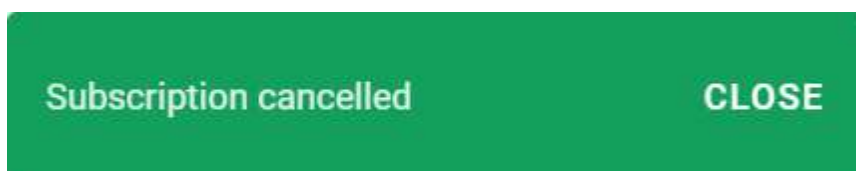
Before leaving, please select the reason:

- ☐ Accidentally subscribed
- ☐ Too expensive
- ☐ Too complicated
- ☐ Bad support
- ☐ Features missing
- ☐ Company restructure
- ☐ Other tool will be used for that in the future
- ☐ Project cancelled / finished
- ☐ Prefer on-premise
- ☐ Other reasons

[CANCEL](#) [GOT IT](#)

Cancel Subscription

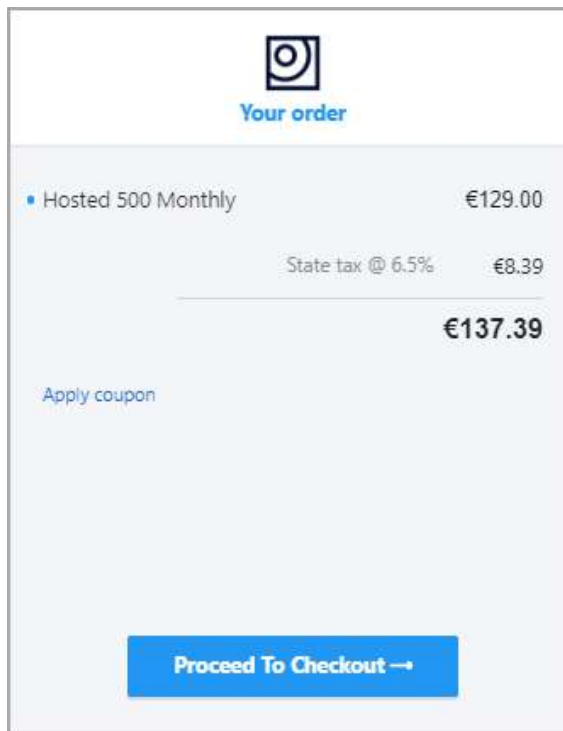
2. Click Got It to finalize the cancellation. You see the following message.



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.



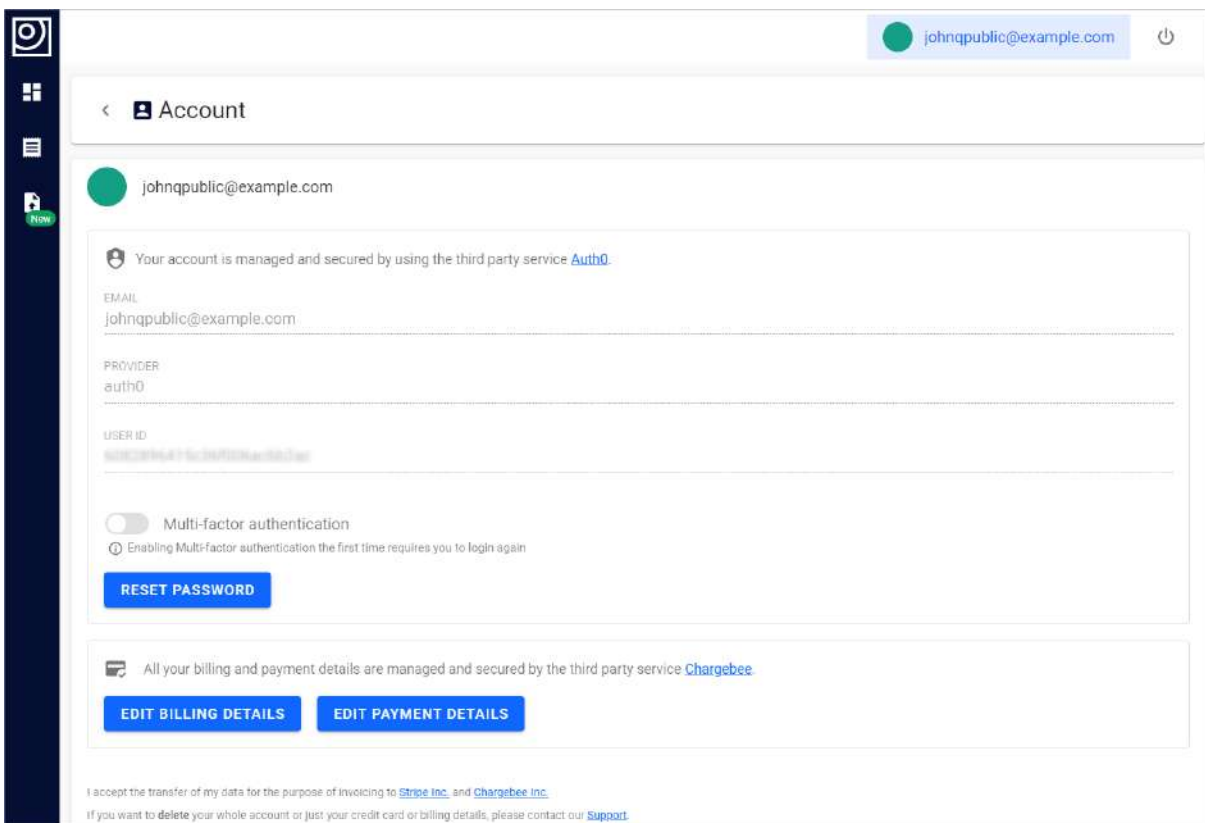
Change Subscription

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.

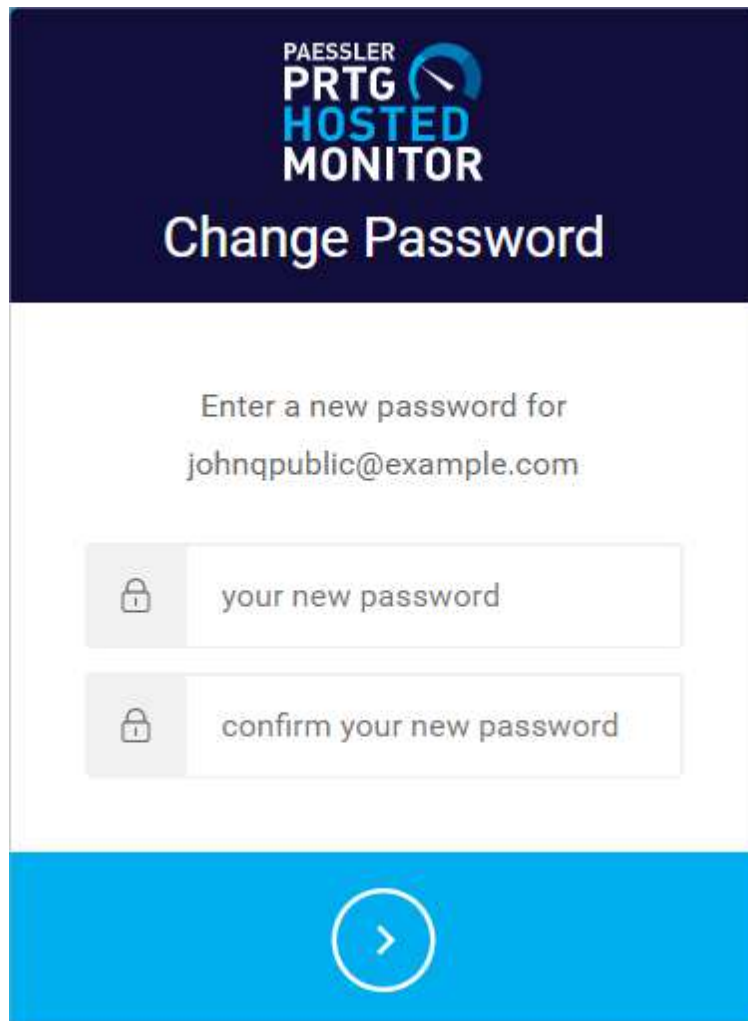


Account Overview

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.



The screenshot shows a mobile application interface for changing a password. At the top, there is a dark blue header with the 'PAESSLER PRTG HOSTED MONITOR' logo and the title 'Change Password'. Below the header, the text 'Enter a new password for johnqpublic@example.com' is displayed. There are two input fields, each with a lock icon on the left. The first field is labeled 'your new password' and the second is labeled 'confirm your new password'. At the bottom, there is a large blue button with a white right-pointing arrow inside a circle.

Change Password

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

Card Number

Expiry

CVV 


Address Line1

Address Line2 (Optional)

City


Zip

State

Country
Pick an option 

I authorize Paessler AG to save this payment method and automatically charge this payment method whenever a subscription is associated with it.

Add

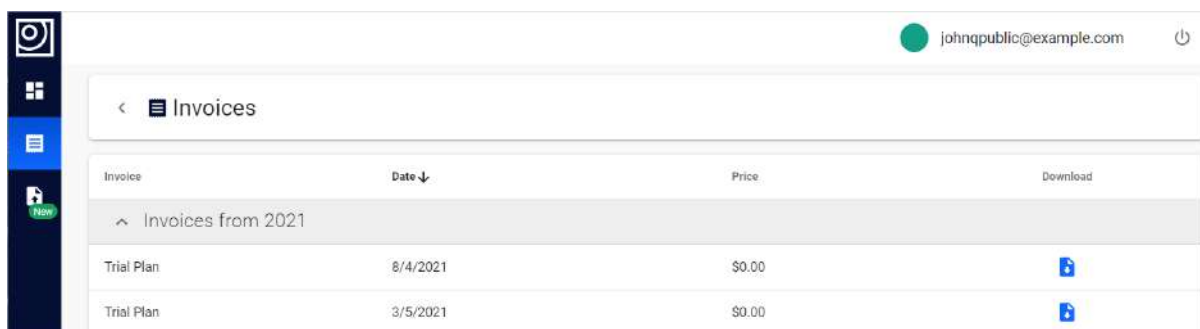
 You may be redirected to your bank page for 3D secure verification.



Add a Payment Method

2. Click Add to add the new payment details.

Invoices

Here you can view and download all of your invoices.

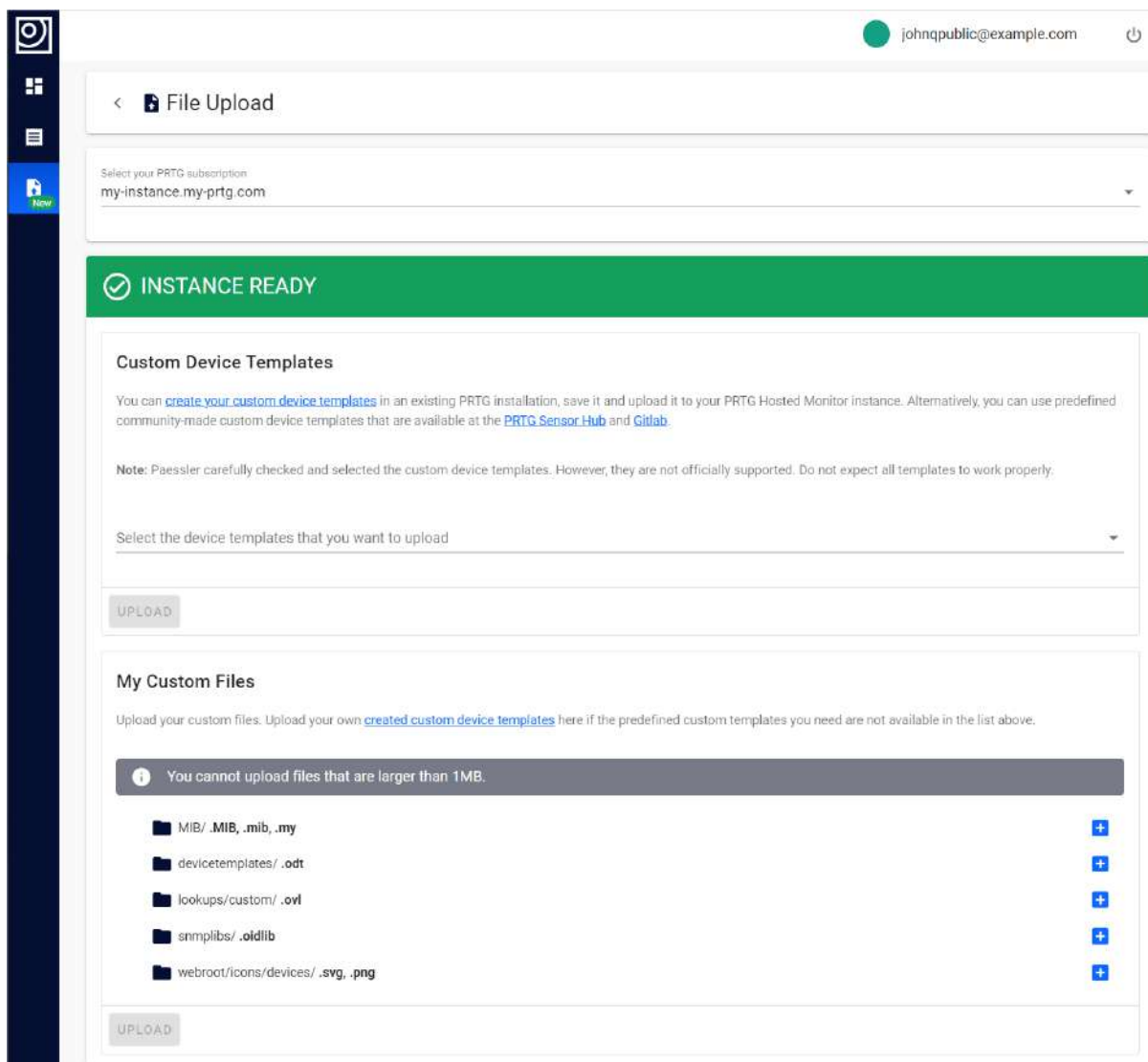


Invoice	Date ↓	Price	Download
Invoices from 2021			
Trial Plan	8/4/2021	\$0.00	
Trial Plan	3/5/2021	\$0.00	

Invoices

Upload

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



Select your PRTG subscription
my-instance.my-prtg.com

INSTANCE READY

Custom Device Templates

You can [create your custom device templates](#) in an existing PRTG installation, save it and upload it to your PRTG Hosted Monitor instance. Alternatively, you can use predefined community-made custom device templates that are available at the [PRTG Sensor Hub](#) and [Gitlab](#).

Note: Paessler carefully checked and selected the custom device templates. However, they are not officially supported. Do not expect all templates to work properly.






Select the device templates that you want to upload

UPLOAD

My Custom Files

Upload your custom files. Upload your own [created custom device templates](#) here if the predefined custom templates you need are not available in the list above.

You cannot upload files that are larger than 1MB.

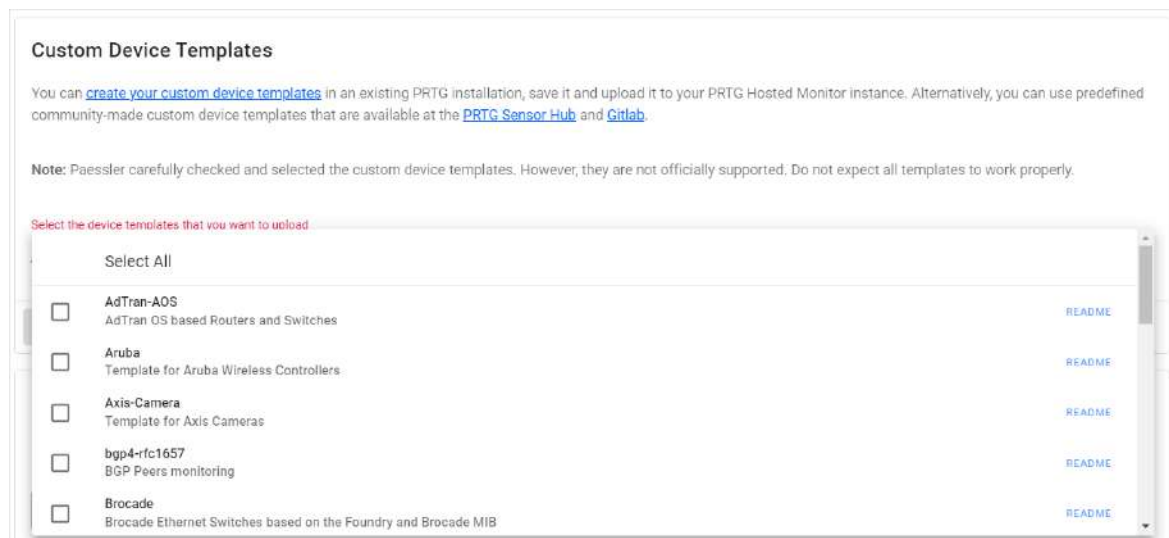
- MIB/ .MIB, .mib, .my 
- devicetemplates/ .odt 
- lookups/custom/ .ovl 
- snmplibs/ .oidlib 
- webroot/icons/devices/ .svg, .png 

UPLOAD

Upload

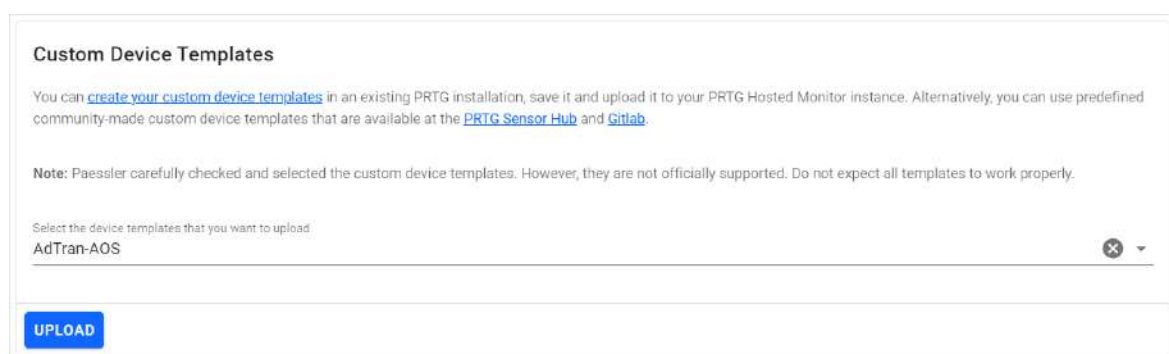
Upload Device Templates

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.



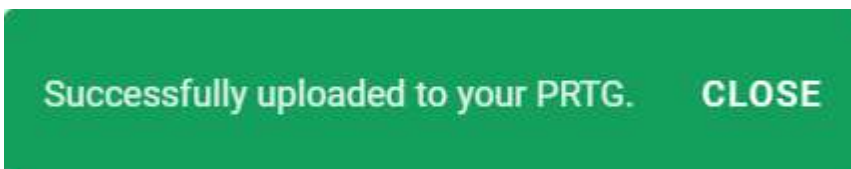
Device Templates

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.



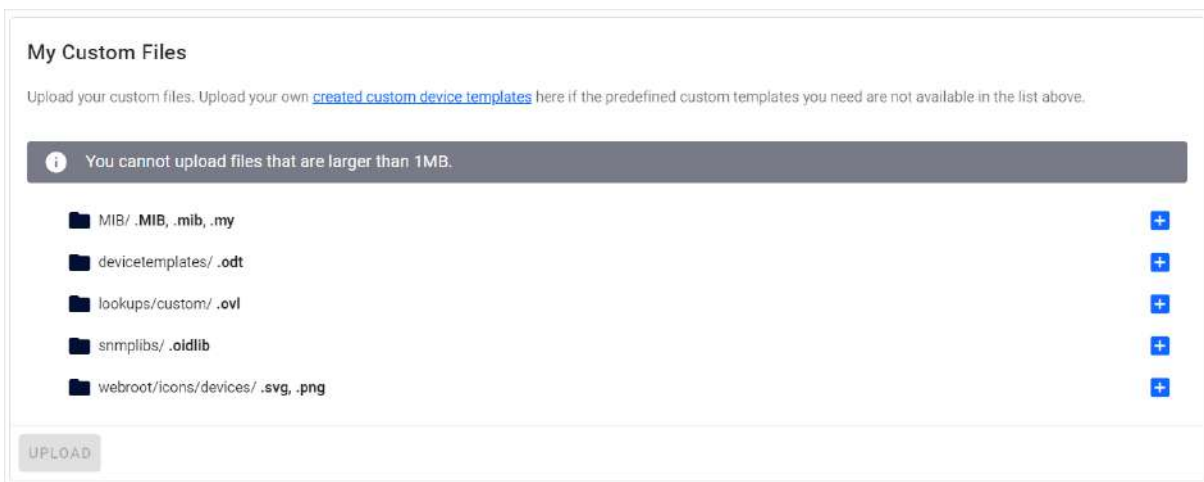
Upload File

5. Click Upload to upload the device templates.



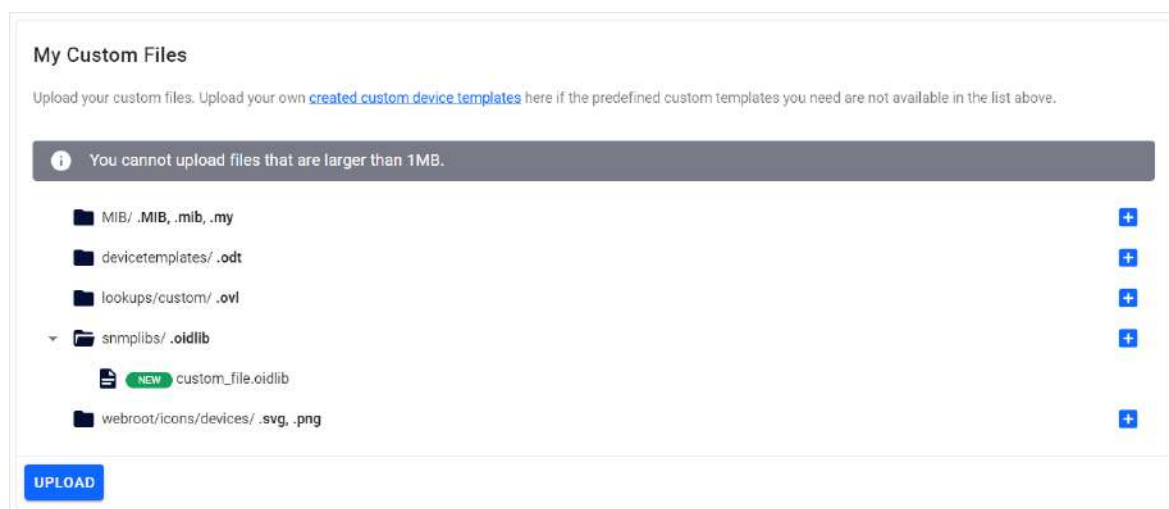
Device Template Upload Successful

Upload Custom Files



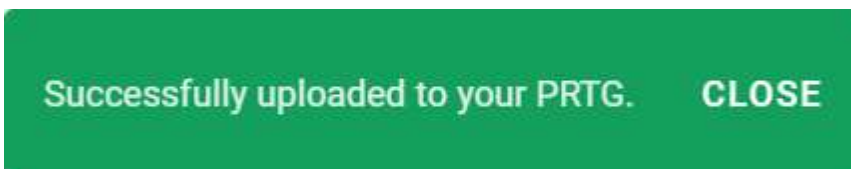
Custom Files

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](#)  79
- [Manually Enter the QR Code](#)  84
- [Log In With Multi-Factor Authentication](#)  84
- [Disable Multi-Factor Authentication](#)  85
- [Use The Recovery Code](#)  86

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.

johnqpublic@example.com

Account

johnqpublic@example.com

Your account is managed and secured by using the third party service [Auth0](#).

EMAIL

johnqpublic@example.com

PROVIDER

auth0

USER ID

545623894775c39f70304a1c58032e0

☐

Multi-factor authentication

Enabling Multi-factor authentication the first time requires you to login again

RESET PASSWORD

All your billing and payment details are managed and secured by the third party service [Chargebee](#).


EDIT BILLING DETAILS

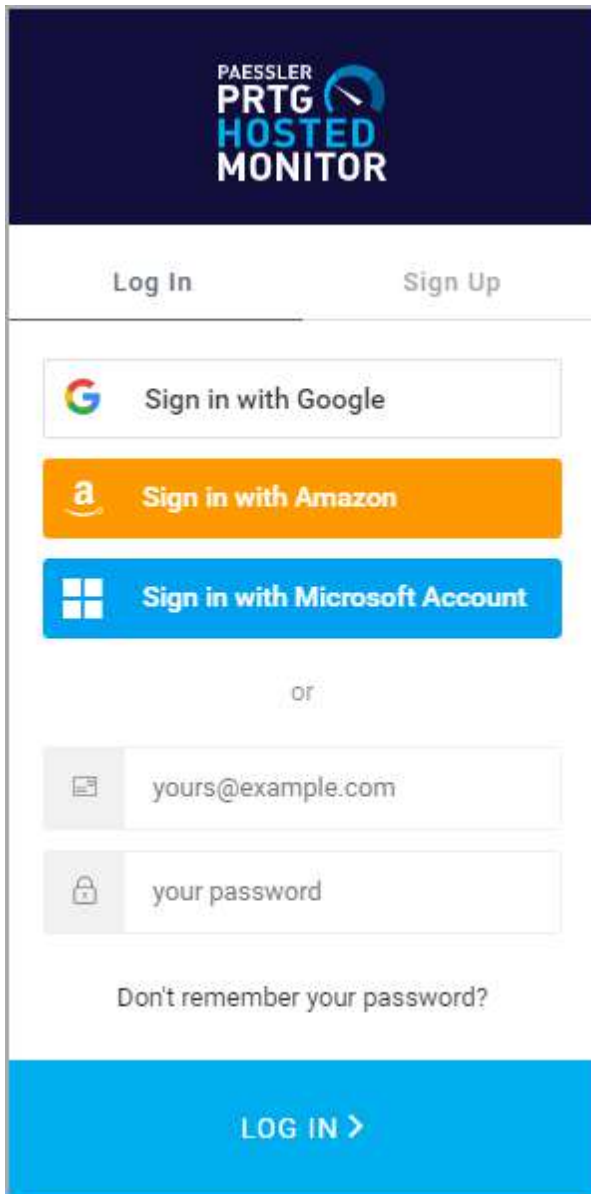
EDIT PAYMENT DETAILS

I accept the transfer of my data for the purpose of invoicing to [Stripe Inc.](#) and [Chargebee Inc.](#)

If you want to **delete** your whole account or just your credit card or billing details, please contact our [Support](#).

Account Overview

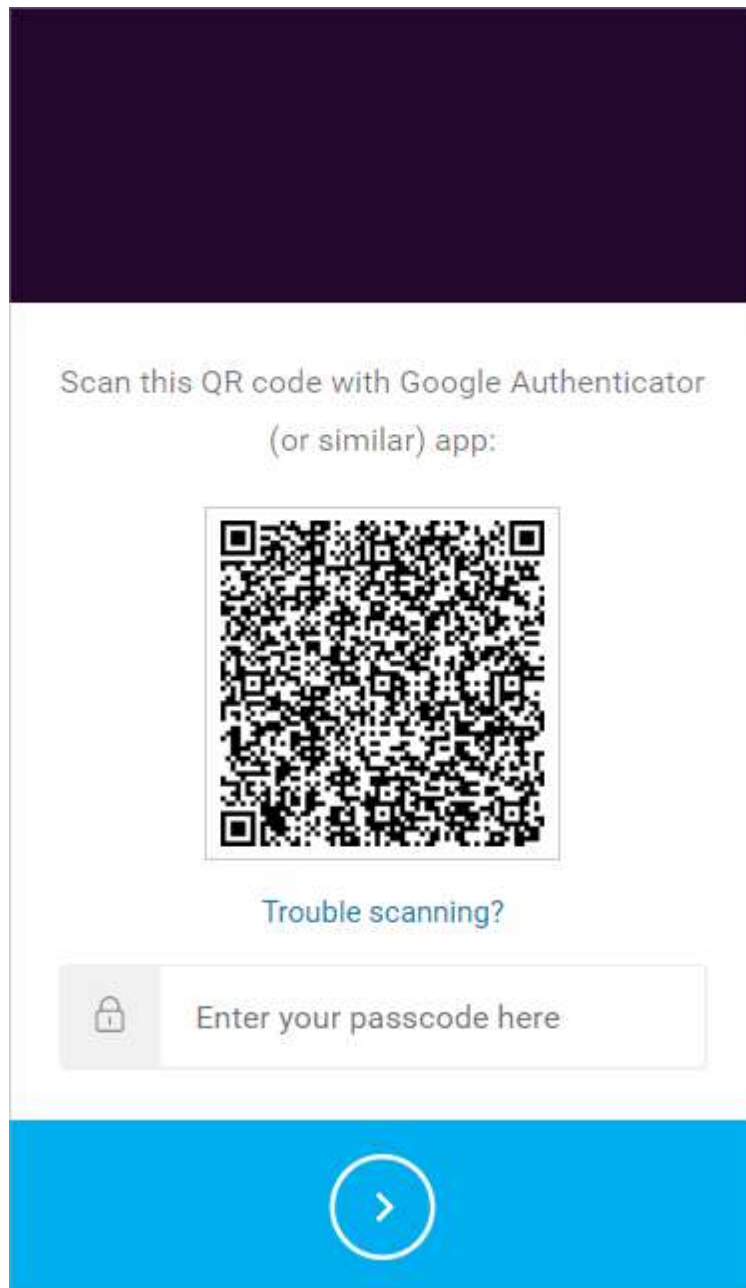
1. To enable multi-factor authentication, click ☐.
 If you enable multi-factor authentication for the first time, you must log in again.



The image shows the login screen for PRTG Hosted Monitor. At the top, there is a dark blue header with the Paessler PRTG Hosted Monitor logo. Below the header, there are two tabs: "Log In" (selected) and "Sign Up". The main content area contains three social login buttons: "Sign in with Google" (white with Google logo), "Sign in with Amazon" (orange with Amazon logo), and "Sign in with Microsoft Account" (blue with Microsoft logo). Below these buttons is a separator "or". Under the separator are two input fields: one for email (containing "yours@example.com") and one for password (containing "your password"). Below the password field is a link "Don't remember your password?". At the bottom of the form is a large blue button labeled "LOG IN >".

Login Screen

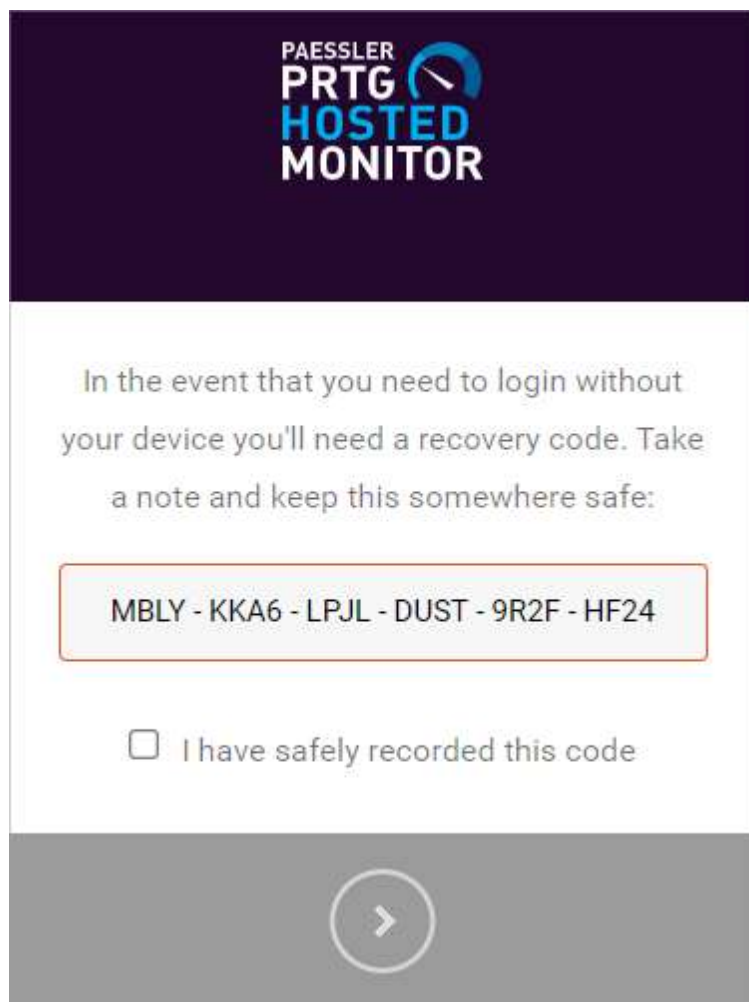
2. Provide the credentials you entered when you signed up and click Log In, or use single sign-on (SSO) and continue with your Google, Amazon, or Windows account via the respective button.




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.

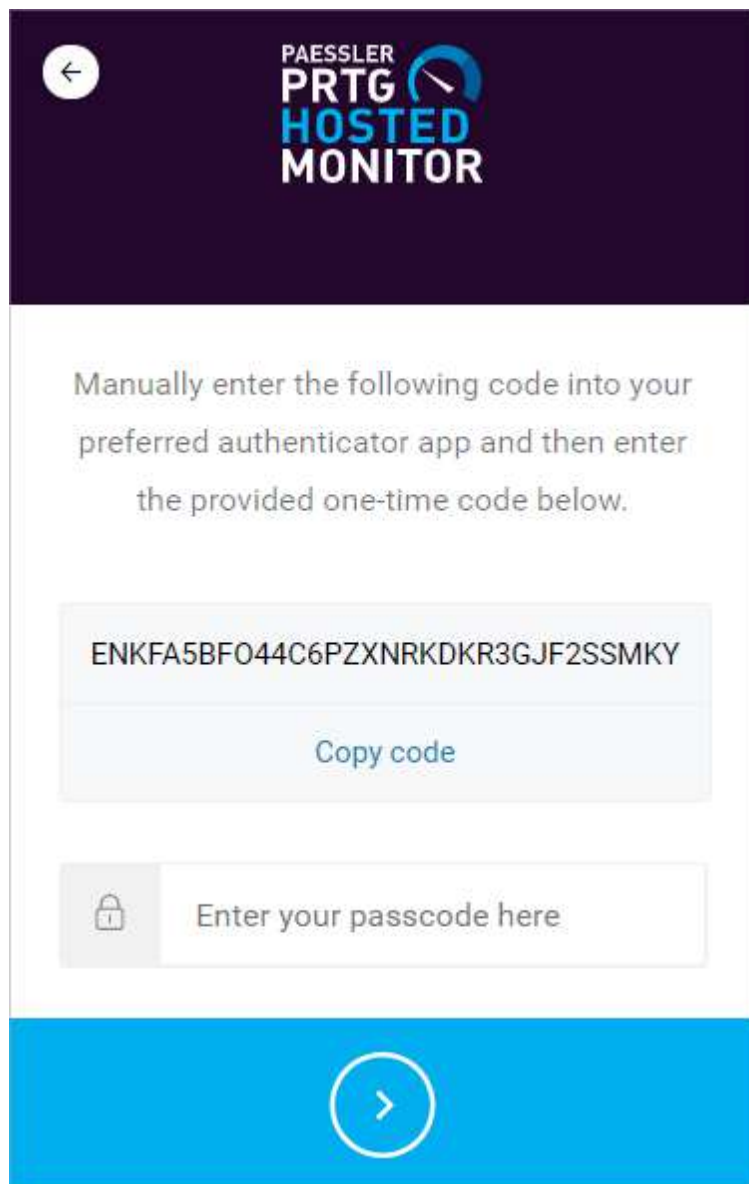


Recovery Code


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](#).
- ① 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?.

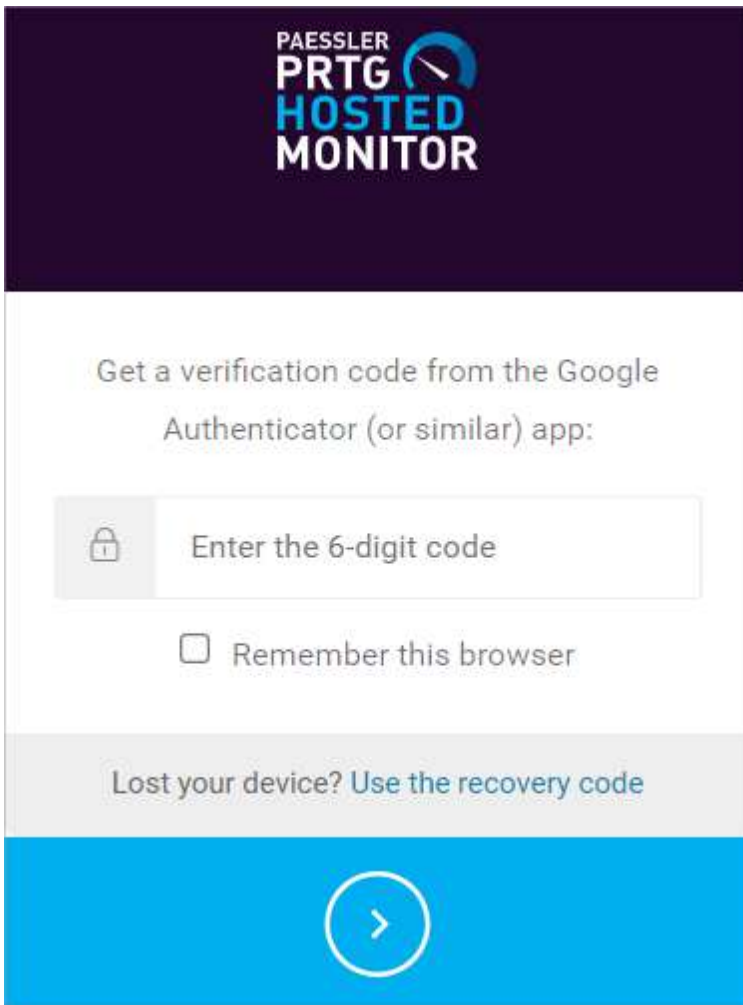


Manually Enter the QR Code

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.




The screenshot shows the PRTG Hosted Monitor login interface. At the top, the logo reads 'PAESSLER PRTG HOSTED MONITOR'. Below the logo, the text says 'Get a verification code from the Google Authenticator (or similar) app:'. There is a text input field with a lock icon on the left and the placeholder text 'Enter the 6-digit code'. Below the input field is a checkbox labeled 'Remember this browser'. At the bottom of the form area, there is a link that says 'Lost your device? Use the recovery code'. Below the form area is a large blue button with a white right-pointing arrow inside a circle.

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.

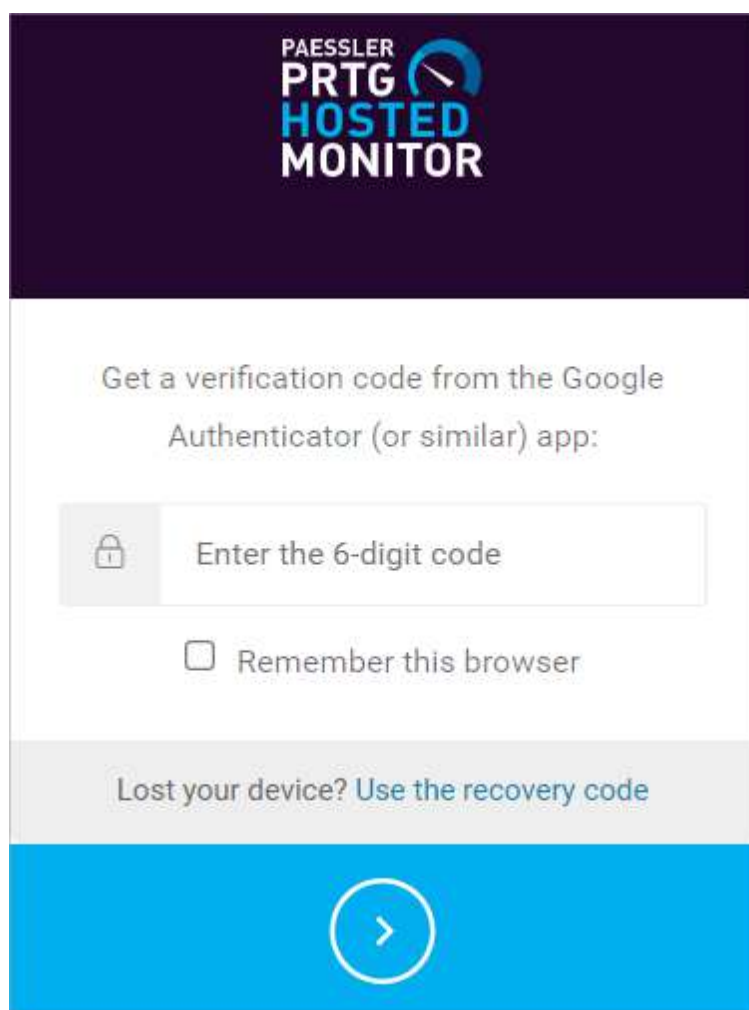
Multi-factor authentication is now disabled. **CLOSE**

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

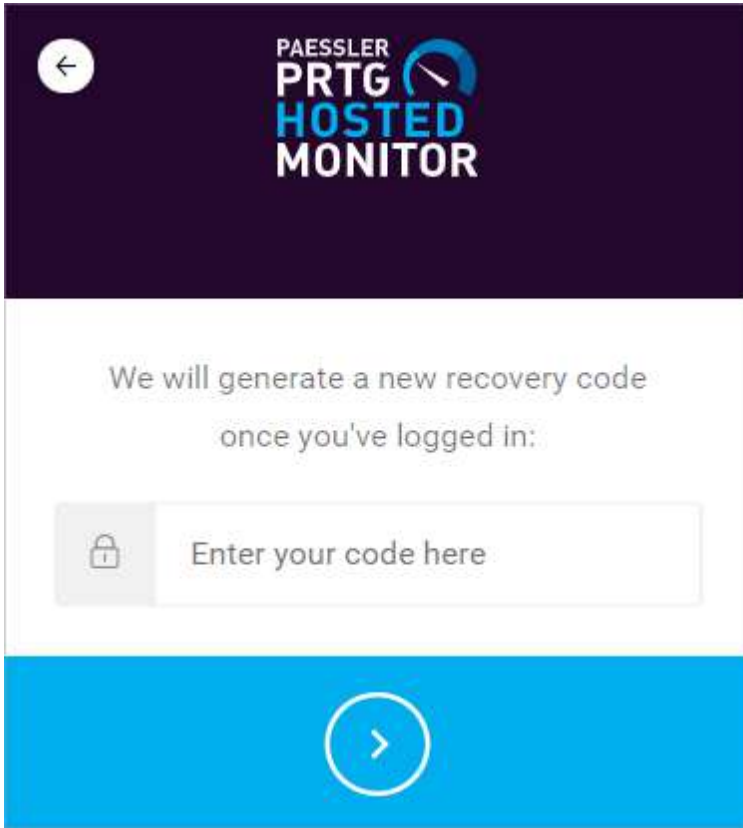
1. If you lose your device, click Use the recovery code on the login screen.





The image shows the login interface for PRTG Hosted Monitor. At the top is a dark purple header with the 'PAESSLER PRTG HOSTED MONITOR' logo. Below the header, the text 'Get a verification code from the Google Authenticator (or similar) app:' is displayed. Underneath is a light gray input field with a lock icon on the left and the placeholder text 'Enter the 6-digit code'. Below the input field is a checkbox labeled 'Remember this browser'. At the bottom of the white content area is a light gray bar with the text 'Lost your device? Use the recovery code'. The entire form is set against a blue background that features a large white circular arrow icon at the bottom center.

Log In With Multi-Factor Authentication

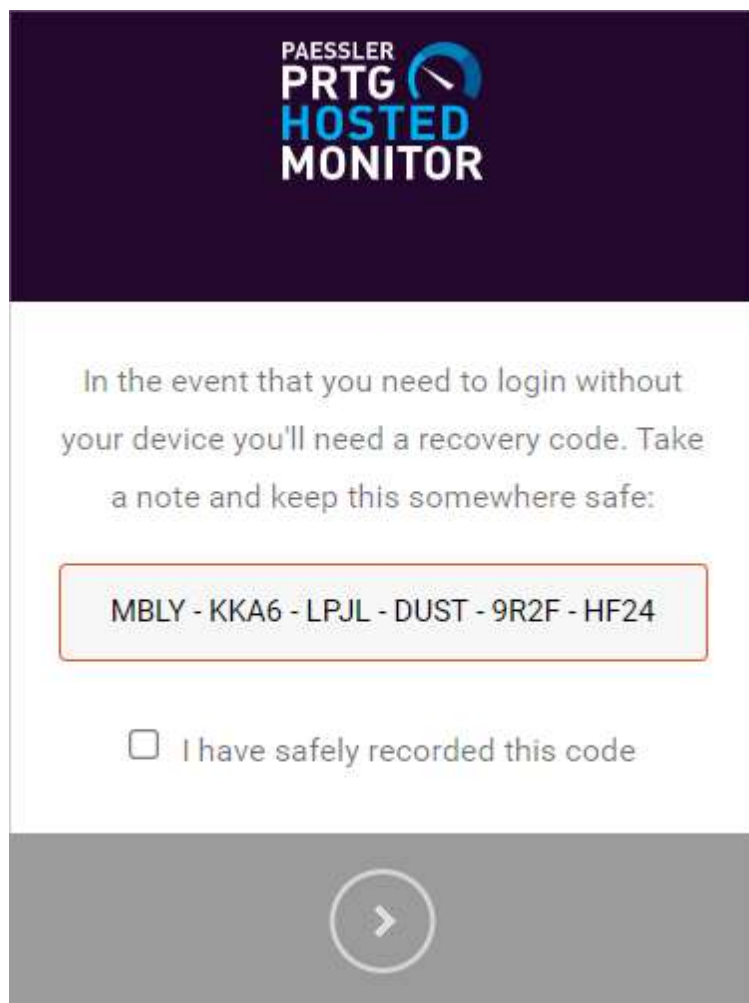
You see the following screen.





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

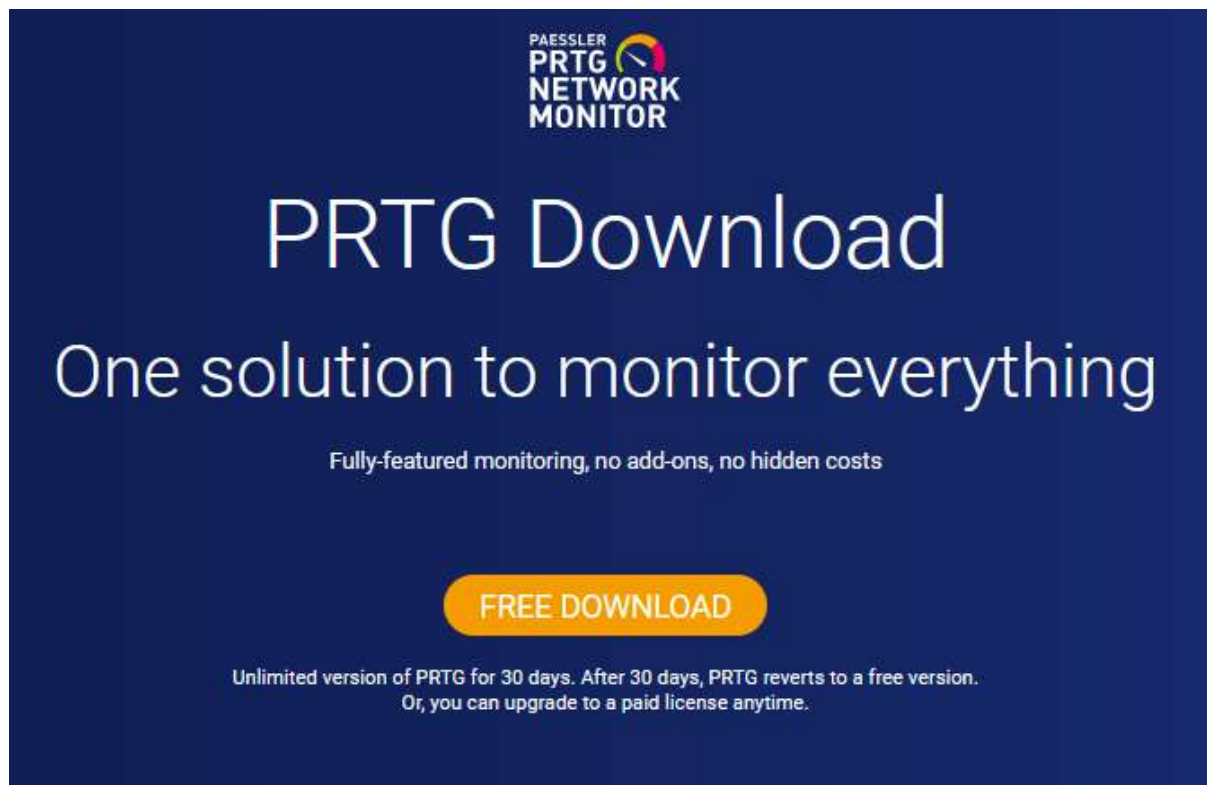
The following sections show you how to download and install PRTG Network Monitor. If you want to use PRTG Hosted Monitor, go straight to section [Create a PRTG Hosted Monitor Instance](#) to get started.

In this section:

- [Download PRTG](#)  91
- [Update from Previous Versions](#)  92
- [Install a PRTG Core Server](#)  94
- [Install a Cluster](#)  101
- [Enter a License Key](#)  102
- [Activate the Product](#)  104
- [Install a Remote Probe](#)  106
- [Uninstall PRTG Products](#)  119

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](#).



Download PRTG

- ① 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.

i 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?](#)

i 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.

i 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.

i 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>

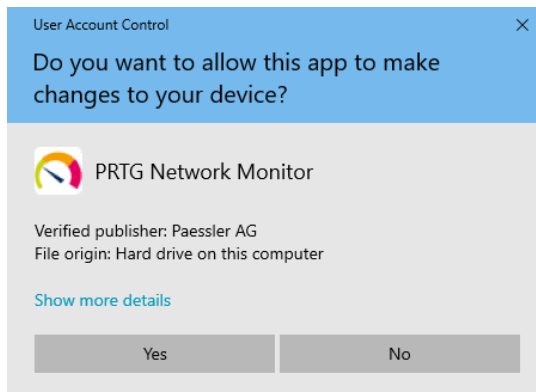
How do I update from older versions?

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

4.3 Install a PRTG Core Server

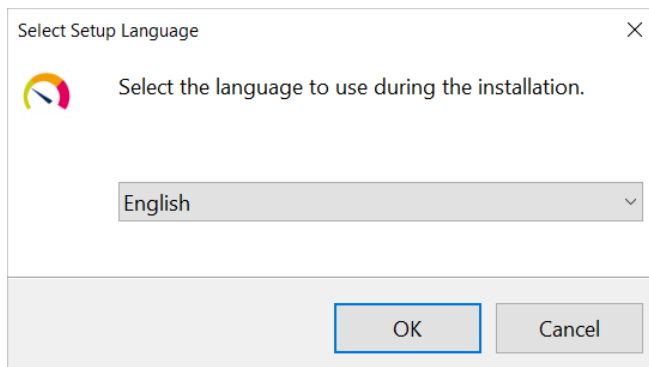
Installing PRTG Network Monitor works like other Windows-based applications. To install PRTG, run the installation setup program from the .zip file that you downloaded.

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.



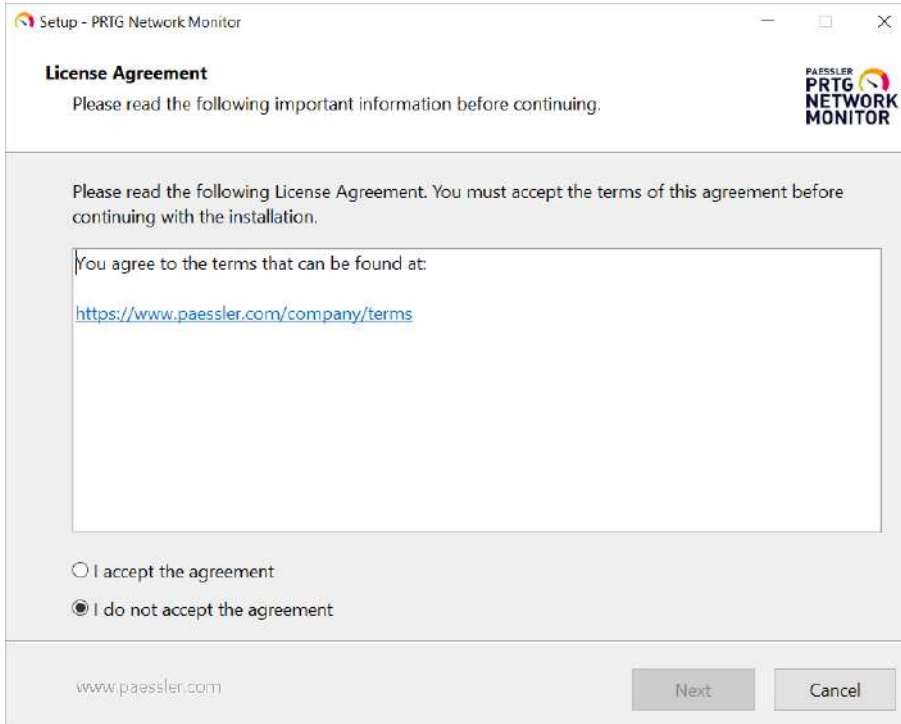
Windows User Account Control Confirmation Request

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 - PRTG Network Monitor

License Agreement

Please read the following important information before continuing.

Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.

You agree to the terms that can be found at:

<https://www.paessler.com/company/terms>

☐ I accept the agreement

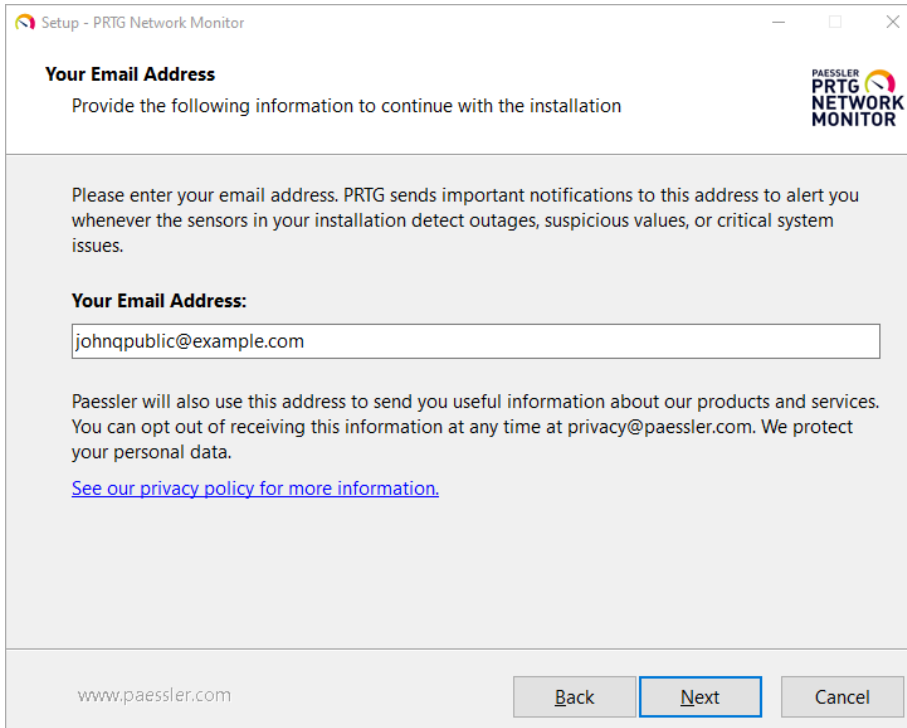
☒ I do not accept the agreement

www.paessler.com

Next Cancel

Setup Dialog: License Agreement

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



Setup - PRTG Network Monitor

Your Email Address

Provide the following information to continue with the installation

Please enter your email address. PRTG sends important notifications to this address to alert you whenever the sensors in your installation detect outages, suspicious values, or critical system issues.

Your Email Address:

Paessler will also use this address to send you useful information about our products and services. You can opt out of receiving this information at any time at privacy@paessler.com. We protect your personal data.

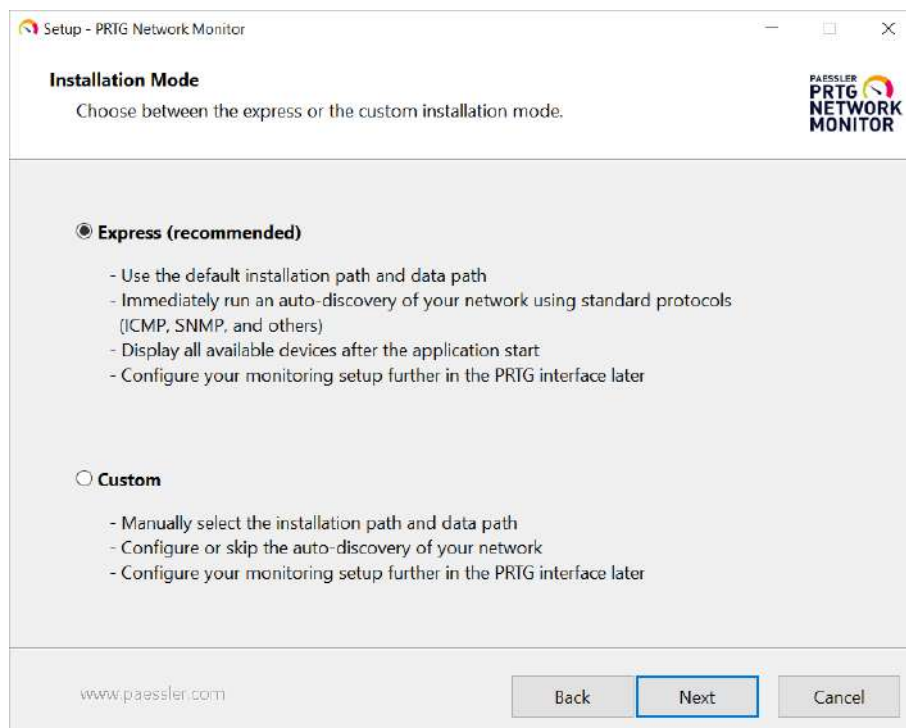
[See our privacy policy for more information.](#)

www.paessler.com

Back Next Cancel

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 - PRTG Network Monitor

Installation Mode
Choose between the express or the custom installation mode.

☒ **Express (recommended)**

- Use the default installation path and data path
- Immediately run an auto-discovery of your network using standard protocols (ICMP, SNMP, and others)
- Display all available devices after the application start
- Configure your monitoring setup further in the PRTG interface later

☐ **Custom**

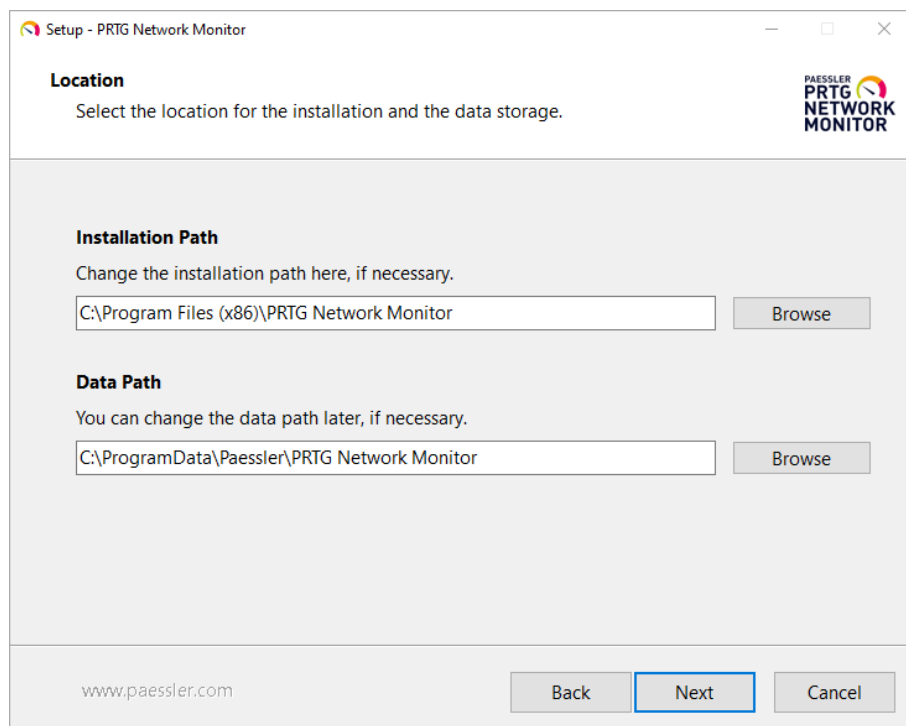
- Manually select the installation path and data path
- Configure or skip the auto-discovery of your network
- Configure your monitoring setup further in the PRTG interface later

www.paessler.com

Back Next Cancel

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](#), if necessary. Click Next.



Setup - PRTG Network Monitor

Location
Select the location for the installation and the data storage.

Installation Path
Change the installation path here, if necessary.

C:\Program Files (x86)\PRTG Network Monitor Browse

Data Path
You can change the data path later, if necessary.

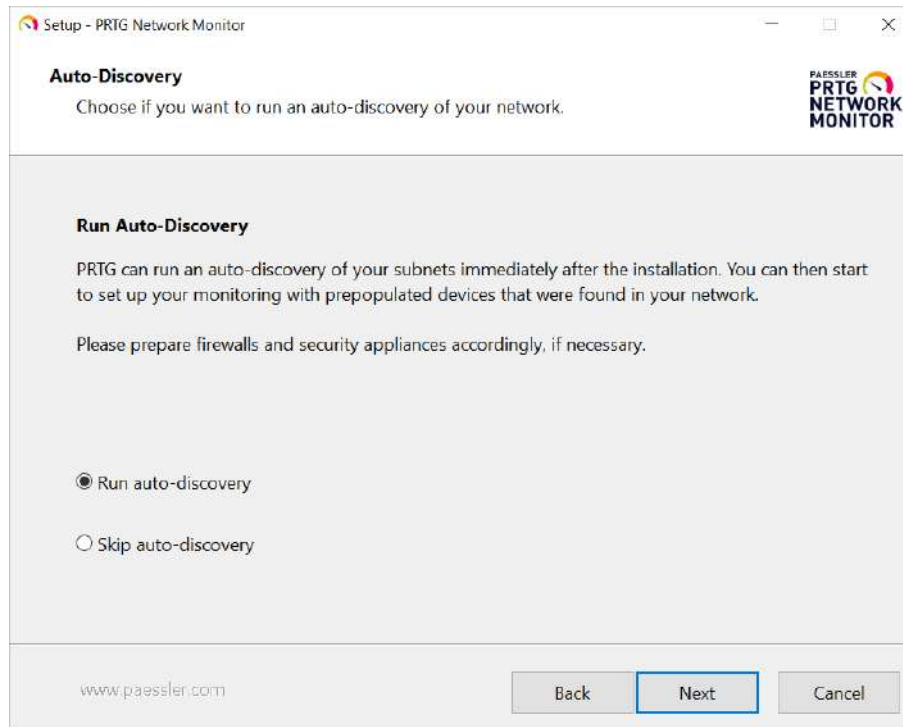
C:\ProgramData\Paessler\PRTG Network Monitor Browse

www.paessler.com

Back Next Cancel

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](#) of your network or if you want to skip the auto-discovery. Click Next.



Setup - PRTG Network Monitor

Auto-Discovery
Choose if you want to run an auto-discovery of your network.

Run Auto-Discovery
PRTG can run an auto-discovery of your subnets immediately after the installation. You can then start to set up your monitoring with prepopulated devices that were found in your network.
Please prepare firewalls and security appliances accordingly, if necessary.

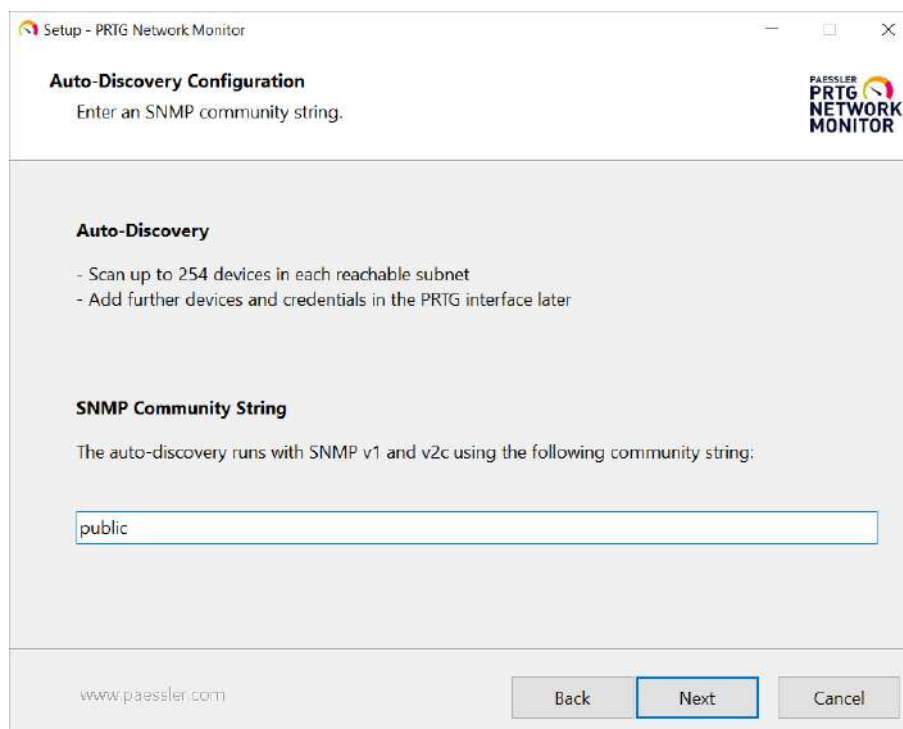
☒ Run auto-discovery
☐ Skip auto-discovery

www.paessler.com

Back Next Cancel

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 - PRTG Network Monitor

Auto-Discovery Configuration
Enter an SNMP community string.

Auto-Discovery
- Scan up to 254 devices in each reachable subnet
- Add further devices and credentials in the PRTG interface later

SNMP Community String
The auto-discovery runs with SNMP v1 and v2c using the following community string:

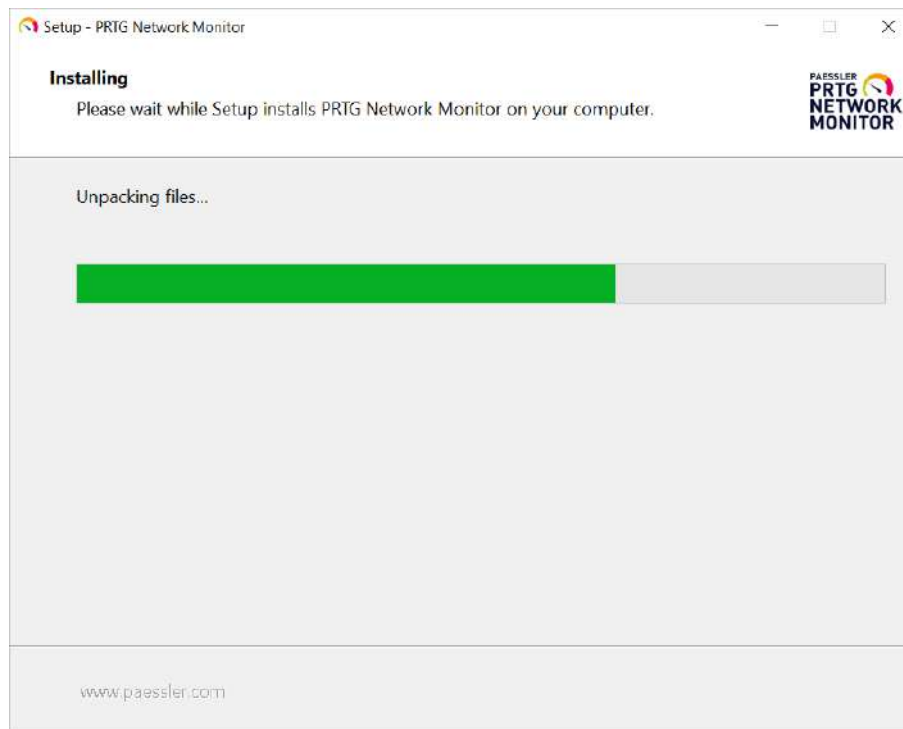
public

www.paessler.com

Back Next Cancel

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.

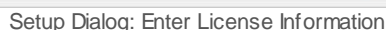
■ For more information, see section [System Requirements](#)^[30].

❗ 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.



For more information, see section [Enter a License Key](#) 

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](#).¹⁰²¹
- ❗ 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>