Field	Description
	ⓘ If the alarm condition still exists after the specified date, the sensor shows the Down status again. ⓘ To return the sensor to the Down status before the specified date, you can Pause and then Resume the sensor via the context menu 240.

ⓘ By default, only read/write users 3335 or administrators can acknowledge alarms. However, you can give read-only users the right to acknowledge alarms, too. See the system administration settings, section User Accounts 3337.

More

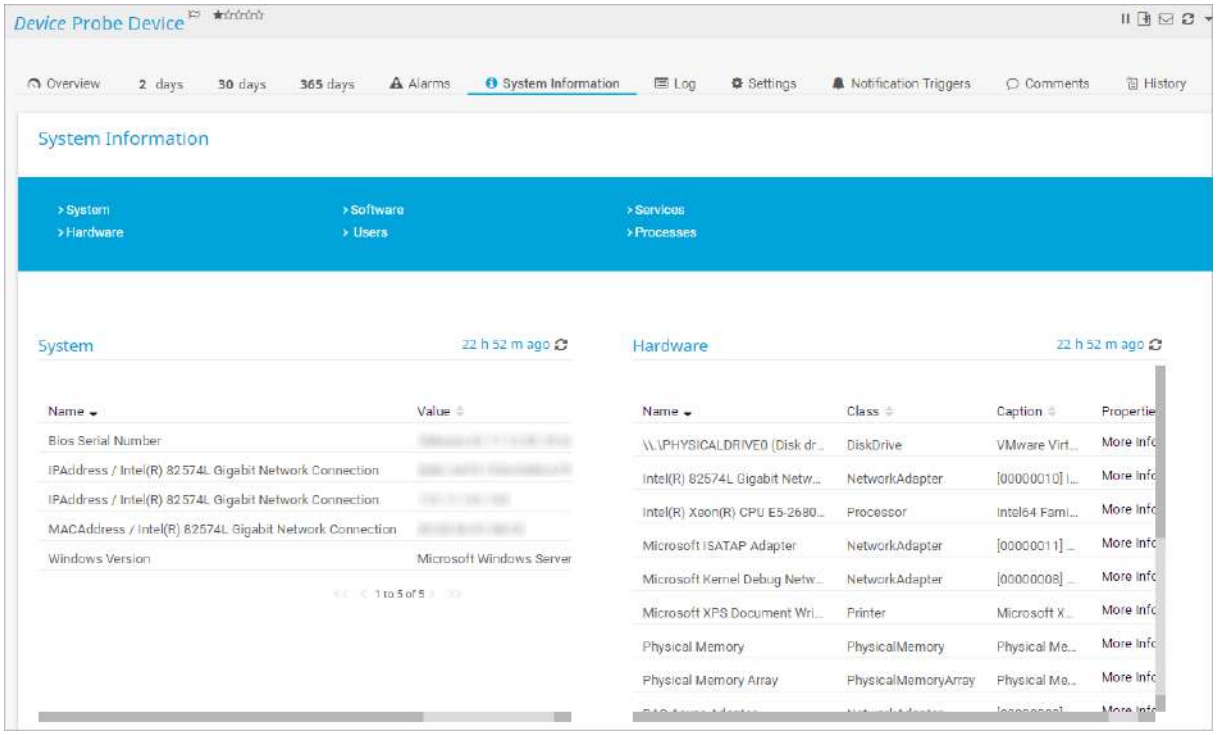
KNOWLEDGE BASE

Which audible notifications are available in the PRTG web interface and in PRTG Desktop?

- https://kb.paessler.com/en/topic/26303

6.10 System Information

With the System Information feature, you can see what is going on in the systems that you have in your network. To see the system information for a device, click the device's System Information tab.



System Information Tab on a Windows Device

The system information shows

- basic system data of your device like the BIOS serial number or MAC and IP addresses,
- all connected hardware types and their properties,
- the software you have installed, including version and vendor information,
- the users that are connected to your system and their domains,
- a list of all active or stopped Windows system services including their properties, and
- a list of all processes that are running on your system, including their ID and start time.

System information is available for all devices that run with an officially supported Windows operating system [27]. You can also retrieve system information from devices that run with Linux or Unix, and from all other devices that have the Simple Network Management Protocol (SNMP) enabled.

You cannot use this feature on the hosted probe of a PRTG Hosted Monitor instance. You can use this feature on remote probes.

Prerequisites

You already meet the main prerequisites for retrieving system information if you already monitor a device with sensors that use Windows Management Instrumentation (WMI) or the Simple Network Management Protocol (SNMP). PRTG automatically displays the data on the respective device's System Information tab. To retrieve all available system information, enable both WMI and SNMP on the device.

The System Information feature is enabled by default. To retrieve the data, PRTG automatically uses the credentials for Windows systems 596 and the credentials for SNMP devices 603 that you entered in the device settings or that the device inherits 131 from a parent object like the root group. Consider this when you monitor devices that are outside of your local network, especially when you use SNMP v1 or SNMP v2c, which do not provide encryption.

Meet the following prerequisites if you do not yet use WMI or SNMP sensors:

Option	Description
Valid credentials	Specify valid credentials for Windows systems and for SNMP devices in the device settings 588.
Remote Registry Windows service	Enable the Remote Registry service on the target computer, for example, via services.msc, and set the Startup Type to Automatic.
Remote Procedure Call (RPC) Windows service	Enable the RPC Windows service on the target computer, for example, via services.msc, and set the Startup Type to Automatic.
WMI	Enable WMI on both the probe system and the target system. In particular, configure the firewall of the target system to allow WMI. For more information, see section Monitoring via WMI 3434 and the Knowledge Base: My WMI sensors don't work. What can I do?
SNMP	Enable SNMP on the target system. PRTG automatically uses the SNMP Compatibility Options as defined in the device settings 588 or as inherited from a parent object like the root group. For more information, see section Monitoring via SNMP 3427 and the Knowledge Base: My SNMP sensors don't work. What can I do?

It is not necessary to meet every single prerequisite but then some tables do not show all data or they can even remain empty. For example, if you do not enable SNMP on the target device, you get less information for the System table.

The first data usually comes in after a few minutes. If PRTG cannot retrieve some data, for example, because of a misconfiguration, the respective System Information table shows an error message.
For more information, see the Knowledge Base: How can PRTG get data for System Information tables?

System information for your devices is only for informational purposes. We cannot guarantee that the data displayed in PRTG fully corresponds to the device parameters.

Error Messages: No Data Available

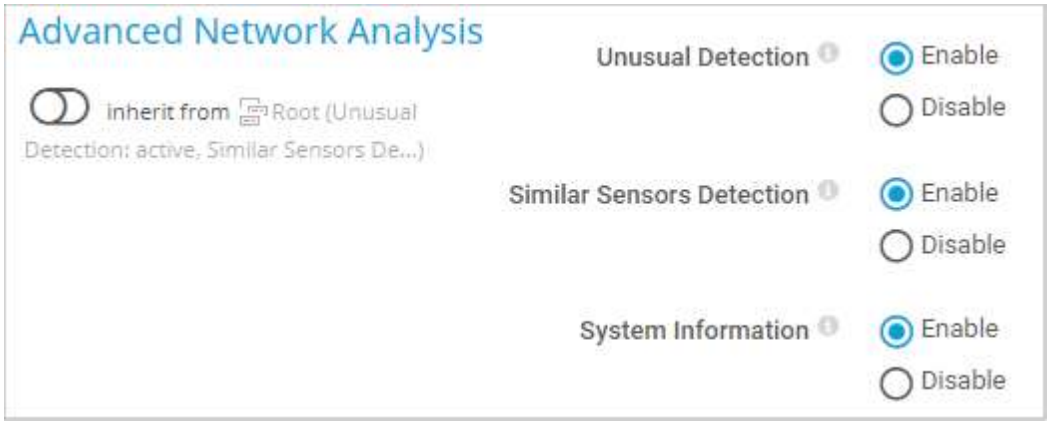
System Information (Device Tab)

Probe, group, device, and sensor pages have tabs that you can use to navigate between the different options. For example, you can view your network's status, view monitoring results, or change settings.

Tabs Bar for Devices

Select a device and click the System Information tab.

ⓘ The System Information feature is enabled by default. If you do not see the System Information tab, you need to enable System Information in the device settings under Advanced Network Analysis. You can also inherit the setting from an object that is higher in the object hierarchy 131.



Advanced Network Analysis

Analyze Your Systems

On the System Information tab, PRTG displays a table for each system information category for the device.

Category	System Information	Request Method (WMI or SNMP)
System	Shows system data of the device like the BIOS serial number, IP addresses, MAC addresses, and the Windows version.	WMI and SNMP
Hardware	Shows hardware that is connected to the device like disk drives, CD/DVD, video controllers, processors, network adapters, sound devices, printers, and memory. You can see the Class and the Caption of a hardware device. In the Properties column, you get more information about the hardware, for example, the description.	WMI and SNMP
Software	Shows the installed software and the Version number of the device. In the Properties column, you get more information about the software, for example, the size. ⓘ PRTG uses Uninstall registry keys to retrieve the list of installed software, so the displayed software might differ from the software that the target Windows system shows under Programs and Features. ⓘ The System Information scan for software on the probe device uses the credentials of the probe system and ignores credentials that you specified on the Settings tab.	WMI and SNMP
Users	Shows the user accounts that are connected to the device and their Domain.	WMI
Services	Shows the available Windows services on the device. You can see the State of the service (running, stopped) and the start type (Startup Type automatic, manual, or disabled). In the Properties column, you can get more information about a service, for example, the description.	WMI
Processes	Shows the processes that are running on the device as listed on the Processes tab of the Windows Task Manager. You can also see the Start Time (only WMI) and Process ID of a process.	WMI and SNMP

You can sort each table list 216 via the column headers.

Click ↻ in the upper-right corner of a table to retrieve new information for this System Information category. The time stamp shows the time that has passed since the last table refresh.

Table Refresh

PRTG automatically retrieves data for the tables System, Hardware, and Software once every 24 hours. The tables Users, Services, and Processes refresh each time you open the System Information tab. PRTG also updates all system information tables when the PRTG core server is restarted, for example, after an update.

ⓘ PRTG can perform up to 24 system information scans at the same time, so it can take some time until you see data in the tables after a server restart.

Data Storage

PRTG stores data files with the retrieved system information in the corresponding \System Information Database subfolders of the PRTG data directory 3637.

ⓘ If you delete a device, the system information files of this device remain in these subfolders unless you manually delete them.

PRTG uses the following subfolders for System Information data.

Subfolder	Description
hardware	Data for the Hardware table
loggedonusers	Data for the Users table
processes	Data for the Processes table
services	Data for the Services table
software	Data for the Software table
system	Data for the System table

More

KNOWLEDGE BASE

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

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

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

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

How can PRTG get data for System Information tables?

- https://kb.paessler.com/en/topic/67824

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

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

Why do I get DoS alarms on my QNAP?

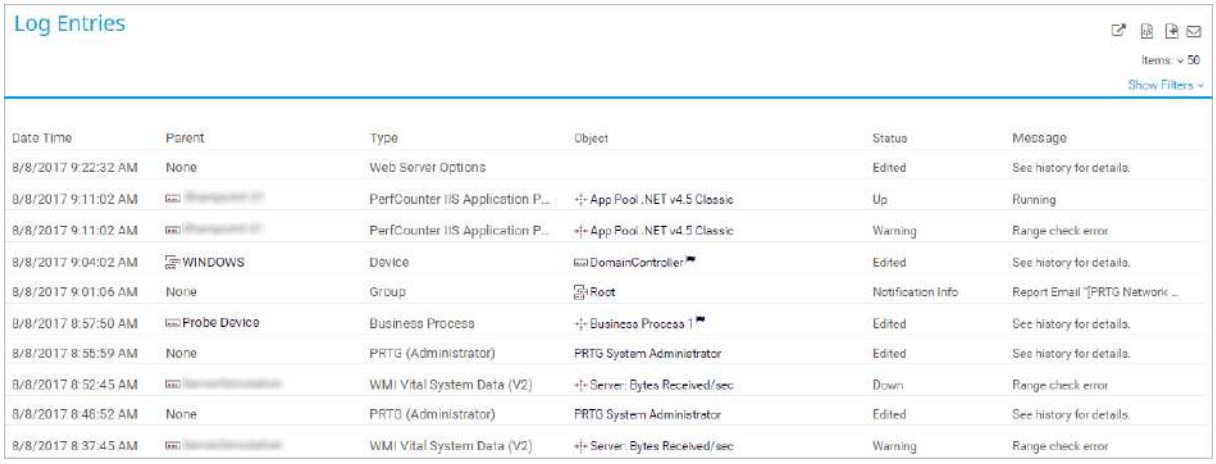
- https://kb.paessler.com/en/topic/80421

6.11 Logs

Logs show all past activities and events in your monitoring setup. With the logs, you can, for example, review past user activities, system events, or check whether messages were sent. In a typical setup, a huge amount of log data is produced. Because PRTG records the activity of every single object, you can use this information to check if your setup works as required.

You can choose from several filters to navigate the log entries.

For more information, see section Working with Table Lists 216.



List with Log Entries

There are two ways to open the logs list. Either click the Log tab of a probe, group, device, or sensor, or click Logs in the main menu bar 256.

Log (Object Tab)

Probe, group, device, and sensor pages have tabs that you can use to navigate between the different options. For example, you can view your network's status, view monitoring results, or change settings.

Tabs Bar for Groups and Probes

Click the Log tab to show a table list with all log information for the selected object. This is a more detailed log than the system log that is available via the Logs | All option in the main menu bar.

Logs (Main Menu Bar)

Click Logs in the main menu bar to show a table list of all system log entries in your installation. Hover over Logs for further options:

Option	Description
All	Open a list with log information about all objects in your installation. The list begins with the most recent log entry.
Status Changes	Open a list with log information about specific status changes. Hover over Status Changes to show the following sensor states: ▪ Up & Down ▪ Down ▪ Warning ▪ Unusual ▪ Up ▪ Paused/Resumed ▪ Acknowledged Alarms
System Events	Open a list with log information about specific system event types. Hover over System Events to show the following event types: ▪ Report Related ▪ Cluster Related ▪ Auto-Discovery Related ▪ Notifications Related ▪ Status Message Related
Object History	Open a list with log information about changes to the PRTG setup and deletions of subordinate system objects. The Object History has several tabs. To view the changes to all related settings and deletions of objects, use the following tabs: ▪ My Account ▪ System Administration ▪ Notification Templates ▪ Schedules ▪ User Accounts ▪ User Groups ▪ Reports ▪ Schedules ▪ Maps

Option	Description
	You can also navigate to a corresponding page, for example, you can select Setup | Account Settings | My Account from the main menu bar, and click in the page header bar 170 to directly go to the related object history tab.

More

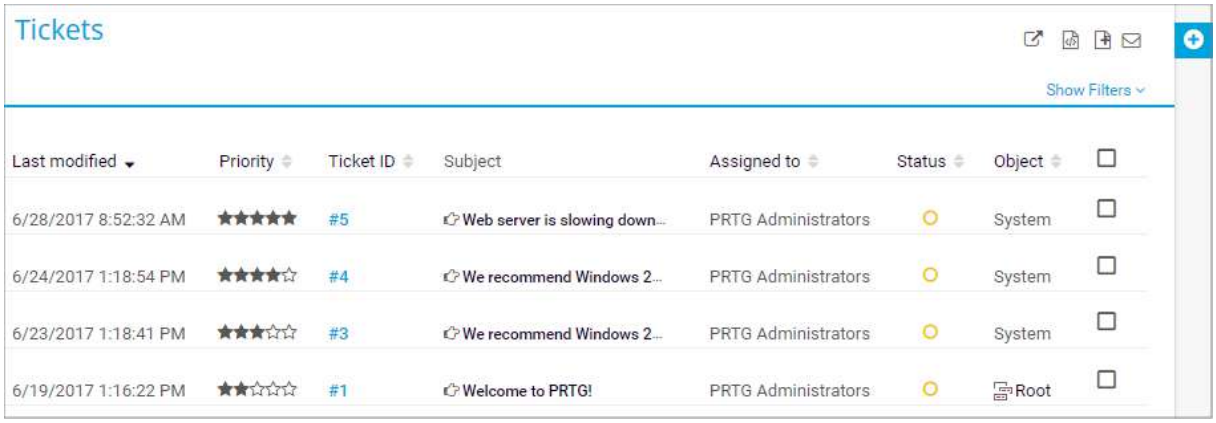
KNOWLEDGE BASE

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

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

6.12 Tickets

PRTG has its own ticket system. A ticket includes information about recent events in your PRTG installation that need a closer look. Each ticket is a task for a particular user or user group.



List of Tickets

Each task has a life cycle in the ticket system. The task's life cycle starts when a ticket is created. The users who are responsible then take care of this issue. Once the issue has been resolved, the ticket can be closed and the life cycle of the task ends. PRTG automatically creates tickets, for example, when the auto-discovery 264 has finished, and you can create tickets for every kind of issue as well. In addition, you can set up notifications 3173 that open a ticket when an issue occurs.

Every ticket has a unique ID, a priority, and a status. You can open, resolve, or close a ticket.

PRTG can also send an email 215 to you whenever a ticket is assigned to you or if one of your tickets has been changed.

ⓘ Except for administrator groups, you can disable the ticket system for particular user groups under Setup | System Administration | User Groups. You can also disable ticket emails 215 for every user account.

Ticket Types

There are three types of tickets:

Type	Description
User Tickets	User tickets are created by users, for example, to assign monitoring-related tasks to a particular user account 3335 or user group 3346.
ToDo Tickets	ToDo tickets are created by PRTG to show important system information and to inform you about specific system events. ToDo tickets are assigned to the predefined PRTG Administrators group. You cannot change the user group to which PRTG assigns ToDo tickets and you cannot disable ToDo tickets.

Type	Description
	ⓘ Users that belong to an administrator group do not receive new ToDo tickets and notifications about changes by default, only the predefined PRTG System Administrator user does. You cannot change this behavior. See the following examples for cases in which PRTG creates a ToDo ticket: ▪ The auto-discovery created new devices or sensors. ⓘ In the ticket, PRTG only lists the device templates that it used to create the sensors. ▪ A new probe has connected to the PRTG core server and you must acknowledge it. ▪ A new cluster node has connected to the cluster and you must acknowledge it. ▪ A new version of the software is available. ▪ A new report is ready for review. ▪ In a few other situations, for example, the system is running out of disk space, there are license issues, or an error occurs. ⓘ The related object of ToDo tickets is System.
Notification Tickets	Notification tickets are created via notifications that you set in the notification template settings 3245.

Ticket States

Tickets can have three different states:

Symbol	State	Description
	Open	New tickets are open as long as the issue that is described in the ticket exists.
	Resolved	The issue that is described in the ticket does not persist any longer because a user resolved it.
	Closed	A user resolved the ticket, the solution to the issue was reviewed for correctness, and the ticket does not require any other action.

Tickets (Main Menu)

ⓘ This option is only available in the main menu bar if the user group to which the logged in user belongs is allowed to use the ticket system. You can disable a user group's access to the ticket system in the user group settings under Setup | System Administration | User Groups. Read-only users never have access to the ticket system and cannot see the Tickets option in the main menu bar.

You have several options to display a list of tickets that is filtered to your needs. In the main menu bar, click Tickets to show all open tickets that are assigned to you. Hover over Tickets to show other available filter options:

Option	Description
My Tickets	Click to show all open tickets that are assigned to you. Hover over My Tickets to show other options to filter these tickets according to their status: Open, Resolved, Closed, or All.
All Tickets	Click to show all open tickets of all users. Hover over All Tickets to show other options to filter these tickets according to their status: Open, Resolved, Closed, or All.
ToDo Tickets	Click to show all open tickets of the ToDo type 211. Hover over ToDo Tickets to show other options to filter these tickets according to their status: Open, Resolved, Closed, or All. Click Open to show all open ToDo tickets. Hover over Open to show other options to filter these tickets according to their event type: All, Report Related, Auto-Discovery Related, Probe Related, Cluster Related, System Errors, or New Software Version.

Add a User Ticket

From the main menu bar, select Tickets | Add Ticket, or hover over  and click Add Ticket. This opens the Add Ticket dialog.

Step 1: Select the object to which the new ticket is related via the object selector 219. Click OK.
ⓘ You can skip step 1 if you use an object's context menu 226 in the device tree to open the ticket.

Step 2: Provide the following information and click OK to create a user ticket:

- Subject: Enter a subject for the ticket that indicates the topic of the issue.
- Assigned to: From the dropdown list, select a user or a user group that is responsible for this issue.
- Priority: Define a priority 221 from the lowest priority (★☆☆☆☆) to the top priority (★★★★★).
- Comments: Enter a message. This message should describe the issue in detail.

After you open a new user ticket, a corresponding list of tickets appears. In this table list 216, you can sort the items by clicking the column headers. Additionally, several search options are available in the filter directly above the table:

Option	Description
Status	all, open, resolved, closed
Type	Tickets, User Tickets, ToDo Tickets, Notification Tickets
Assigned To	Show only tickets that are assigned to a specific user or user group: ▪ anyone: Apply no user filter and show all tickets. ▪ me: Show tickets that are assigned to you (the user who is logged in). ▪ Groups: Show tickets that are assigned to a specific user group. The displayed user groups are specific to your setup. ▪ Users: Show tickets that are assigned to a specific user. The displayed users are specific to your setup. ▪ Disallowed: Display users or user groups that do not have access rights to the selected object. This is for your information only. You cannot select disallowed users or user groups.
Related To	Specify the relationship to a monitoring object. Select groups, probes, devices, or sensors with the object selector. ⓘ ToDo tickets are related to System.
Changed Between	Define a time span to view tickets that changed during this time. Use the date time picker to enter the date and time.

Click the subject of a ticket to open the ticket.

An Open ToDo Ticket with Instructions

Actions

The following actions are available for a specific ticket:

Action	Description
Edit ( )	Open a dialog where you can change the subject and the priority of the ticket, as well as assign the ticket to a different user. You can optionally add a message to this ticket. Click OK to apply your changes.
Assign ( )	Open a dialog where you can give the ticket to a different user or user group. Select a user or a user group via the dropdown list. You can optionally add a message to this ticket. Click OK to apply your changes.
Resolve ( )	Open a dialog where you can resolve the ticket. The status resolved indicates that the issue that is described in this ticket does not persist anymore. You can optionally add a message to this ticket that indicates, for example, what was done to resolve the issue. Click OK to apply your changes.
Close ( )	Open a dialog where you can close the ticket after the issue was resolved and reviewed. You can optionally add a message to this ticket. Click OK to apply your changes.
Reopen ( )	Open a dialog where you can reopen a ticket after it was resolved or closed. Do so, for example, if the solution to the issue was not correct. You can optionally add a message to this ticket that indicates, for example, why you have opened the ticket again. Click OK to apply your changes.

ⓘ Only user group members that have the respective access rights 144 can view and edit tickets that are related to a certain monitoring object.

Tickets as Emails

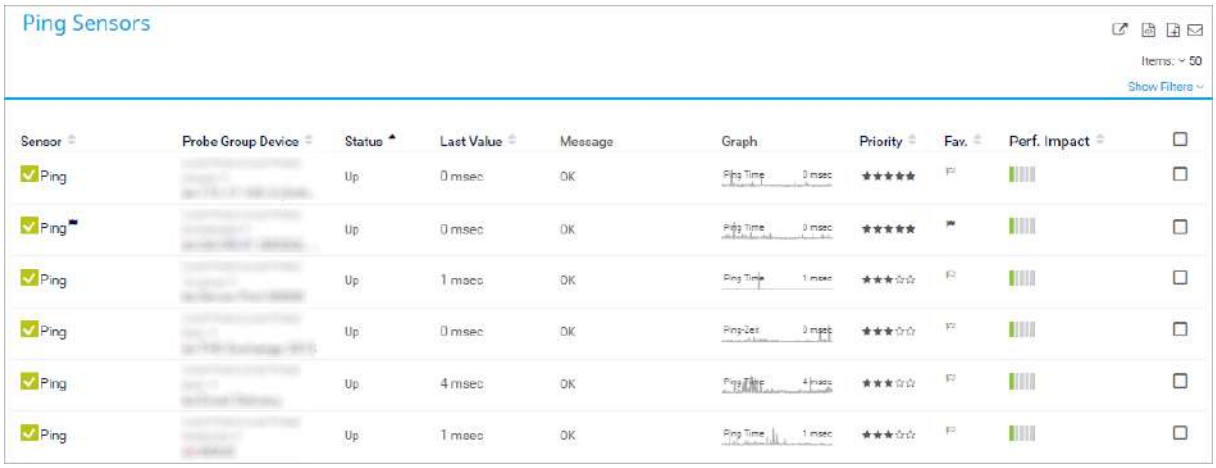
You can receive all tickets that are assigned to you or to your user group as emails. PRTG also notifies you via email each time a ticket that is assigned to you or to your user group is edited. This way, you are always informed about new notifications (if you enabled this setting), important system information (if you are an administrator), or the communication between other users.

You can disable the setting Email Notifications in the user account settings under Setup | System Administration | User Accounts. If you select Do not receive any emails from the ticket system for a specific user account, this particular user does not receive ticket emails anymore.

ⓘ If you defined to receive tickets as emails and you are the predefined PRTG System Administrator user, you receive emails for ToDo tickets as well, although ToDo tickets are usually opened by the PRTG System Administrator user.

6.13 Working with Table Lists

In the PRTG web interface, you often see table lists, for example, sensor or device lists. Table lists are also available in libraries 3176, maps 3214, reports 3192, notifications 3173, and schedules 3284, as well as in logs 208 and tickets 211. All of these table lists are similar in layout and functionality.

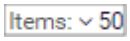
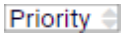


Example of a Table List

Table List Options

See the following table for ways to work with table lists:

Feature	Display	Description
Paging	<< < > >>	The content of a table list is displayed on several pages. Click the respective paging button at the end of a list to view other pages or to go to the beginning or the end of the list.
New Window		Click the respective button to open the table list in a new window.
Date Range	Filter By Date 2020-10-10 00:00 – 2020-11-20 00:00	Use the date and time picker to show table list entries within a specific time period. Click the first field to select a start date and the second field to select an end date. Click Done to apply the selected date and time.

Feature	Display	Description
Select Range		When you view log lists, click Select Range in the upper-left corner of the table list to select the time period for which you want to show log entries. Choose from Today, Yesterday, and several other time periods. Select Unlimited to disable this filter again. For more information, see Date Ranges 218.
Items		Click Items in the upper-right corner of a table list to select how many rows are shown on each page. You can choose between 50, 100, 500, and 1000.
Sorting		Click a column header to sort the list items by the respective category. You can click all column headers that include arrow icons to sort the list, for example, by Status, Last Value, Priority, and more. The sorting options vary depending on the content of the table list.
Show XML		Click the respective button to download the selected page in XML format. Your browser usually shows a download dialog.
Filtering		You can filter table lists via the Show Filters option directly above a list. The filter options vary depending on the content of the table list. Use the filter options, for example, to show specific objects in the list. Click Any object in the Filter By Object section to select an object from the device tree with the object selector 219. Enter one or more tags 137 into the field Filter By Tags to filter the list for corresponding objects. You can use the plus sign (+) and the minus sign (-) to categorize tags as must have this tag or does not need this tag.

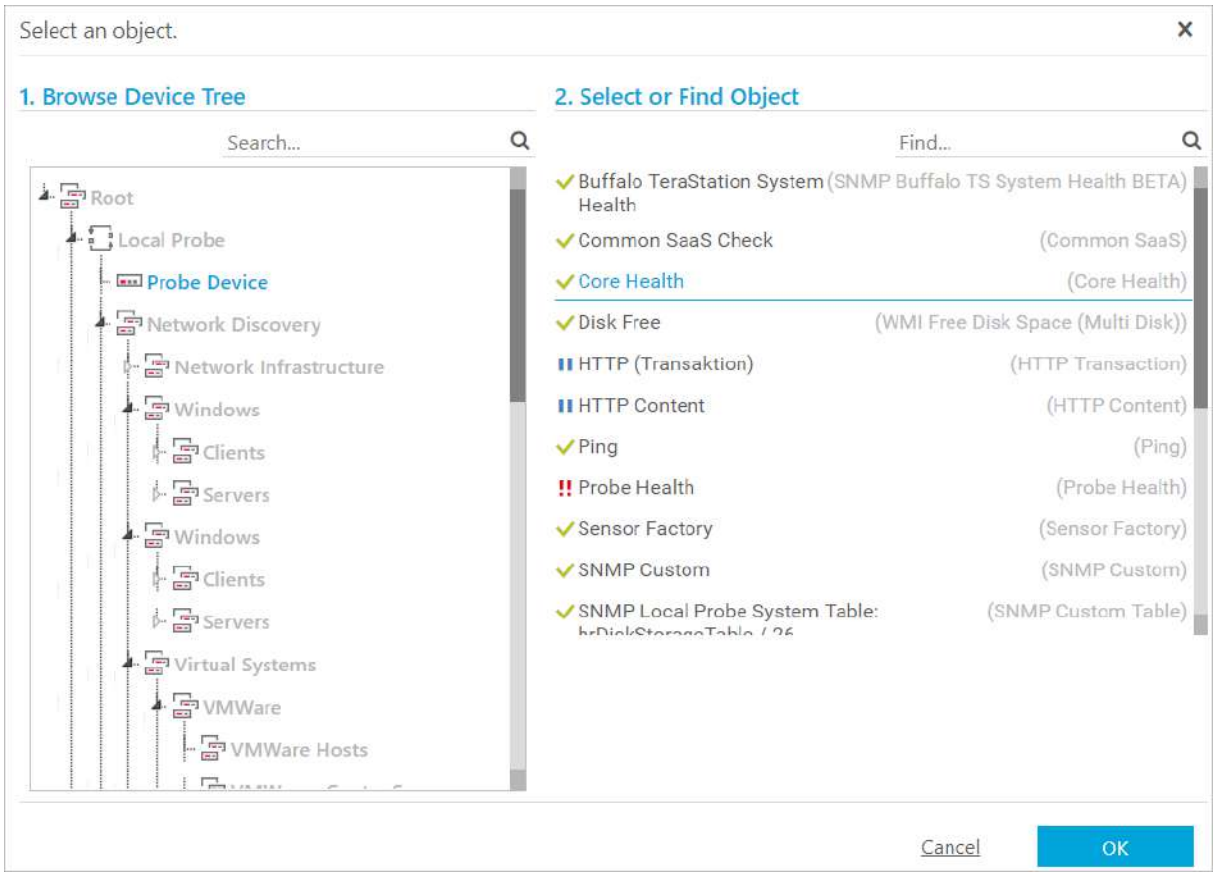
Feature	Display	Description
		ⓘ For performance reasons, it can take some minutes until you can filter for new tags that you added.

Date Ranges

Range	Description	Example (Based on 14.01.2019)
Today	Start: 00:00 of today End: 00:00 of tomorrow	2019-01-14 (00:00) - 2019-01-15 (00:00)
Yesterday	Start: 00:00 of yesterday End: 00:00 of today	2019-01-13 (00:00) - 2019-01-14 (00:00)
7 days	Start: 00:00 of 7 days ago End: 00:00 of tomorrow	2019-01-07 (00:00) - 2019-01-15 (00:00)
30 days	Start: 00:00 of the same day last month End: 00:00 of tomorrow	2018-12-14 (00:00) - 2019-01-15 (00:00)
6 months	Start: 00:00 of the same day 6 months ago End: 00:00 of tomorrow	2018-07-14 (00:00) - 2019-01-15 (00:00)
12 months	Start: 00:00 of the same day 12 months ago End: 00:00 of tomorrow	2018-01-14 (00:00) - 2019-01-15 (00:00)
Unlimited	Start: 00:00 of the same day 7 years ago (historic data 183 for logs is limited to 750 days) End: 00:00 of tomorrow	2012-01-14 (00:00) - 2019-01-15 (00:00)

6.14 Object Selector

For some features, you need to select an object, for example, when you want to create historic data reports. In this case, PRTG uses the object selector with which you can browse all objects in your installation to select an object in two steps.



Object Selector

Step 1: Browse Device Tree

On the left-hand side, you see your specific device tree setup with all probes, groups, and devices. Click ◢ to collapse an object. Click ▷ to expand the object again and show its subobjects.

Click a device to view its sensors on the right-hand side.

You can also directly search for an object in the device tree. To do so, enter a probe name, group name, or device name into the Search box on the left-hand side. You can also use a substring for the search.

Step 2: Select or Find Object

Select a device on the left-hand side to see the sensors on this device on the right-hand side. PRTG displays the name of the sensor as well as the sensor type. Hover over a sensor to view its parent objects.

You can also directly search for a sensor in the sensor list. To do so, enter the sensor name, group name, device name, or tag into the Find box on the right-hand side.

Select a sensor and click OK.

6.15 Priority and Favorites

You can set priorities for all your monitoring objects and also mark devices or sensors as favorites. Both settings affect how PRTG displays your objects.

ⓘ PRTG stores priority and favorites settings for the entire installation. The settings are not user specific.

Priority for All Objects

The priority setting affects the order by which PRTG lists your objects in table lists 216. PRTG lists objects with a higher priority first. Furthermore, a device displays gauges for sensors with a high priority on its Overview tab.

To change the priority settings, right-click an object to open its context menu 226 and select Priority/Favorite. You can choose from the top priority with 5 stars (★★★★★) to the lowest priority with one star (★☆☆☆☆). By default, PRTG sets all objects to the medium priority with 3 stars (★★★☆☆). In the page header bar 170 and in table lists, you can directly set a priority via the star icons.

Context Menu: Priority

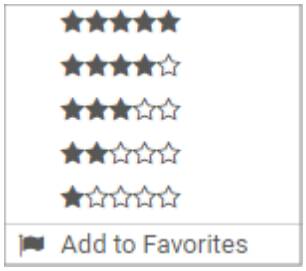
ⓘ For a sensor, select a priority of 4 or 5 stars to display its the gauge of its primary channel on the Overview tab of its parent device.

ⓘ For a map, select a priority of 5 stars to display it as a menu item under Home in the main menu bar 247.

Favorites for Devices and Sensors

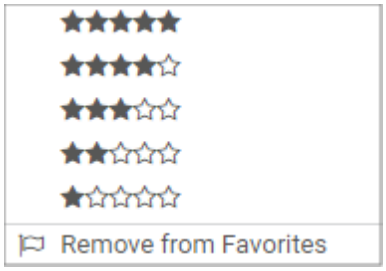
To open a list of all your favorite devices or sensors, select Devices | Favorite Devices or Sensors | Favorite Sensors from the main menu bar. These lists are sorted by priority as well.

You can mark any device or sensor as a favorite to add it to the favorites list. Right-click an object to open its context menu. Select Priority/Favorite | Add to Favorites. PRTG adds a dark gray flag icon (⚑) next to the object's name in the device tree to mark the object as a favorite.



Context Menu: Priority/Favorites (Add)

To remove an object from the favorites list, select Priority/Favorite | Remove from Favorites from the context menu. The flag icon turns transparent ( ).



Context Menu: Priority/Favorites (Remove)

There is also the option to add a device or sensor to your favorites with one click in the device tree. Click the flag icon to the right of the respective object name. To make an object a favorite, click . The flag turns dark gray. To remove an object from your favorites, click . The flag turns transparent.

One-Click Adding to Favorites in the Device Tree

Priority and Favorites in the Page Header Bar

You can also add any device or sensor to your favorites on the respective object's Overview tab. To do so, click in the page header bar of a device or in the page header bar of a sensor. Click for a device or for a sensor to remove the respective object from your favorites.

One-Click Favorite and Priority in the Page Header Bar

It is also possible to set the priority of an object via the five stars in the page header bar. ★★★★★ means top priority, ★☆☆☆☆ means lowest priority.

6.16 Pause

Several options are available to pause monitoring. You can pause monitoring for a single sensor or for an entire device, group, or probe.

Pause by Intention (Manually or by Schedule)

Navigate to an object in the device tree 164 and select Pause from the context menu 226.

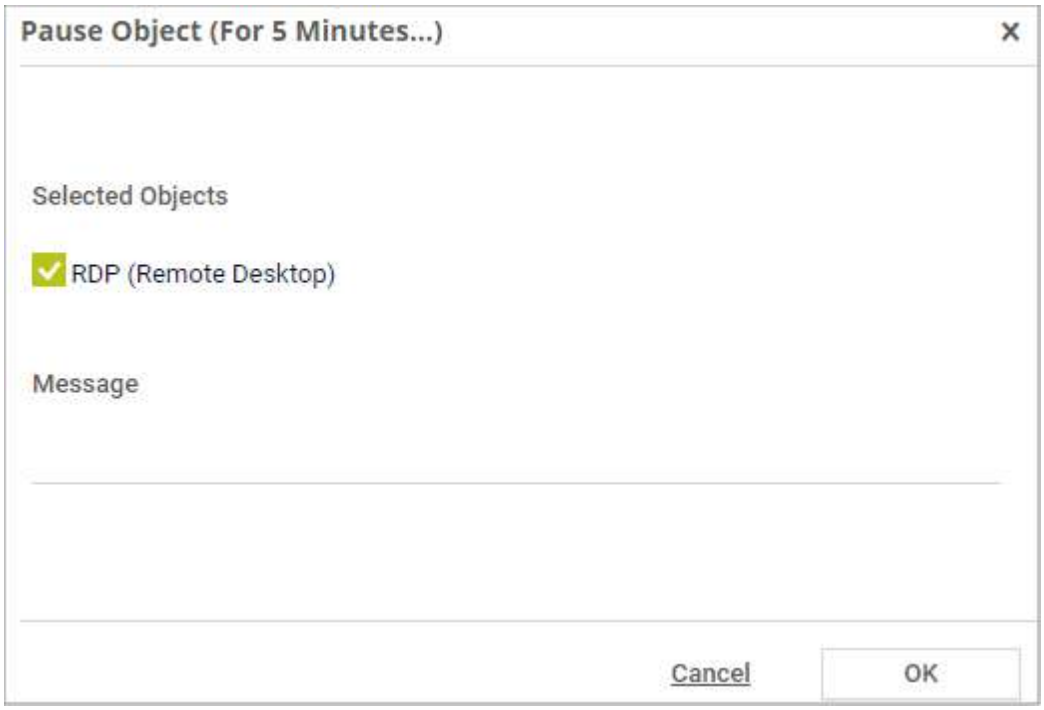
You can select Pause Indefinitely, or you can pause the object For 5 Minutes, For 15 Minutes, For 1 Hour, For 3 Hours, For 1 Day, or Until a specific date. If you select Until, you can additionally define a time period. Use the date time picker to enter the date and time. The object automatically resumes monitoring after this time period.

You can also set up a One-time Maintenance Window to automatically pause an object at a specified time. In the dialog that appears, define the start and end date of the maintenance window. Use the date time picker to enter the date and time.

ⓘ To cancel an active maintenance window before the defined end date, change the time entry under Maintenance Ends to a date in the past.

ⓘ If you select ⏸ from an object's hover popup 245, the object is paused indefinitely until you resume monitoring again.

When you select a pause option, a dialog appears in which you can optionally enter a message. PRTG shows the message in the object's status message as long as the object is in the Paused status. Confirm with OK to pause the object.



Pause Message Prompt

You can also pause monitoring via schedules 3284. If you pause a master sensor by schedule or manually, you do not trigger a status change by dependency 225.

For more information, see the Knowledge Base: Why will dependent objects not automatically pause when I pause the master object?

While a sensor is in the Paused status 179, it does not collect any monitoring data, it does not change its status, and it does not trigger any notifications 141. An object also keeps the Paused status after a restart of PRTG.

Pause by Hierarchy

If you pause monitoring for an object in the device tree, PRTG pauses all objects underneath in the object hierarchy 131 as well. For example, if you pause a group, PRTG also pauses all sensors on all devices in this group. After you pause an object, you can resume monitoring at any time by selecting Resume from the context menu.

You cannot resume monitoring for single child objects that are paused by a parent object. You can only resume the object that you originally set to the Paused status.

Pause by Dependency

There is a way to automatically pause objects by dependency. If you have a master sensor, for example, a master Ping sensor for a device, PRTG can automatically pause all dependent sensors on the device if the master sensor shows the Down status.

For more information, see section Dependencies 139.

More

KNOWLEDGE BASE

Why will dependent objects not automatically pause when I pause the master object?

- https://kb.paessler.com/en/topic/76351

6.17 Context Menus

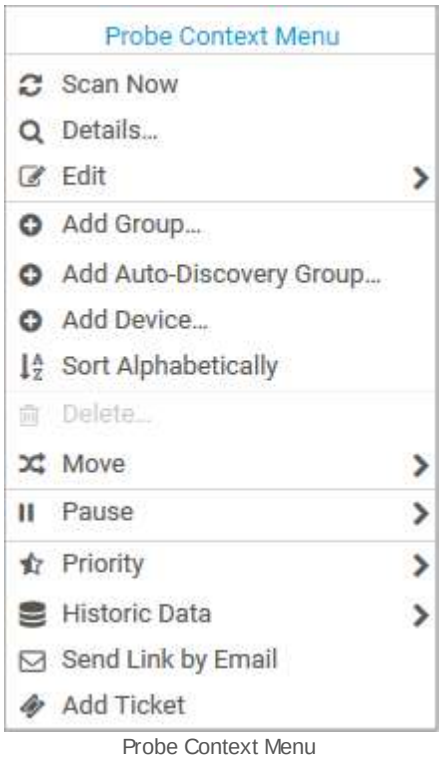
Right-click an object to view a context menu with many options for direct access to monitoring data and functions. The content of the context menu varies depending on the type of object.

ⓘ To view your browser's context menu, press the Ctrl key (Google Chrome) or the Shift key (Mozilla Firefox) while right-clicking. You then see the context menu of your browser instead of the context menu of PRTG. This is not possible with Internet Explorer.

In this section:

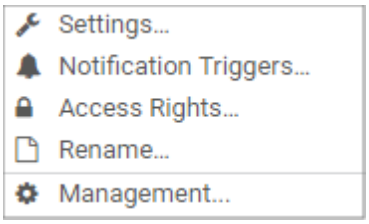
Probe Context Menu

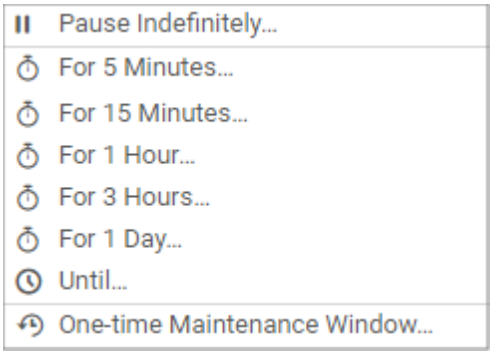
The Probe Context Menu contains actions for your local probe, hosted probe, cluster probe, or remote probe 132.



Probe Context Menu

Action	Description
Scan Now	Perform an immediate scan of the object. This queries data for all objects underneath in the object hierarchy 131.

Action	Description
Details	Show the Overview tab of the object. For more information about the Overview tab, see the Knowledge Base: What options do I have to review my monitoring data in detail?
Edit	Hover over Edit to show the Edit menu. The following actions are available:  Edit Context Menu ▪ Settings: Open a dialog to edit the probe settings 457. ▪ Notification Triggers: Open the Notification Triggers 226 tab of the object. ▪ Access Rights: Open a dialog to edit the access rights 144 for the object. ▪ Rename: Open a dialog to edit the name of the object. ▪ Management: Open the Management tab 417 of the object.
Add Group	Open a dialog that guides you through the process of adding a new group. For more information, see section Add a Group 320.
Add Auto-Discovery Group	Open a dialog that guides you through the process of adding a new auto-discovery group. PRTG creates a new group and runs an auto-discovery in your network to automatically add devices and sensors. For more information, see section Add an Auto-Discovery Group 268. This option is not available on the hosted probe of a PRTG Hosted Monitor instance.
Add Device	Open a dialog that guides you through the process of adding a new device. For more information, see section Add a Device 364.
Sort Alphabetically	Sort direct child objects in alphabetical order.

Action	Description
	ⓘ PRTG stores the sorting order in the monitoring configuration. You cannot undo it.
Delete	Delete the object. PRTG asks for confirmation before it actually deletes an object. ⓘ You cannot delete local probes or hosted probes.
Move	Hover over Move to open the Move menu. The following actions are available:  Move Context Menu ▪ Top: Move the object to the top of the parent object. ▪ Up: Move the object one entry up. ▪ Down: Move the object one entry down. ▪ Bottom: Move the object to the bottom of the parent object. ▪ Management: Open the Management tab 417 of the object.
Pause or Resume	Hover over Pause to open the Pause menu. The following actions are available:  Pause Context Menu

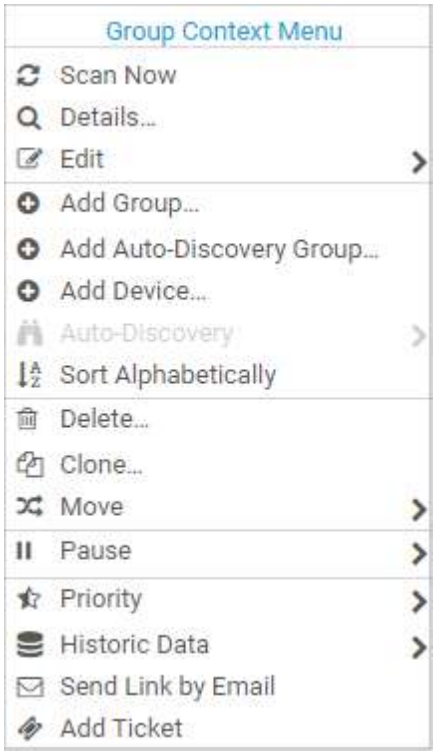
Action	Description
	▪ Pause monitoring for the object and for all objects underneath in the object hierarchy. You can select Pause Indefinitely, or you can pause the object For 5 Minutes, For 15 Minutes, For 1 Hour, For 3 Hours, For 1 Day, or Until a specific time. If you select Until, you can additionally define a time period. Use the date time picker to enter the date and time. The object automatically resumes monitoring after this time period. ▪ You can also set up a One-time Maintenance Window to automatically pause the object at a specified time. In the dialog that appears, define the start and end date of the maintenance window. Use the date time picker to enter the date and time. ⓘ To cancel an active maintenance window before the defined end date, change the time entry under Maintenance Ends to a date in the past. ▪ If the object already shows the Paused status 179 or if it shows the Down status because of a simulated error, the Resume option appears. Click Resume to restart monitoring on the object.
Priority	Hover over Priority to open the Priority menu. Define the priority of the object.  Priority Context Menu For more information, see section Priority and Favorites 221.
Historic Data	Hover over Historic Data to open the Historic Data menu. The following actions are available:  Historic Data Context Menu ▪ Open the historic data tabs for the specified time interval: Last 2 days, Last 30 days, or Last 365 days. For more information, see the Knowledge Base: What options do I have to review my monitoring data in detail?

Action	Description
	▪ Create Report: Open a dialog to add a new report. ⓘ When you create a report via the context menu, PRTG automatically includes the selected probe in the report. For more information, see the Paessler website: How to set up reports in PRTG in 5 easy steps.
Send Link by Email	Send a link to the object by email. Click to create a new email with your system's standard email client. The email contains a direct link to the Overview tab of the object.
Add Ticket	Open the Add Ticket dialog. For more information, see section Tickets 213.

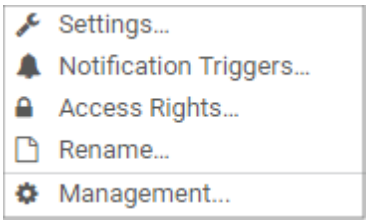
Group Context Menu

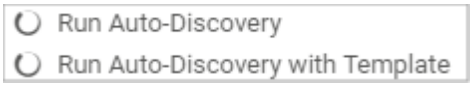
The Group Context Menu contains actions for your groups 132.

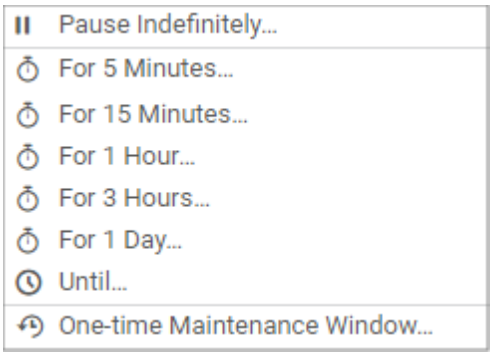
ⓘ The context menu of the root group differs from the other groups' menu.



Group Context Menu

Action	Description
Scan Now	Perform an immediate scan of the object. This queries data for all objects underneath in the object hierarchy 131.
Details	Show the Overview tab of the object. For more information about the Overview tab, see the Knowledge Base: What options do I have to review my monitoring data in detail?
Edit	Hover over Edit to show the Edit menu. The following actions are available:  Edit Context Menu ▪ Settings: Open a dialog to edit group settings 520 for the group. ▪ Notification Triggers: Open the Notification Triggers 226 tab of the object. ▪ Access Rights: Open a dialog to edit the access rights 144 for the object. ▪ Rename: Open a dialog to edit the name of the object. ▪ Management: Open the Management tab 417 of the object.
Add Group	Open a dialog that guides you through the process of adding a new group. For more information, see section Add a Group 320.
Add Auto-Discovery Group	Open a dialog that guides you through the process of adding a new auto-discovery group. PRTG creates a new group and runs an auto-discovery in your network to automatically add devices and sensors. For more information, see section Add an Auto-Discovery Group 268. This option is not available on the hosted probe of a PRTG Hosted Monitor instance.
Add Device	Open a dialog that guides you through the process of adding a new device. For more information, see section Add a Device 364.

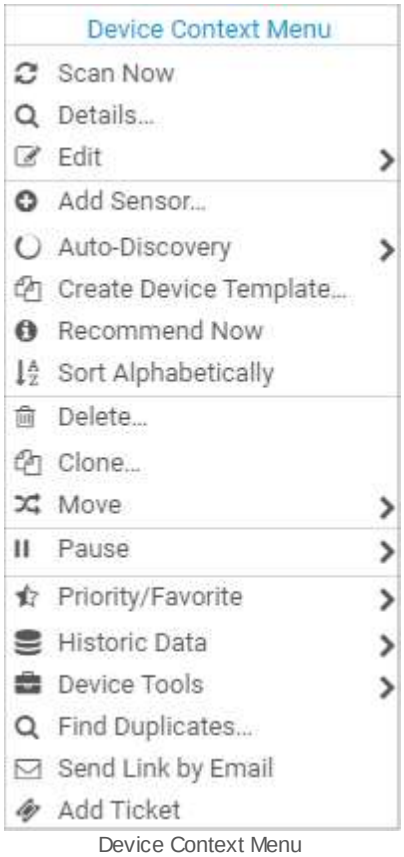
Action	Description
Auto-Discovery	This option is only available for auto-discovery groups or devices that have the auto-discovery feature enabled[523]. Hover over Auto-Discovery to show the Auto-Discovery menu. The following actions are available:  Auto-Discovery Context Menu ▪ Run Auto-Discovery: Immediately start a search to automatically add new devices and sensors to the group. The search runs in the background and uses the options you set for the Auto-Discovery Level[523] in the group settings under Device Identification and Auto-Discovery. If there are new devices and sensors, you see them after a few minutes. For more information, see section Auto-Discovery[265]. ▪ Run Auto-Discovery with Template: Open a dialog to start an automatic search with a standard, detailed, or custom device template. If you select this option from the context menu, the options you set for the Auto-Discovery Level in the object settings do not apply. This option is not available on the hosted probe of a PRTG Hosted Monitor instance.
Sort Alphabetically	Sort direct child objects in alphabetical order. PRTG stores the sorting order in the monitoring configuration. You cannot undo it.
Delete	Delete the object. PRTG asks for confirmation before it actually deletes an object.
Clone	Open a dialog that guides you through the process of cloning the object. For more information, see section Clone Object[3154].
Move	Hover over Move to open the Move menu. The following actions are available:

Action	Description
	 Move Context Menu ▪ Top: Move the object to the top of the parent object. ▪ Up: Move the object one entry up. ▪ Down: Move the object one entry down. ▪ Bottom: Move the object to the bottom of the parent object. ▪ To Other Group: Move the object to a different group to become a subgroup. ▪ Management: Open the Management tab 417 of the object.
Pause or Resume	Hover over Pause to open the Pause menu. The following actions are available:  Pause Context Menu ▪ Pause monitoring for the object and for all objects underneath in the object hierarchy. You can select Pause Indefinitely, or you can pause the object For 5 Minutes, For 15 Minutes, For 1 Hour, For 3 Hours, For 1 Day, or Until a specific time. If you select Until, you can additionally define a time period. Use the date time picker to enter the date and time. The object automatically resumes monitoring after this time period.

Action	Description
	▪ You can also set up a One-time Maintenance Window to automatically pause the object at a specified time. In the dialog that appears, define the start and end date of the maintenance window. Use the date time picker to enter the date and time. ⓘ To cancel an active maintenance window before the defined end date, change the time entry under Maintenance Ends to a date in the past. ▪ If the object already shows the Paused status 179 or if it shows the Down status because of a simulated error, the Resume option appears. Click Resume to restart monitoring on the object.
Priority	Hover over Priority to open the Priority menu. Define the priority of the object. For more information, see section Priority and Favorites 221.
Historic Data	Hover over Historic Data to open the Historic Data menu. The following actions are available: ▪ Open the historic data tabs for the specified time interval: Last 2 days, Last 30 days, or Last 365 days. For more information, see the Knowledge Base: What options do I have to review my monitoring data in detail? ▪ Create Report: Open a dialog to add a new report. ⓘ When you create a report via the context menu, PRTG automatically includes the selected probe in the report. For more information, see the Paessler website: How to set up reports in PRTG in 5 easy steps.
Send Link by Email	Send a link to the object by email. Click to create a new email with your system's standard email client. The email contains a direct link to the Overview tab of the object.
Add Ticket	Open the Add Ticket dialog. For more information, see section Tickets 213.

Device Context Menu

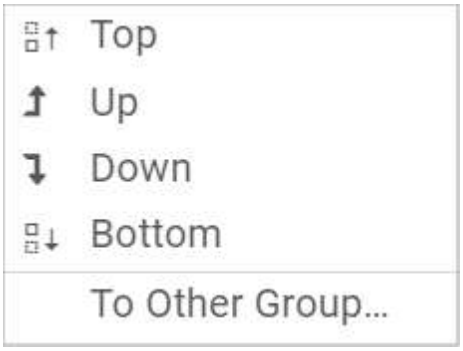
The Device Context Menu contains actions for your devices 133.

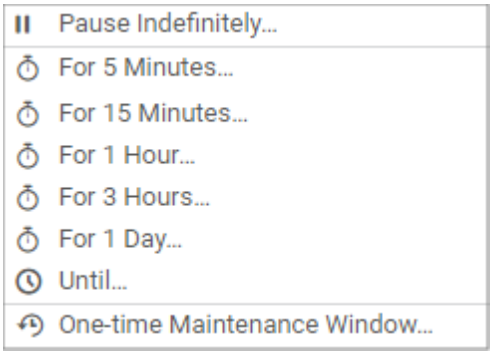


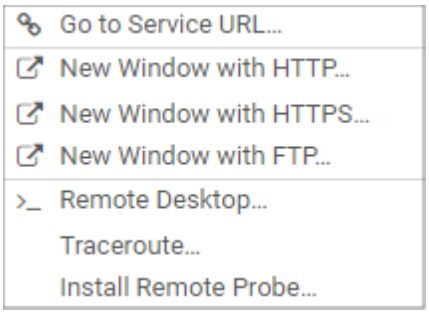
Device Context Menu

Action	Description
Scan Now	Perform an immediate scan of the object. This queries data for all objects underneath in the object hierarchy 131.
Details	Show the Overview tab of the object. For more information about the Overview tab, see the Knowledge Base: What options do I have to review my monitoring data in detail?
Edit	Hover over Edit to show the Edit menu. The following actions are available:  Edit Context Menu ▪ Settings: Open a dialog to edit device settings 588 for the device.

Action	Description
	▪ Notification Triggers: Open the Notification Triggers 226 tab of the object. ▪ Access Rights: Open a dialog to edit the access rights 144 for the object. ▪ Rename: Open a dialog to edit the name of the object.
Add Sensor	Open a dialog that guides you through the process of adding a new sensor to the device. For detailed instructions, see section Add a Sensor 413.
Auto-Discovery	This option is only available for auto-discovery groups or devices that have the auto-discovery feature enabled 523. Hover over Auto-Discovery to show the Auto-Discovery menu. The following actions are available: ▪ Run Auto-Discovery: Immediately start a search to automatically add new sensors to the device. The search runs in the background and uses the options you set for the Auto-Discovery Level in the device settings under Device Identification and Auto-Discovery. If there are new sensors, you see them after a few minutes. For more information, see section Auto-Discovery 265. ⓘ If you set the option No auto-discovery for the Auto-Discovery Level in the device settings and start the auto-discovery from the context menu, PRTG runs it with the standard device identification and changes the device setting to Standard auto-discovery (recommended). ▪ Run Auto-Discovery with Template: Open a dialog to start an automatic search with a standard, detailed, or custom device template. ⓘ If you select this option from the context menu, the options you set for the Auto-Discovery Level in the object settings do not apply. ☁ This option is not available on the hosted probe of a PRTG Hosted Monitor instance.
Create Device Template	Open a dialog that guides you through the process of creating a new device template. The template is then available for the auto-discovery. For more information, see section Create Device Template 3163.
Recommend Now	Start an analysis to get sensor recommendations for the device. When PRTG finishes the analysis of the device, you see the recommended sensors in a table list on the device's Overview tab where you can directly add the respective sensors. ⓘ This option is only available if the Recommended Sensors Detection 3312 is enabled.

Action	Description
Sort Alphabetically	Sort direct child objects in alphabetical order. PRTG stores the sorting order in the monitoring configuration. You cannot undo it.
Delete	Delete the object. PRTG asks for confirmation before it actually deletes an object.
Clone	Open a dialog that guides you through the process of cloning the object. For more information, see section Clone Object 3154.
Move	Hover over Move to open the Move menu. The following actions are available:  Move Context Menu ▪ Top: Move the object to the top of the parent object. ▪ Up: Move the object one entry up. ▪ Down: Move the object one entry down. ▪ Bottom: Move the object to the bottom of the parent object. ▪ To Other Group: Move the object to a different group.
Pause or Resume	Hover over Pause to open the Pause menu. The following actions are available:

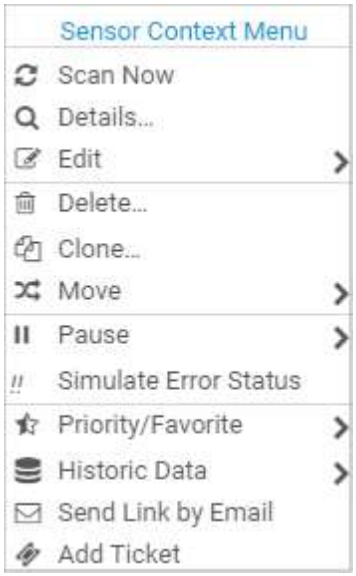
Action	Description
	 Pause Context Menu ▪ Pause monitoring for the object and for all objects underneath in the object hierarchy. You can select Pause Indefinitely, or you can pause the object For 5 Minutes, For 15 Minutes, For 1 Hour, For 3 Hours, For 1 Day, or Until a specific time. If you select Until, you can additionally define a time period. Use the date time picker to enter the date and time. The object automatically resumes monitoring after this time period. ▪ You can also set up a One-time Maintenance Window to automatically pause the object at a specified time. In the dialog that appears, define the start and end date of the maintenance window. Use the date time picker to enter the date and time. ⓘ To cancel an active maintenance window before the defined end date, change the time entry under Maintenance Ends to a date in the past. ▪ If the object already shows the Paused status 179 or if it shows the Down status because of a simulated error, the Resume option appears. Click Resume to restart monitoring on the object.
Priority/Favorite	Hover over Priority/Favorite to open the Priority/Favorite menu. Define the priority of the object, add the object to the favorites list, or remove it from the favorites list. For more information, see section Priority and Favorites 221.
Historic Data	Hover over Historic Data to open the Historic Data menu. The following actions are available: ▪ Open the historic data tabs for the specified time interval: Last 2 days, Last 30 days, or Last 365 days. For more information, see the Knowledge Base: What options do I have to review my monitoring data in detail? ▪ Create Report: Open a dialog to add a new report. ⓘ When you create a report via the context menu, PRTG automatically includes the selected probe in the report.

Action	Description
	For more information, see the Paessler website: How to set up reports in PRTG in 5 easy steps.
Device Tools	Hover over Device Tools to open the Device Tools menu. This option is not available on the hosted probe of a PRTG Hosted Monitor instance.  Device Tools Menu The following actions are available: ▪ Go to Service URL: Open the service page that you defined in the device settings 588. If no service URL is available for the device, you can enter an address in the dialog that appears. ▪ New Window with HTTP: Open a new browser window with HTTP and the IP address or Domain Name System (DNS) name of the device. ▪ New Window with HTTPS: Open a new browser window with HTTPS and the IP address or DNS name of the device. ▪ New Window with FTP: Open a new browser window with the File Transfer Protocol (FTP) and the IP address or DNS name of the device. ▪ Remote Desktop: Download an .rdp file. When you execute this file, a remote desktop starts with the IP address or DNS name of the device. In Firefox, you must use mstsc.exe (Microsoft Terminal Service) to open the file. ▪ Traceroute: Start a traceroute on the device. PRTG displays the route and measures transit delays of packets across the IP network. ▪ Install Remote Probe: Open a dialog to install a remote probe on the device. For more details, see Remote Probe Setup via Device Tools 3625. This option is only available on devices on local probes. This option is not available in PRTG Hosted Monitor.
Find Duplicates	In your configuration, search for devices with the same IP address or DNS name as the selected device.

Action	Description
Send Link by Email	Send a link to the object by email. Click to create a new email with your system's standard email client. The email contains a direct link to the Overview tab of the object.
Add Ticket	Open the Add Ticket dialog. For more information, see section Tickets 213.

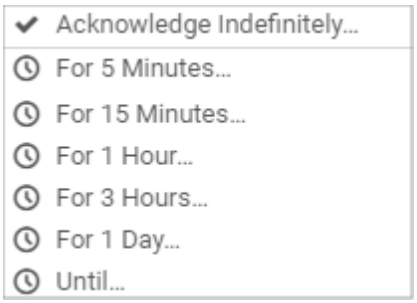
Sensor Context Menu

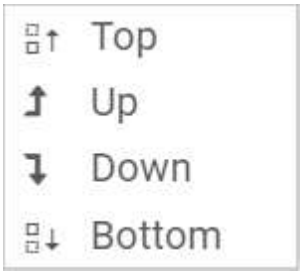
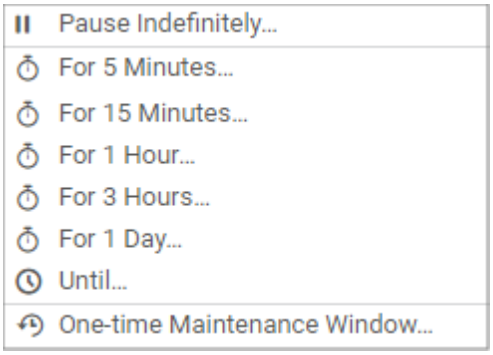
The Sensor Context Menu contains actions for your sensors 133.



Sensor Context Menu

Action	Description
Scan Now	Perform an immediate scan of the object.
Details	Show the Overview tab of the object. For more information about the Overview tab, see the Knowledge Base: What options do I have to review my monitoring data in detail?
Edit	Hover over Edit to show the Edit menu. The following actions are available: ▪ Settings: Open a dialog to edit settings for the sensor.

Action	Description
	▪ Notification Triggers: Open the Notification Triggers 226 tab of the object. ▪ Access Rights: Open a dialog to edit the access rights 144 for the object. ▪ Rename: Open a dialog to edit the name of the object.
Acknowledge Alarm	This option is only available in the sensor context menu when you select a sensor in the Down or Down (Partial) status. You can acknowledge an alarm for the sensor. A sensor with an acknowledged alarm shows the Down (Acknowledged) status and does not trigger 3133 any more notifications 3173.  Acknowledge Alarm Context Menu The following actions are available: You can select Acknowledge Indefinitely, or you can acknowledge the alarm For 5 Minutes, For 15 Minutes, For 1 Hour, For 3 Hours, For 1 Day, or Until a specific time. If you select Until, you can additionally define a time period. Use the date time picker to enter the date and time. If the alarm condition still exists after this time period, the sensor shows the Down status again. ⓘ When the alarm condition clears, the sensor usually returns to the Up status immediately with the next sensor scan. For details about acknowledging an alarm, see section Alarms 200.
Delete	Delete the object. PRTG asks for confirmation before it actually deletes an object.
Clone	Open a dialog that guides you through the process of cloning the object. For more information, see section Clone Object 3154.
Move	Hover over Move to open the Move menu. The following actions are available:

Action	Description
	 Move Context Menu ▪ Top: Move the object to the top of the parent object. ▪ Up: Move the object one entry up. ▪ Down: Move the object one entry down. ▪ Bottom: Move the object to the bottom of the parent object.
Pause or Resume	Hover over Pause to open the Pause menu. The following actions are available:  Pause Context Menu ▪ Pause monitoring for the object and for all objects underneath in the object hierarchy. You can select Pause Indefinitely, or you can pause the object For 5 Minutes, For 15 Minutes, For 1 Hour, For 3 Hours, For 1 Day, or Until a specific time. If you select Until, you can additionally define a time period. Use the date time picker to enter the date and time. The object automatically resumes monitoring after this time period. ▪ You can also set up a One-time Maintenance Window to automatically pause the object at a specified time. In the dialog that appears, define the start and end date of the maintenance window. Use the date time picker to enter the date and time. ⓘ To cancel an active maintenance window before the defined end date, change the time entry under Maintenance Ends to a date in the past.

Action	Description
	▪ If the object already shows the Paused status 179 or if it shows the Down status because of a simulated error, the Resume option appears. Click Resume to restart monitoring on the object.
Simulate Error Status	Manually set the sensor to the Down status. If the sensor already shows the Down status because of a simulated error, the Resume option appears. Click Resume to restart monitoring. ⓘ The Simulate Error Status option does not work for sensors that run on mini probes.
Priority/Favorite	Hover over Priority/Favorite to open the Priority/Favorite menu. Define the priority of the object, add the object to the favorites list, or remove it from the favorites list. ■ For more information, see section Priority and Favorites 221.
Historic Data	Hover over Historic Data to open the Historic Data menu. The following actions are available: ▪ Open the historic data tabs for the specified time interval: Last 2 days, Last 30 days, or Last 365 days. ■ For more information, see the Knowledge Base: What options do I have to review my monitoring data in detail? ▪ View Historic Data: Open the Historic Data tab 183. ▪ Create Report: Open a dialog to add a new report. ⓘ When you create a report via the context menu, PRTG automatically includes the selected probe in the report. ■ For more information, see the Paessler website: How to set up reports in PRTG in 5 easy steps.
Send Link by Email	Send a link to the object by email. Click to create a new email with your system's standard email client. The email contains a direct link to the Overview tab of the object.
Add Ticket	Open the Add Ticket dialog. ■ For more information, see section Tickets 213.

More

■ KNOWLEDGE BASE

What options do I have to review my monitoring data in detail?

- https://kb.paessler.com/en/topic/90007

PAESSLER WEBSITE

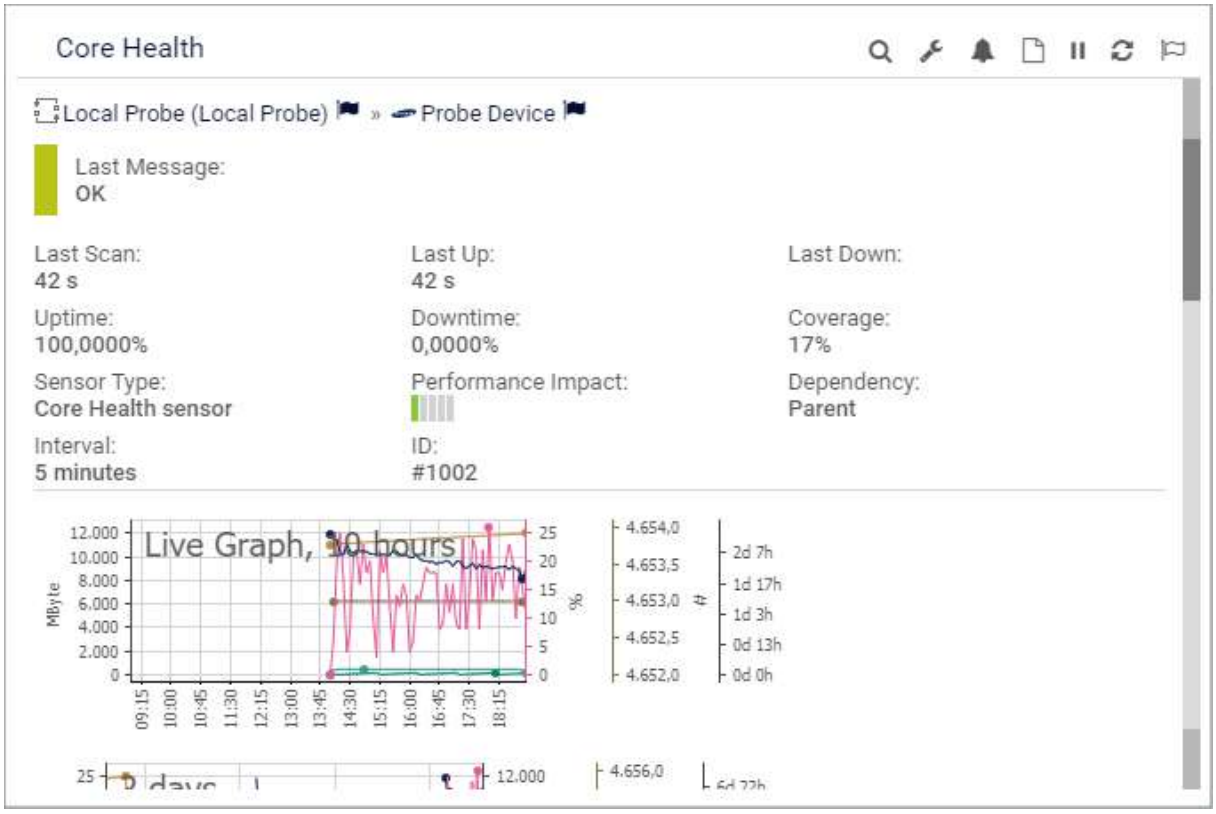
How to set up reports in PRTG in 5 easy steps

- https://www.paessler.com/support/how-to/reports

6.18 Hover Popup

When you rest the mouse pointer over an object's icon in the device tree 164 or in table lists 216, for example, a hover popup window appears and shows details about this object. The hover popup contains information from the object's Overview tab as well as several graphs. The exact information that PRTG provides depends on the type of object.

For more information about the Overview tab, see the Knowledge Base: What options do I have to review my monitoring data in detail?



Hover Popup Example: Core Health Sensor

The hover popup only appears if your browser window that shows the PRTG web interface is the active window on your desktop. The hover popup disappears with every (automatic) page refresh.

Quick Action Buttons

In the top-right corner of the hover popup window, you can see several quick action buttons with which you can view or edit the object. These are the most important options from the object's context menu 226.

The available buttons depend on the type of object that you hover over.

Action	Description
Details ( )	Show the Overview tab of the object.

Action	Description
Settings ( )	Open the object's settings.
Notification Triggers ( )	Show the Notification Triggers tab of the object.
Rename ( )	Open a dialog to edit the name of the object.
Pause Indefinitely ( )	Indefinitely pause the object and all objects underneath in the object hierarchy 131. If you want to resume monitoring, you must manually resume the paused object.
Resume ( )	Resume monitoring for the object and all objects underneath in the object hierarchy.
Delete ( )	Delete the object. PRTG asks for confirmation before it actually deletes an object.
Scan Now ( )	Perform an immediate scan of the object. This queries data for all objects underneath in the object hierarchy.
Add to Favorites ( )	Make the object a favorite 221 and add it to your favorites list.
Remove from Favorites ( )	Remove the object from your favorites list.

More

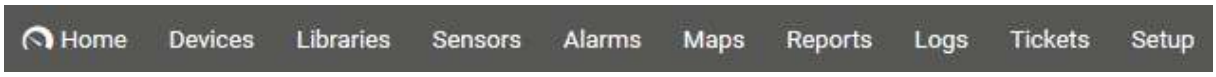
KNOWLEDGE BASE

What options do I have to review my monitoring data in detail?

- https://kb.paessler.com/en/topic/90007

6.19 Main Menu Structure

You can access all functions via the main menu bar. In this section, you find information about the most important menu items. You can either directly click a menu item or you can hover over it to show more options.



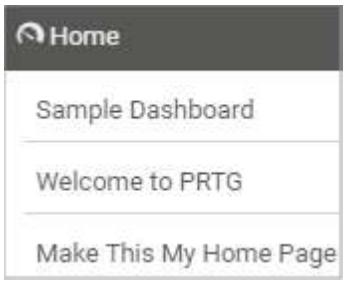
Main Menu Bar

ⓘ This documentation refers to an administrator that accesses the PRTG web interface on a master node. Other user accounts, interfaces, or failover nodes might not have all of the options in the way described here. In a cluster, note that failover nodes are read-only by default.

In this section:

Home

Click to open your home page. The default home page is the Welcome page 164. Hover over Home to show other options.

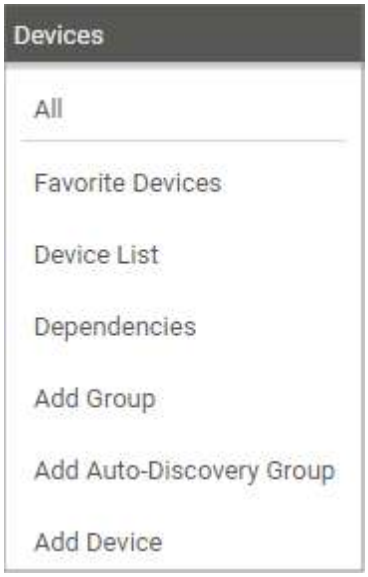


Main Menu: Home

Option	Description
Sample Dashboard	Open a preconfigured dashboard to view monitoring data in a different layout. This dashboard is one of the default maps[3214] that PRTG automatically creates with a new installation. ⓘ The Home menu shows maps that have a 5-star priority[221] (★★★★★) To show a map here, give it 5 stars on the Maps overview via the main menu bar[254]. You can include up to 10 map entries in the menu. For more information, see section Home Menu[3216]. ⓘ You can change the appearance of the default dashboard with the Map Designer[3217]. To not show the sample dashboard in the menu, define a priority that is lower than 5 stars for this map. ☁ This option is not available in PRTG Hosted Monitor.
Switch Cluster Node	This option is only available if PRTG runs in a failover cluster[128]. Show available cluster nodes. Hover over Switch Cluster Node to show other options. Follow the menu path that is specific to your setup to select a different cluster node. The current master node is shown in bold letters. Click a cluster node's name to leave the current cluster node, to connect to the other cluster node, and to show the same page there. ☁ This option is not available in PRTG Hosted Monitor.
Welcome to PRTG	Open the Welcome page that shows the Paessler news feed and various information about your PRTG installation. It also provides links to major sections of the PRTG web interface. ⓘ This is the default home page of the PRTG web interface.
Make This My Home Page	Change the page that is loaded when you click Home in the main menu bar. Select this option on any page to set its URL as your home page. This setting is user sensitive. The default home page is /welcome.htm. ⓘ You can also change the home page under Home Page URL in the My Account[3238] settings.

Devices

Click to show the device tree. Hover over Devices to show other options.



Main Menu: Devices

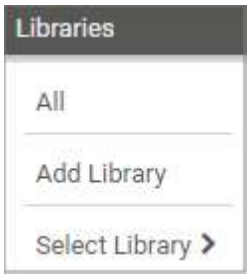
Option	Description
All	Open the Overview tab of the root group 131 that shows the device tree 164.
Favorite Devices	Open a table list 216 of all devices that you marked as favorites 221. Click to show a printable list of the QR codes of all your favorite devices. To mark any device as a favorite device, select Priority/Favorite | Add to Favorites from its context menu, or click on a device's Overview tab.
Device List	Open a list of all devices in your setup.
Dependencies	Open an overview list of the dependencies 139 configured for the objects in your setup. You can select dependencies and define master dependencies in the Schedules, Dependencies, and Maintenance Window object settings 198 (not available for the root group).
Add Group	Start a dialog that guides you through the process of adding a new group to your setup. For more information, see section Create Objects Manually 267. You can also create new groups by selecting Add Group from a probe's or group's context menu.
Add Auto-Discovery Group	Start a dialog that guides you through the process of adding a new auto-discovery group to your setup. PRTG creates a new group and runs an auto-discovery in your network to automatically add devices and sensors to this group. For more information, see section Add an Auto-Discovery Group 268.

Option	Description
	You can also create new auto-discovery groups by selecting Add Auto-Discovery Group from a probe's or group's context menu. This option is not available on the hosted probe of a PRTG Hosted Monitor instance.
Add Device	Start a dialog that guides you through the process of adding a new device to a group. During the process, you can choose if PRTG runs an auto-discovery for the new device to automatically add sensors. For more information, see section Create Objects Manually 267. You can also create new devices by selecting Add Device from a group's context menu.

Libraries

Click to open the Libraries list where you can view or add custom device tree views of your network status and monitoring data. Hover over Libraries to show other options.

For more information, see section Libraries 3176.

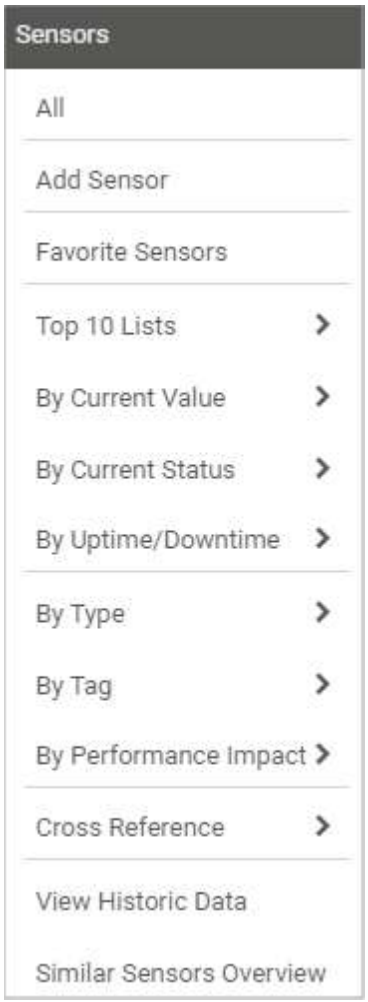


Main Menu: Libraries

Option	Description
All	Open the Libraries list where you can view or add custom device tree views of your network status and monitoring data.
Add Library	Open a dialog to create a new library.
Select Library	Open a library. Hover over Select Library to show more options. Follow the alphabetical menu path that is specific to your setup to view your libraries. Click a library to open it.

Sensors

Click to open a list of all sensors[133]. Hover over Sensors in the main menu bar to show other options.



Main Menu: Sensors

Option	Description
All	Open a table list of all sensors[133]. In list, you can sort the items via the column headers. ⓘ The column Last Value shows only the last value of the sensor's primary channel.
Add Sensor	Start a dialog that guides you through the process of adding a new sensor to a device. For more information, see section Add a Sensor[413]. During the process, you can also choose to create a new device via the Add a Device[364] dialog, which you can also open directly from the Devices menu[248].

Option	Description
Favorite Sensors	Open a list of all sensors that you marked as favorites. To mark any sensor as a favorite sensor, select Priority/Favorite | Add to Favorites from its context menu or click on a sensor's Overview tab.
Top 10 Lists	Open a dashboard view with different top 10 lists that show the highest uptime or downtime, ping response times, the bandwidth usage, website response times, the CPU usage, the disk usage, the memory usage, and the system uptime. Click to show top 10 lists for all sensors. Hover over Top 10 Lists to show other options. Follow the menu path that is specific to your setup to only view top 10 lists for a specific probe or group. The shown sensors are selected by default tags.
By Current Value	Open a list of sensors filtered by value. Hover over By Current Value to show other options. Follow the menu path to view lists of sensors with the Fastest Value or the Slowest Value for ▪ Ping ▪ Port ▪ Web Pages ▪ IMAP/POP3/SMTP ▪ FTP as well as a list of sensors with the Highest Value or the Lowest Value regarding ▪ Bandwidth ▪ CPU ▪ Disk ▪ Memory The shown sensors are selected by default tags.
By Current Status	Open a list of sensors filtered by status. Hover over By Current Status to show other options. Follow the menu path to view lists of all sensors in a specific status. For more information, see section Sensor States 179.
By Uptime/Downtime	Open a list of sensors filtered by different parameters. Hover over By Uptime/Downtime to show other options. Follow the menu path to view lists of all sensors sorted by

Option	Description
	▪ Best Uptime (%) ▪ Highest Uptime (Time) ▪ Worst Downtime (%) ▪ Highest Downtime (Time)
By Type	Open a list of sensors filtered by sensor type 3683. Hover over By Type to show other options. Follow the alphabetical menu path that is specific to your setup to view a sensor list that contains only sensors of one specific sensor type.
By Tag	Open a list of sensors filtered by tag 137. Hover over By Tag to show other options. Follow the alphabetical menu path that is specific to your setup to see available tags. Select a tag to view a list that contains only sensors marked with this tag. ⓘ If you have more than 1,000 tags, no tags are shown here. For more information, see section Tags 138.
By Performance Impact	Open a list of sensors filtered by performance impact 3385. Follow the menu path to view a sensor list that contains only sensors with a specific level of impact on the performance of the probe. You can choose between the following levels of impact: ▪ Very High ▪ High ▪ Medium ▪ Low ▪ Very Low For an overview list of all sensors, including their performance impact, see section List of Available Sensor Types 3683.
Cross Reference	Open the sensor cross reference to show information about all sensors including priority and favorite 221 status, scanning interval 449, access rights 144, notification trigger settings 198, schedules 140, and dependencies 139. Click to show a sensor cross reference for all sensors. Hover over Cross Reference to show other options. Follow the menu path that is specific to your setup to view cross reference information for sensors by type or tag.
View Historic Data	Open a dialog to generate historic sensor data reports. For more information, see section Historic Data Reports 183.

Option	Description
Similar Sensors Overview	Open an overview with a list of similar sensors. For more information, see section Similar Sensors 189.

Alarms

Click to open a list of all sensors that show the Down, Down (Partial), Down (Acknowledged), Warning, or Unusual status. Hover over Alarms to show other options.

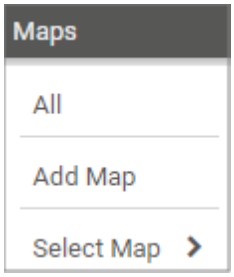
Main Menu: Alarms

Option	Description
All	Open a list of all sensors that are in the Down, Down (Partial), Down (Acknowledged), Warning, or Unusual status.
Show as Gauges	Open a page with the gauges of all sensors that are in the Down, Down (Partial), Down (Acknowledged), Warning, or Unusual status. The size of the gauges corresponds to the sensor's priority.
Errors Only	Open a list of all sensors that are in the Down, Down (Partial), or Down (Acknowledged) status.
Warnings Only	Open a list of all sensors that are in the Warning status.
Unusuals Only	Open a list of all sensors that are in the Unusual status.

Maps

Click to open the Maps overview where you can view or add custom views of your network status and monitoring data. Hover over Maps to show other options.

For more information, see section Maps 3214.



Main Menu: Maps

Option	Description
All	Open the Maps list where you can view or add custom views of your network status and monitoring data.
Add Map	Open a dialog to create a new map.
Select Map	Hover over Select Map to show a list of your maps. Click a map to open it.

Reports

Click to open the Reports overview where you can view or add reports about your monitoring data. Hover over Reports to show other options.

For more information, see section Reports 3192.

Main Menu: Reports

Option	Description
All	Open the Reports list where you can view or add reports about your monitoring data.

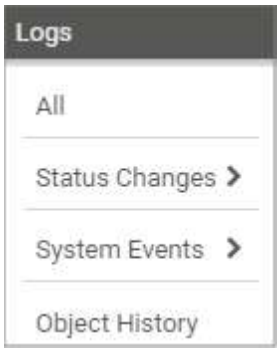
Option	Description
Add Report	Open a dialog to create a new report.
Select Report	Hover over Select Report to show a list of your reports about monitoring data. Click a report to open it.
Configuration Reports	Hover over Configuration Reports to see the available configuration reports 8195. Select an item to create reports for maps, reports, users and user groups, and system configuration to document changes to the configuration.

Logs

Click to show log information for all objects in your configuration. Hover over Logs to show other options.

For more information, see section Logs 208.

Logs for monitoring objects (for example, sensors) are available as long as you define Log File Records in the Historic Data Purging settings under Setup | System Administration | Core & Probes.



Main Menu: Logs

Option	Description
All	Open a list with log information about all objects in your installation. The list begins with the most recent log entry.
Status Changes	Open a list with log information about specific status changes. Hover over Status Changes to show the following sensor states: ▪ Up & Down ▪ Down ▪ Warning ▪ Unusual

Option	Description
	▪ Up ▪ Paused/Resumed ▪ Acknowledged Alarms
System Events	Open a list with log information about specific system event types. Hover over System Events to show the following event types: ▪ Report Related ▪ Cluster Related ▪ Auto-Discovery Related ▪ Notifications Related ▪ Status Message Related
Object History	Open a list with log information about changes to the PRTG setup and deletions of subordinate system objects. The Object History has several tabs. To view the changes to all related settings and deletions of objects, use the following tabs: ▪ My Account ▪ System Administration ▪ Notification Templates ▪ Schedules ▪ User Accounts ▪ User Groups ▪ Reports ▪ Schedules ▪ Maps ⓘ You can also navigate to a corresponding page, for example, you can select Setup | Account Settings | My Account from the main menu bar, and click in the page header bar 170 to directly go to the related object history tab.

Tickets

Click to show all open tickets that are assigned to you. Hover over Tickets to show other options.

For more information, see section Tickets 211.

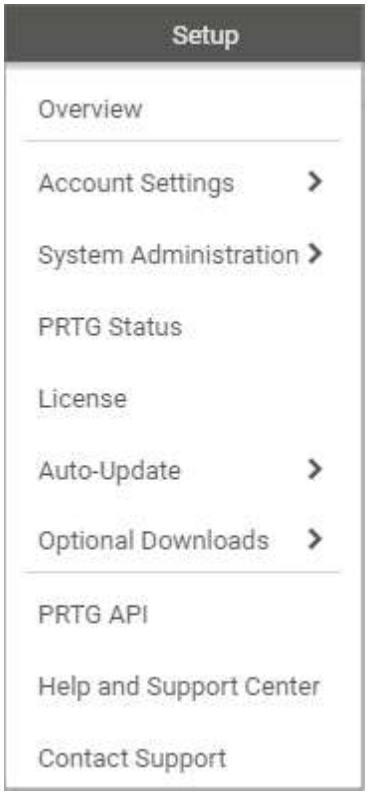
Main Menu: Tickets

Option	Description
My Tickets	Open a list of all open tickets that are assigned to you. Hover over My Tickets to show other options to filter these tickets according to their status.
All Tickets	Open a list of all open tickets of all users. Hover over All Tickets to show other options to filter these tickets according to their status.
All Tickets	Open a list of open tickets of the type ToDo. Hover over All Tickets to show other options to filter these tickets according to their status.
Add Ticket	Open the Add Ticket dialog to create a user ticket. For more information about available options, see section Tickets 211 .

Setup

Click to show the setup page. Hover over Setup to show other options.

For more information, see section Setup 3236.



Main Menu: Setup

Option	Description
Overview	Open the setup page[3236].
Account Settings	Open the My Account[3238] settings. Hover over Account Settings to directly show and open the account settings tabs: ▪ My Account[3238] ▪ Notification Templates[3245] ▪ Notification Contacts[3279] ▪ Schedules[3284]
System Administration	Open the System Administration[3293] settings. Hover over System Administration to directly show and open the system administration tabs: ▪ Manage Subscription (PRTG Hosted Monitor only) ▪ User Interface[3293] ▪ Monitoring[3307] ▪ Notification Delivery[3315] ▪ Core & Probes[3325] ▪ Cluster[3356] (PRTG Network Monitor only)

Option	Description
	▪ User Accounts 3335 ▪ User Groups 3346 ▪ Administrative Tools 3352 ▪ Single Sign-On 3358
PRTG Status	Open the System Status 3368 page. If you run PRTG in a cluster, hover over PRTG Status to show other options: ▪ System Status 3368 ▪ Cluster Status 3393
License Information	Open the license information 3395 page. ☁ This option is not available in PRTG Hosted Monitor.
Auto-Update	Open information about the Software Auto-Update 3402 status of your PRTG installation. On this page, you can also download and install available updates. Hover over Auto-Update to show other options: ▪ Status 3402: View the update status and manually check for the latest update. ▪ Settings 3402: Define your update settings. ☁ This option is not available in PRTG Hosted Monitor.
Optional Downloads	Open the download page 3406 for additional downloads. Hover over Optional Downloads to show other options: ▪ PRTG Apps 3406 ▪ PRTG Desktop 3406 ▪ Remote Probe Installer 3406
PRTG API	Open the Application Programming Interface (API) Definition 3511.
Help and Support Center	Open the Help and Support Center 3408 from where you can access the PRTG Manual, the Knowledge Base, and video tutorials. You can also open support tickets 3409 and contact our customer service 161 from this page.
Contact Support	Open the Contact Paessler Support / Send Your Feedback to Paessler 3409 form.

Search Box

Main Menu: Search Box

Click the Search box to find objects in your monitoring setup. Enter your search term and press the Enter key. PRTG performs a string search in your entire monitoring setup, including groups, devices, sensors, libraries, maps, reports, tickets, and object comments, as well as in the PRTG Manual. You see all search results on a new page.

ⓘ You can only search for names that are actually displayed. To search for a specific user, for example, use their display name. You cannot search for the user's login name or email address.

ⓘ PRTG uses different logical operators for the search in tickets and for the search in other objects. For the ticket search, PRTG uses the logical operator OR. If you search for a string like 'operating system', for example, you receive results for all tickets that contain either 'operating' or 'system' or both. For all other objects, PRTG uses the logical operator AND. So you receive results for all other objects that contain both 'operating' and 'system'.

Logout

Click to log out of PRTG and return to the login screen 152.

Part 7
Device and Sensor Setup

7 Device and Sensor Setup

In this section:

7.1 Auto-Discovery

The auto-discovery automatically creates a set of sensors for all of the devices that are in your network. The auto-discovery is primarily intended for devices that are in the same network as your probes.

ⓘ Unless you skip the auto-discovery during the installation process, PRTG runs an initial auto-discovery as soon as you finish the installation of PRTG. It automatically shows you the devices that are available in your network as well as suitable sensors for monitoring.

How the Auto-Discovery Works

The auto-discovery has three steps:

1. Scan a network segment for devices via ping (at the group level only).
2. Assess the device type for all of the devices that it discovered in step 1 (via the Simple Network Management Protocol (SNMP), Windows Management Instrumentation (WMI), and other protocols).
3. Create sensor sets that match the discovered device types from step 2. It does this based on built-in device templates that have recommended sensors for many device types. Optionally, it can also create sensor sets via device templates that users created 3163.

You can use auto-discovery groups 268 to use the auto-discovery for a range of IP addresses or for individual devices that you manually created. You can run the auto-discovery one time, on demand via the context menu, or via schedule at every hour, day, or week. If you run the auto-discovery at group level daily or weekly, it automatically creates new devices when they connect to the network and it adds suitable sensors.

ⓘ PRTG creates a notifying ticket 211 when it discovers at least one new device or sensor. You also receive a ticket if an error occurs. By default, PRTG also sends tickets via email. You can change this in the My Account 3244 settings.

ⓘ HTTP sensors' names indicate the protocol that they use to access the target device (HTTP, HTTP (8080), and HTTPS). This distinguishes HTTP sensors from each other if the auto-discovery adds more than one HTTP sensor to a device.

Restrictions

Note the following restrictions of the auto-discovery:

- PRTG cannot discover devices that are not reachable via ping. This is because step 1 scans for devices via ping. If, for example, a firewall blocks echo requests, PRTG cannot discover a device behind the firewall.
- Define credentials for objects that are higher in the object hierarchy 131, for example, in the settings of the parent device. If possible, we recommend that you define these settings in the root group 419.
- If a device has more than one IP address, it might show up more than once in the auto-discovery results, even though PRTG tries to identify these situations.
- Auto-discovery on group level does not create new sensors on devices that already exist, but only on newly discovered devices. If you want to automatically add sensors to a device, run the auto-discovery on the device via its context menu 234.

- Frequent auto-discoveries of large network segments can lead to performance issues. Because of this we recommend that you only schedule regular auto-discoveries where necessary.
  For more information, see the Knowledge Base: Why can automatic auto-discoveries evoke performance issues?
- PRTG automatically adds suitable device icons to discovered devices. PRTG uses a device's MAC address for this purpose, which it determines via the Address Resolution Protocol (ARP). This only works via IPv4 and not via IPv6. Usually, ARP works only in the local network unless your router supports ARP and you configure it accordingly.
- The auto-discovery does not apply the user group setting 3347 Allowed Sensors. Therefore, the auto-discovery adds all sensors that are defined in the used device templates.

Run the Auto-Discovery Now

You can run an auto-discovery at any time on a specific device. To do so, right-click the device and select Auto-Discovery | Run Auto-Discovery from the context menu. PRTG immediately starts to search for new sensors to add to the device. If you use the auto-discovery for an auto-discovery group (not available on hosted probes), PRTG adds devices with suitable sensors, if it finds any. If you use it for a device, PRTG adds new sensors, if found. In the corresponding page header bar 170, you can always see when PRTG ran the last auto-discovery on a selected group or device.

The auto-discovery also adds manually deleted devices or sensors again. If you do not want this to happen, you must always create objects manually 267.

Auto-Discovery in Progress

While the auto-discovery is in progress, you might experience a lower system performance than usual, because PRTG is working in the background to discover your network. Depending on the IP address ranges defined (up to 65,536 addresses), the discovery might run for up to several days before it is complete. You can review the status of the discovery process as follows:

- In the device tree, next to the group or device name, you can see a percentage value that shows the progress of the auto-discovery.
- During the auto-discovery, the PRTG web interface displays a box in the lower-right corner that shows the number of active auto-discovery tasks.
- To stop an auto-discovery, right-click the group or device, and select Pause | For 5 Minutes from the context menu. PRTG pauses 224 monitoring for 5 minutes and stops the auto-discovery tasks.

Disable Initial Auto-Discovery

To disable the initial auto-discovery for a fresh PRTG installation, run the installer in a command prompt and add /NoInitialAutoDisco=1 as a parameter. This might be useful for performance reasons or if you prefer to manually add devices and sensors to your installation.

More

KNOWLEDGE BASE

Why can automatic auto-discoveries evoke performance issues?

- https://kb.paessler.com/en/topic/14423

How can I turn off auto-discovery?

- https://kb.paessler.com/en/topic/10403

How does auto-discovery with SNMP Traffic sensors work?

- https://kb.paessler.com/en/topic/85407

7.2 Create Objects Manually

We recommend that you use the auto-discovery 264 feature to create a basic monitoring setup for your network. Afterward, you can manually add devices that were not discovered, or arrange 3152 detected devices in groups.

In this section

- Add an Auto-Discovery Group 268
- Add a Group 320
- Add a Device 364
- Add a Sensor 413

Add a Remote Probe

For more information, see section Add Remote Probe 3619.

7.2.1 Add an Auto-Discovery Group

There are several ways to manually add an auto-discovery group:

- Select Devices | Add Auto-Discovery Group from the main menu bar[248]. A dialog appears that guides you through the process of starting an automatic detection of devices and sensors in your network.
- Hover over  and select Add Auto-Discovery Group from the menu.
- Select Add Auto-Discovery Group from the context menu[226] of the probe or group to which you want to add the new auto-discovery group. This skips step 1 and leads you directly to step 2[271].

ⓘ This documentation refers to an administrator that accesses the PRTG web interface on a master node. Other user accounts, interfaces, or failover nodes might not have all of the options in the way described here. In a cluster, note that failover nodes are read-only by default.

☁ You cannot use this feature on the hosted probe of a PRTG Hosted Monitor instance. You can use this feature on remote probes.

In this section:

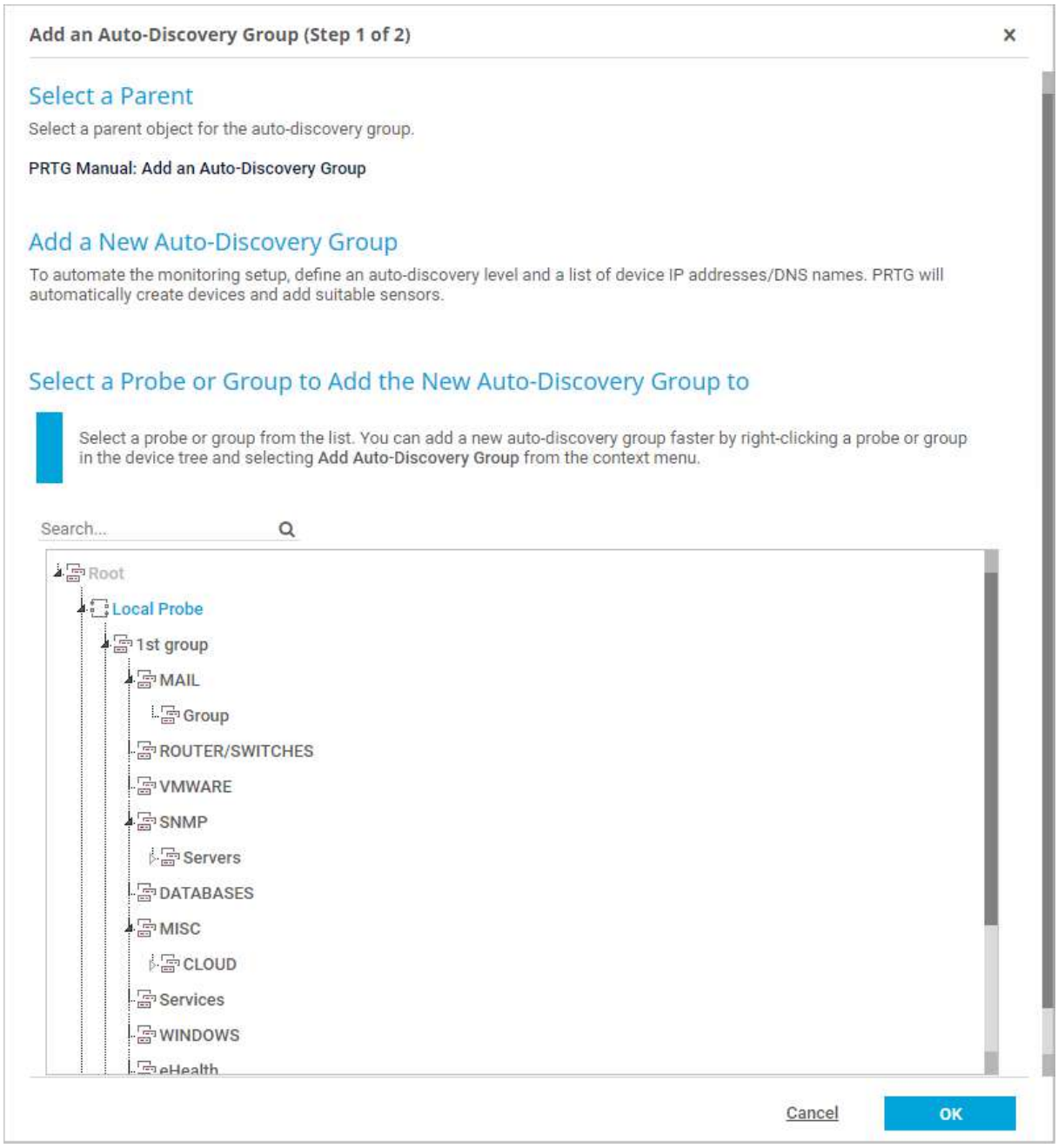
- Credentials for Soffico Orchestra 311
- Credentials for Redfish 313
- Credentials for REST API 314
- Credentials for Veeam 316
- Access Rights 317

Add an Auto-Discovery Group

The Add an Auto-Discovery Group dialog appears when you add a new auto-discovery group to a parent group. It only shows the settings that are required to create the auto-discovery group. Therefore, you do not see all settings in this dialog.

You can change all settings on the Settings tab of the auto-discovery group later. For more information, see section Group Settings 520.

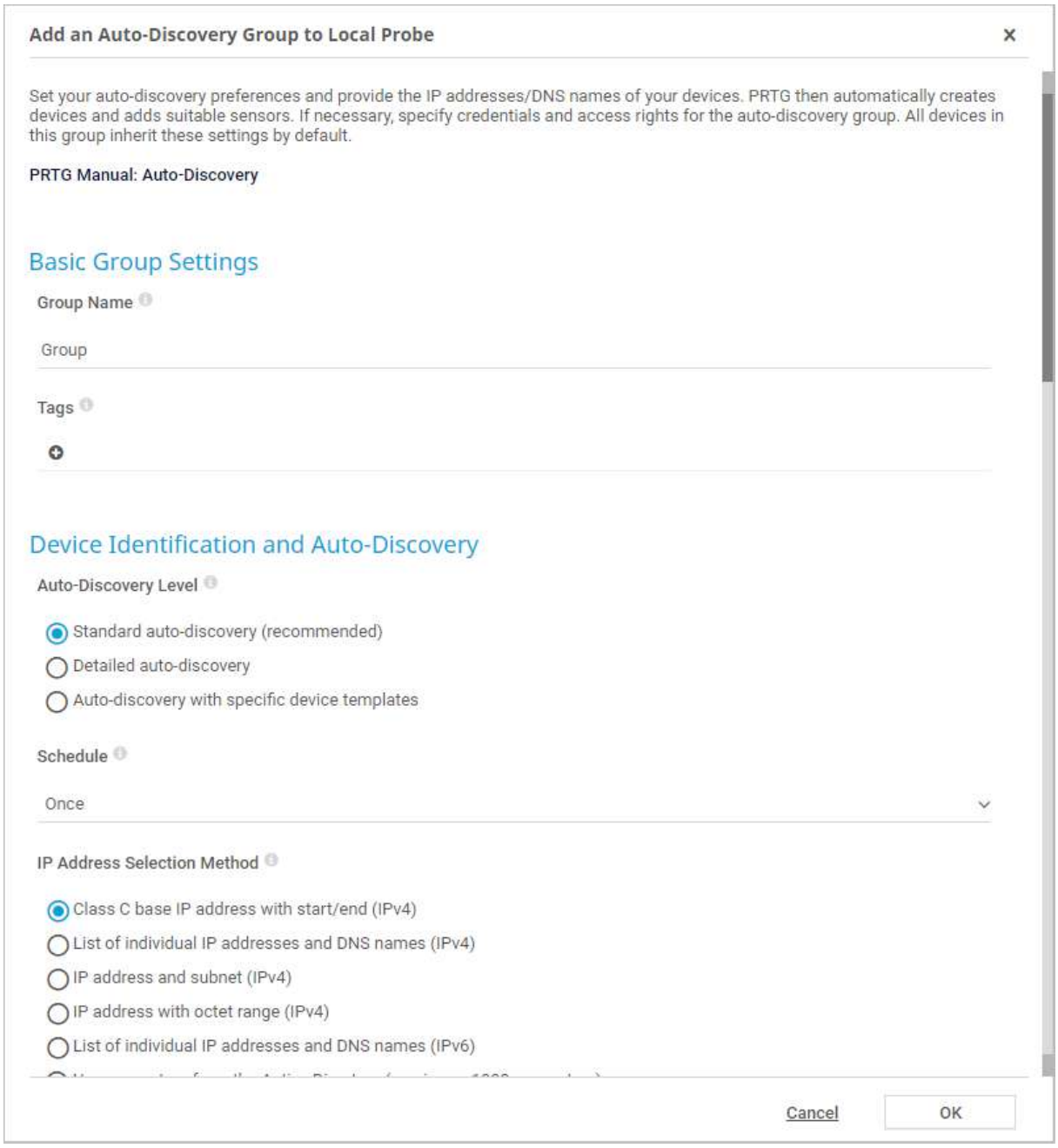
Step 1: Select a Parent



Add Auto-Discovery Group Assistant Step 1

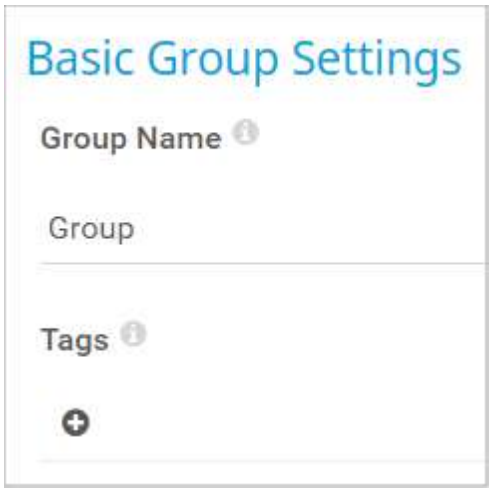
Select the probe or group that you want to add the new auto-discovery group to. Click OK.

Step 2: Define Auto-Discovery Group Settings



Add Auto-Discovery Group Assistant Step 2

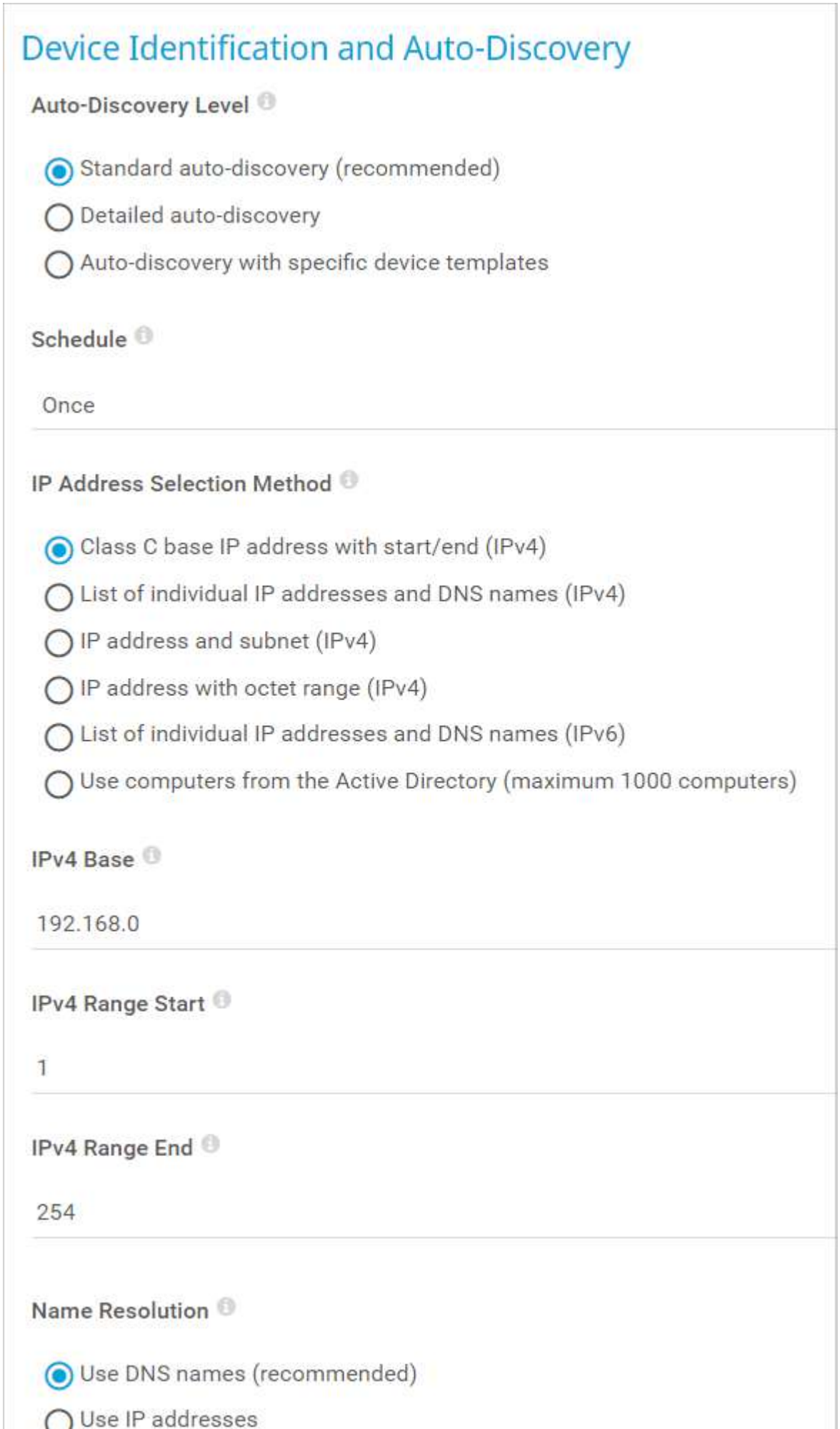
Basic Group Settings



Basic Group Settings

Setting	Description
Group Name	Enter a name to identify the group. By default, PRTG shows this name in the device tree 164, as well as in alarms 199, logs 208, notifications 3173, reports 3192, maps 3214, libraries 3176, and tickets 211. ⓘ If the name contains angle brackets (<>), PRTG replaces them with braces ({}) for security reasons. For more information, see the Knowledge Base: What security features does PRTG include?
Tags	Enter one or more tags. Confirm each tag with the Spacebar key, a comma, or the Enter key. You can use tags to group objects and use tag-filtered views later on. Tags are not case-sensitive. Tags are automatically inherited 137. ⓘ It is not possible to enter tags with a leading plus (+) or minus (-) sign, nor tags with parentheses (()) or angle brackets (<>). ⓘ For performance reasons, it can take some minutes until you can filter for new tags that you added.

Device Identification and Auto-Discovery


Device Identification and Auto-Discovery
Auto-Discovery Level
Standard auto-discovery (recommended)
Detailed auto-discovery
Auto-discovery with specific device templates
Schedule
Once
IP Address Selection Method
Class C base IP address with start/end (IPv4)
List of individual IP addresses and DNS names (IPv4)
IP address and subnet (IPv4)
IP address with octet range (IPv4)
List of individual IP addresses and DNS names (IPv6)
Use computers from the Active Directory (maximum 1000 computers)
IPv4 Base
192.168.0
IPv4 Range Start
1
IPv4 Range End
254
Name Resolution
Use DNS names (recommended)
Use IP addresses

Setting	Description
Auto-Discovery Level	Select the level of detail for the auto-discovery 264: ▪ No auto-discovery: Select this option if you only want to manually create devices and sensors. ▪ Standard auto-discovery (recommended): Create a set of standard sensors for standard monitoring. This option works fine for most installations. ▪ Detailed auto-discovery: Create all standard sensors and additional sensors from detailed variants of device templates. As a result, you might get many sensors. This option is suitable for small network segments and whenever you want to monitor the maximum number of sensors available. ▪ Auto-discovery with specific device templates: Customize the auto-discovery and select or combine standard, detailed, and custom device templates. Select one or more templates from the Device Templates list. ⓘ Auto-discoveries can be resource intensive. They are primarily intended for devices on the same network as your probes.
Device Templates	This setting is only visible if you select Auto-discovery with specific device templates above. Select one or more device templates by enabling a check box in front of the template name. ⓘ You can also select all items or cancel the selection by using the check box in the table header. PRTG uses the device templates that you select for the auto-discovery on the device. Choose from: ▪ ADSL ▪ Amazon CloudWatch ▪ Buffalo TeraStation NAS ▪ Cisco ASA VPN ▪ Cisco Device (Generic) ▪ Dell EqualLogic ▪ Dell MDi Disk ▪ DNS Server ▪ Environment Jacarta ▪ Environment Poseidon ▪ FTP Server ▪ Generic Device (Ping Only) ▪ Generic Device (SNMP Enabled)

Setting	Description
	▪ Generic Device (SNMP Enabled, Detailed) ▪ HTTP Web Server ▪ Hyper-V Host Server ▪ IPMI-enabled Device ▪ Juniper NS Device ▪ Linux/UNIX Device (SNMP or SSH Enabled) ▪ Mail Server (Generic) ▪ Mail Server (MS Exchange) ▪ Microsoft SharePoint 2010 ▪ NAS LenovoEMC ▪ NAS QNAP ▪ NAS Synology ▪ NetApp ▪ NTP Server ▪ Printer (HP) ▪ Printer (Generic) ▪ RDP Server ▪ RMON-compatible Device ▪ Server (Cisco UCS) ▪ Server (Compaq/HP Agents) ▪ Server (Dell) ▪ Server (Fujitsu) ▪ Server (IBM) ▪ SonicWall ▪ SSL Security Check ▪ Switch (Cisco Catalyst) ▪ Switch (Cisco IOS Based) ▪ Switch (HP Procurve) ▪ UNIX/Linux Device ▪ UPS Health (APC) ▪ UPS Health (Generic) ▪ UPS Health (Liebert)

Setting	Description
	▪ VMware ESXi / vCenter Server ▪ Web Server ▪ Windows (Detailed via WMI) ▪ Windows (via Remote PowerShell) ▪ Windows (via WMI) ▪ Windows IIS (via SNMP) ▪ XenServer Hosts ▪ XenServer Virtual Machines Once the auto-discovery is finished, PRTG creates a new ticket 211 and lists the device templates that it used to create new sensors.
Schedule	Select when PRTG runs the auto-discovery: ▪ Once: Run the auto-discovery only once. PRTG adds new devices and sensors once. If you select this option, you must manually start the auto-discovery 265. ▪ Hourly: Run the auto-discovery for new devices and sensors every 60 minutes. ⓘ Use this option with caution. Frequent auto-discoveries might cause performance issues, in particular when PRTG scans large network segments every hour. ▪ Daily: Run the auto-discovery for new devices and sensors every 24 hours. The first auto-discovery runs immediately. All other discoveries start at the time that you define in the Monitoring 3313 settings, section Auto-Discovery. ▪ Weekly: Run the auto-discovery for new devices and sensors every 7 days. The first auto-discovery runs immediately. All other discoveries start at the time that you define in the Monitoring settings, section Auto-Discovery. ⓘ For performance reasons, PRTG sets Schedule to Once on all devices that the scheduled auto-discovery creates.
IP Address Selection Method	Select how you want to define the IP address range for the auto-discovery: ▪ Class C base IP address with start/end (IPv4): Enter an IPv4 class C address range. ▪ List of individual IP addresses and DNS names (IPv4): Enter a list of individual IPv4 addresses or Domain Name System (DNS) names. ▪ IP address and subnet (IPv4): Enter an IPv4 address and subnet mask.

Setting	Description
	▪ IP address with octet range (IPv4): Enter an IPv4 address range for every IP octet individually. With this, you can define very customizable IP address ranges. ▪ List of individual IP addresses and DNS names (IPv6): Enter a list of individual IPv6 addresses or DNS names. ▪ Use computers from the Active Directory (maximum 1000 computers): Search in the Active Directory for computers to perform the auto-discovery. ⓘ Make sure that you specify your Active Directory domain in the Core & Probes 3331 settings. ⓘ PRTG can only discover subnets with up to 65,536 IP addresses. If you define a range with a higher number of addresses, the discovery stops before it is completed.
IPv4 Base	This setting is only visible if you select Class C base IP address with start/end (IPv4) above. Enter a class C network as the IP base for the auto-discovery. Enter the first three octets of an IPv4 address, for example, 192.168.0.
IPv4 Range Start	This setting is only visible if you select Class C base IP address with start/end (IPv4) above. Enter the IP octet of the class C network (specified above) from which PRTG starts the auto-discovery. This completes the IP base to an IPv4 address. For example, enter 1 to discover from 192.168.0.1 onwards.
IPv4 Range End	This setting is only visible if you select Class C base IP address with start/end (IPv4) above. Enter the IP octet of the class C network (specified above) at which PRTG stops the auto-discovery. This completes the IP base to an IPv4 address. For example, enter 254 to discover up to 192.168.0.254.
IPv4/DNS Name List IPv6/DNS Name List	This setting is only visible if you select List of individual IP addresses and DNS names (IPv4) or List of individual IP addresses and DNS names (IPv6) above. Enter a list of IP addresses or DNS names that the auto-discovery scans. Enter each address on a separate line.
IPv4 and Subnet (IPv4)	This setting is only visible if you select IP address and subnet (IPv4) above. Enter an expression in the format address/subnet, for example, 192.168.3.0/255.255.255.0. You can also use the short form like 192.168.3.0/24. PRTG scans the complete host range (without network and broadcast address) that is defined by the IP address and the subnet mask.

Setting	Description
IP Address with Octet Range	This setting is only visible if you select IP address with octet range (IPv4) above. Enter an expression in the format a1.a2.a3.a4, where a1, a2, a3, and a4 are each a number between 0-255, or a range with two numbers and a hyphen like 1-127. PRTG calculates all permutations of all ranges. For example, 10.0.1-10.1-100 results in 1,000 IP addresses that PRTG scans during the auto-discovery.
Organizational Unit	This setting is only visible if you select Use computers from the Active Directory (maximum 1000 computers) above. Enter an organizational unit (OU) to restrict the Active Directory search to computers that are part of this OU. For top-level OUs, use the distinguished name (DN) format without OU= and without the domain components (DCS). If you leave this field empty, there are not any restrictions. Example: ▪ For the DN OU=Domain Controllers,DC=example,DC=com, enter only Domain Controllers. If you have sub-OUs, use the DN format without the leading OU= and without the DCs. Examples: ▪ For the DN OU=webserver,OU=production,DC=example,DC=com, enter only webserver,OU=production. ▪ For the DN OU=intranet,OU=webserver,OU=production,DC=example,DC=com, enter only intranet,OU=webserver,OU=production. ⓘ Make sure that the OU contains computer accounts. If the OU is empty, you receive an error message. ⓘ Do not enter the domain components. PRTG automatically uses the domain components from the domain name you enter in the Core & Probes 3331 settings.
Name Resolution	Select how to monitor newly discovered devices. This only affects new devices. This does not change the setting for other devices. Depending on your selection, the IP Address/DNS Name field of an added device 589 shows the DNS name or IP address that PRTG uses to access the target device. Choose between: ▪ Use DNS names (recommended): Monitor newly discovered devices via their DNS names (if available). We recommend that you use this option. ▪ Use IP addresses: Monitor newly discovered devices via their IP addresses. ⓘ This setting does not affect how PRTG shows the devices in the device tree.

Setting	Description
Device Rescan	Select how to handle known devices: ▪ Skip auto-discovery for existing devices/IP addresses (recommended): Do not rescan existing devices or IP addresses. PRTG only adds devices with new IP addresses or DNS names. PRTG does not add devices that that already exist in your configuration for example, in other groups. We recommend that you use this option. ▪ Perform auto-discovery for existing devices/IP addresses: Rescan devices that have existing IP addresses with every auto-discovery. PRTG adds devices that already exist in other groups to this group and runs the auto-discovery on the newly added devices. ⓘ The auto-discovery does not run on devices that already exist in the group. If you want to run the auto-discovery for these devices, you must manually start the auto-discovery on them. ⓘ In certain cases, the IP resolution might not work and might result in PRTG not adding a device if it has the same local IP address as it does in a different LAN.

Inherited Settings

By default, all of these settings are inherited from objects that are higher in the hierarchy. We recommend that you change them centrally in the root group settings 419 if necessary. To change a setting for this object only, click under the corresponding setting name to disable the inheritance and to display its options.

For more information, see section Inheritance of Settings 135.

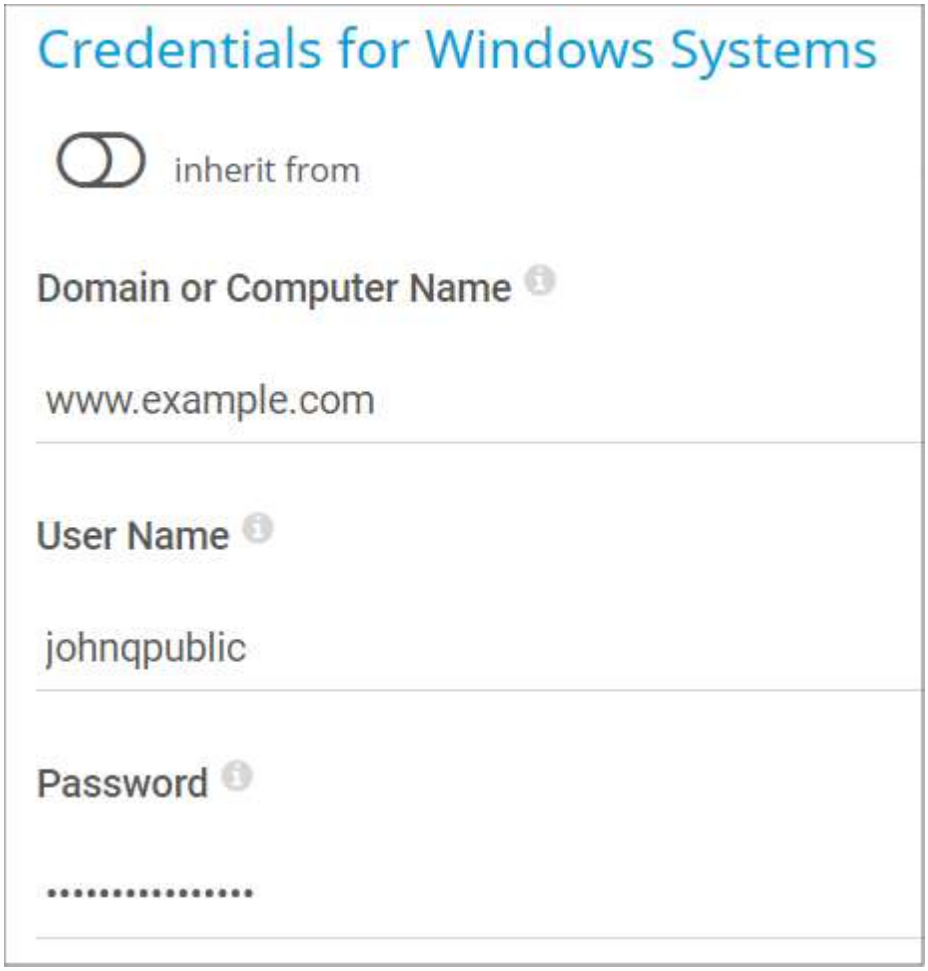
Credentials for Windows Systems

Click to interrupt the inheritance 135.

ⓘ The settings you define in this section apply to the following sensors:

- Active Directory Replication Errors
- Event Log (Windows API)
- Exchange Backup (PowerShell)
- Exchange Database (PowerShell)
- Exchange Database DAG (PowerShell)
- Windows IIS 6.0 SMTP Sent
- Windows IIS Application
- Windows MSMQ Queue Length
- Windows Network Card
- Windows Pagefile
- Windows Physical Disk I/O
- Windows Print Queue
- Windows Process
- WMI Memory
- WMI Microsoft SQL Server 2005 (Deprecated)
- WMI Microsoft SQL Server 2008
- WMI Microsoft SQL Server 2012
- WMI Microsoft SQL Server 2014

- Exchange Mail Queue (PowerShell)
- Exchange Mailbox (PowerShell)
- Exchange Public Folder (PowerShell)
- File
- File Content
- Folder
- Hyper-V Cluster Shared Volume Disk Free
- Hyper-V Host Server
- Hyper-V Virtual Machine
- Hyper-V Virtual Network Adapter
- Hyper-V Virtual Storage Device
- PerfCounter Custom
- PerfCounter IIS Application Pool
- Share Disk Free
- Windows CPU Load
- Windows IIS 6.0 SMTP Received
- Windows System Uptime
- Windows Updates Status (PowerShell)
- WMI Battery
- WMI Custom
- WMI Custom String
- WMI Disk Health
- WMI Event Log
- WMI Exchange Server
- WMI Exchange Transport Queue
- WMI File
- WMI Free Disk Space (Multi Disk)
- WMI HDD Health
- WMI Logical Disk I/O
- WMI Microsoft SQL Server 2016
- WMI Microsoft SQL Server 2017
- WMI Microsoft SQL Server 2019
- WMI Remote Ping
- WMI Security Center
- WMI Service
- WMI Share
- WMI SharePoint Process
- WMI Storage Pool
- WMI Terminal Services (Windows 2008+)
- WMI Terminal Services (Windows XP/Vista/2003)
- WMI UTC Time
- WMI Vital System Data v2
- WMI Volume
- WSUS Statistics



Credentials for Windows Systems

Setting	Description
Domain or Computer Name	Enter the domain or computer name of the user account with which you want to access the Windows system. PRTG uses this account for Windows Management Instrumentation (WMI) sensors and other Windows sensors. If you want to use a Windows local user account on the target device, enter the computer name. If you want to use a Windows domain user account (recommended), enter the domain name. PRTG automatically adds a prefix to use the NT LAN Manager (NTLM) protocol if you do not explicitly define it. Do not leave this field empty.
User Name	Enter the user name for access to the Windows system. Usually, you use credentials with administrator rights.
Password	Enter the password for access to the Windows system. Usually, you use credentials with administrator rights.

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

Click to interrupt the inheritance 135.

The settings you define in this section apply to the following sensors:

- SFTP Secure File Transfer Protocol
- SSH Disk Free
- SSH INodes Free
- SSH Load Average
- SSH Meminfo
- SSH Remote Ping
- SSH SAN Enclosure
- SSH SAN Logical Disk
- SSH SAN Physical Disk
- SSH SAN System Health
- SSH Script
- SSH Script Advanced
- VMware Host Hardware (WBEM)

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

inherit from

User Name

johnqpublic

Authentication Method

- (•) Password
- ( ) Private key

Password

••••••••••••••••

WBEM Protocol

- ( ) HTTP
- (•) HTTPS (default)

WBEM Port

- (•) Default
- ( ) Custom

SSH Port

22

SSH Rights Elevation

- (•) Run the command as the connecting user (default)
- ( ) Run the command as a different user using 'sudo' (with password)
- ( ) Run the command as a different user using 'sudo' (without password)
- ( ) Run the command as a different user using 'su'

SSH Connection Mode

- (•) Default (recommended)
- ( ) Compatibility mode (deprecated)

Setting	Description
User Name	Enter the user name for access to the Linux/Solaris/macOS system via Secure Shell (SSH) and Web-based Enterprise Management (WBEM). Usually, you use credentials with administrator rights.
Authentication Method	Select the authentication method for the login: ▪ Password: Provide the password for the login. ▪ Private key: Provide an RSA private key for authentication. ⓘ PRTG can only handle keys in the OpenSSH format that are not encrypted. You cannot use password-protected keys. ⓘ PRTG only supports RSA keys. It does not support DSA keys. For details, see section Monitoring via SSH 3437.
Password	This setting is only visible if you select Password above. Enter a password for access to the Linux/Solaris/macOS system via SSH and WBEM. Usually, you use credentials with administrator rights.
Private Key	This setting is only visible if you select Private key above. Paste the entire RSA private key, including the BEGIN and END lines. Make sure that a corresponding public key exists on the target device. ⓘ PRTG can only handle keys in the OpenSSH format that are not encrypted. You cannot use password-protected keys. ⓘ PRTG only supports RSA keys. It does not support DSA keys. For details, see section Monitoring via SSH 3437. ⓘ If you do not insert a private key for the first time but if you want to change the private key, you need to restart the PRTG core server service 3352 for the private key change to take effect.
WBEM Protocol	Select the protocol that you want to use for the connection to the system via WBEM: ▪ HTTP: Use an unsecure connection for WBEM. ▪ HTTPS (default): Use a Secure Sockets Layer (SSL)/Transport Layer Security (TLS) secured connection for WBEM. ⓘ This setting is only relevant if you use WBEM sensors.
WBEM Port	Select if you want to use one of the default ports for the connection to the system via WBEM or if you want to set a custom port: ▪ Default: Use one of the default ports. The default port for unsecure connections is 5988 and the default port for secure connections is 5989. ▪ Custom: Use a custom port.

Setting	Description
	ⓘ This setting is only relevant if you use WBEM sensors.
Custom WBEM Port	This setting is only visible if you select Custom above. Enter a custom WBEM port. Enter an integer.
SSH Port	Enter the port for SSH connections. Enter an integer. The default port is 22. ⓘ By default, PRTG automatically uses this setting for all SSH sensors 3683 unless you define a different port number in the sensor settings.
SSH Rights Elevation	Select the rights that you want to use to run the command on the target system: ▪ Run the command as the connecting user (default): Use the rights of the user who establishes the SSH connection. ▪ Run the command as a different user using 'sudo' (with password): Use the rights of a different user with a password required for sudo to run commands on the target system, for example, as a root user. ▪ Run the command as a different user using 'sudo' (without password): Use the rights of a different user without a password required for sudo to run commands on the target system, for example, as a root user. ▪ Run the command as a different user using 'su': Use the rights of a different user with su to run commands on the target system.
Target System User Name	This setting is only visible if you select an option that includes sudo or su above. Enter a user name to run the specified command on the target system as a different user than the root user. If you leave this field empty, you run the command as a root user. Make sure that you set the Linux password even if you use a public key or a private key for authentication. This is not necessary if the user is allowed to run the command without a password.
Password	This setting is only visible if you select an option that includes sudo or su with password above. Enter the password to run the sudo command or the su command.
SSH Connection Mode	Select the connection mode that you want to use to access data with SSH sensors 3437: ▪ Default (recommended): This is the default connection mode for SSH sensors. It provides the best performance and security. ▪ Compatibility mode (deprecated): Use this only if the default connection mode does not work on the target system. The compatibility mode is the connection mode that PRTG used in previous versions and it is deprecated.

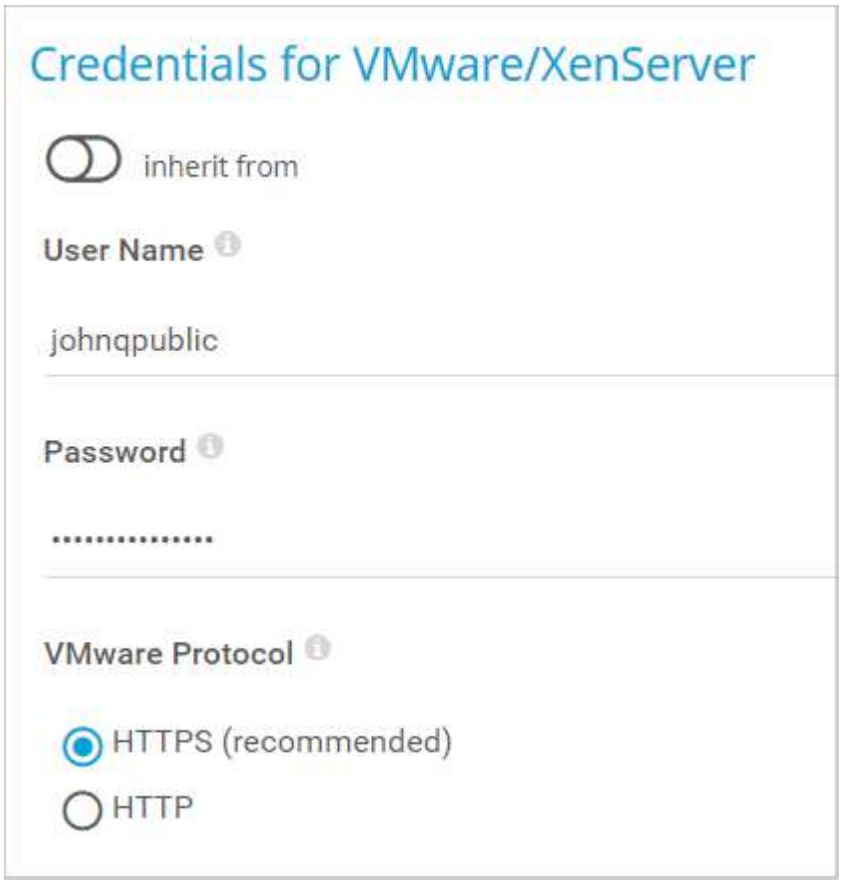
Setting	Description
	We strongly recommend that you use the default connection mode. You can also individually select the connection mode for each SSH sensor in the sensor settings.

Credentials for VMware/XenServer

Click to interrupt the inheritance 135.

The settings you define in this section apply to the following sensors:

- Citrix XenServer Host
- Citrix XenServer Virtual Machine
- VMware Datastore (SOAP)
- VMware Host Hardware (WBEM)
- VMware Host Hardware Status (SOAP)
- VMware Host Performance (SOAP)
- VMware Virtual Machine (SOAP)



Credentials for VMware/XenServer

Setting	Description
User Name	Enter the user name for access to VMware ESXi, vCenter Server, or Citrix XenServer. Usually, you use credentials with administrator rights.
Password	Enter the password for access to VMware ESXi, vCenter Server, or Citrix XenServer. Usually, you use credentials with administrator rights. ⓘ Single sign-on (SSO) passwords for vSphere do not support special characters. For details, see the VMware sensors sections.
VMware Protocol	Select the protocol for the connection to VMware ESXi, vCenter Server, or Citrix XenServer: ▪ HTTPS (recommended): Use a Secure Sockets Layer (SSL)/Transport Layer Security (TLS) secured connection. ▪ HTTP: Use an unsecure connection.
Session Handling	Select if you want to reuse a session for VMware sensors: ▪ Reuse a session for multiple scans (recommended): Select this option if you want a VMware sensor to reuse a single session for multiple sensor scans to query data. With this option, the sensor does not need to log in and out for each sensor scan. We recommend that you use this option because it reduces network load and log entries on the target device. This can increase performance. ▪ Create a new session for each scan: If you select this option, PRTG does not reuse a session and a VMware sensor has to log in and out for each sensor scan. This can decrease performance.

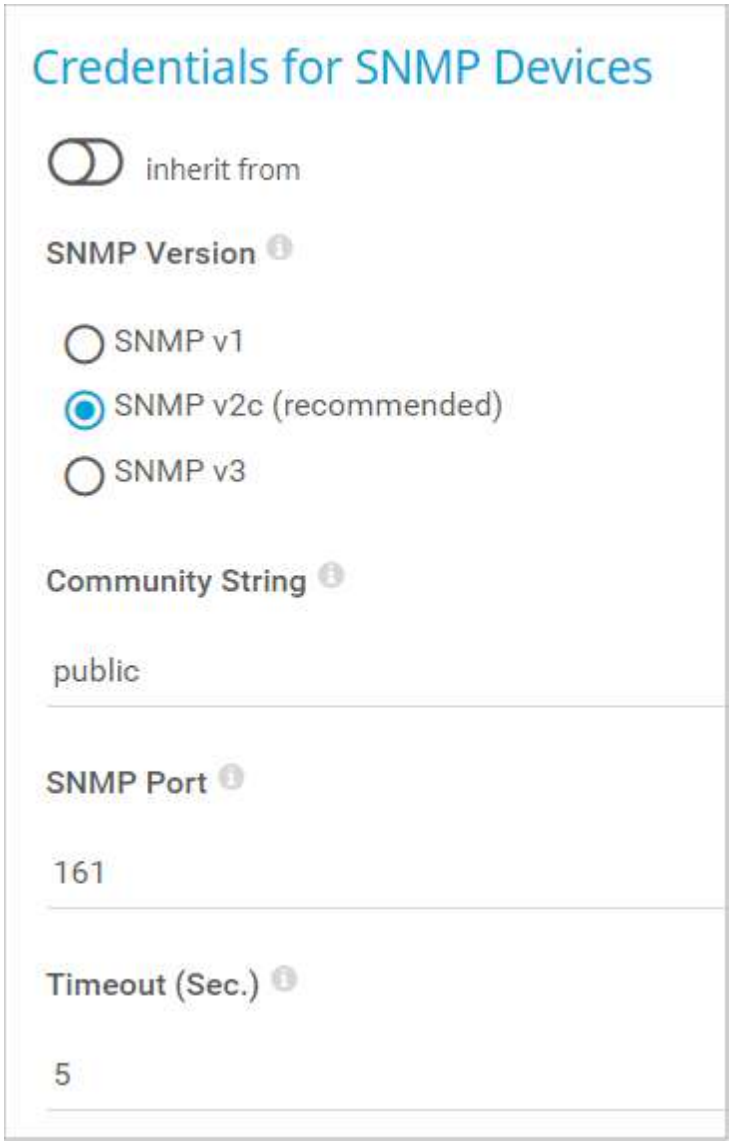
Credentials for SNMP Devices

Click to interrupt the inheritance 135.

ⓘ The settings you define in this section apply to the following sensors:

- Cisco IP SLA
- SNMP APC Hardware
- SNMP Buffalo TS System Health
- SNMP Cisco ADSL
- SNMP Cisco ASA VPN Connections
- SNMP Cisco ASA VPN Traffic
- SNMP Fujitsu System Health v2
- SNMP Hardware Status
- SNMP HP LaserJet Hardware
- SNMP HPE BladeSystem Blade
- SNMP HPE BladeSystem Enclosure System Health
- SNMP HPE ProLiant Logical Disk
- SNMP NetApp Enclosure
- SNMP NetApp I/O
- SNMP NetApp License
- SNMP NetApp Logical Unit
- SNMP NetApp Network Interface
- SNMP NetApp System Health
- SNMP Nutanix Cluster Health

- SNMP Cisco ASA VPN Users
- SNMP Cisco CBQoS
- SNMP Cisco System Health
- SNMP Cisco UCS Blade
- SNMP Cisco UCS Chassis
- SNMP Cisco UCS Physical Disk
- SNMP Cisco UCS System Health
- SNMP CPU Load
- SNMP Custom
- SNMP Custom Advanced
- SNMP Custom String
- SNMP Custom String Lookup
- SNMP Custom Table
- SNMP Dell EqualLogic Logical Disk
- SNMP Dell EqualLogic Member Health
- SNMP Dell EqualLogic Physical Disk
- SNMP Dell Hardware
- SNMP Dell PowerEdge Physical Disk
- SNMP Dell PowerEdge System Health
- SNMP Disk Free
- SNMP HPE ProLiant Memory Controller
- SNMP HPE ProLiant Network Interface
- SNMP HPE ProLiant Physical Disk
- SNMP HPE ProLiant System Health
- SNMP IBM System X Logical Disk
- SNMP IBM System X Physical Disk
- SNMP IBM System X Physical Memory
- SNMP IBM System X System Health
- SNMP interSeptor Pro Environment
- SNMP Juniper NS System Health
- SNMP LenovoEMC Physical Disk
- SNMP LenovoEMC System Health
- SNMP Library
- SNMP Linux Disk Free
- SNMP Linux Load Average
- SNMP Linux Meminfo
- SNMP Linux Physical Disk
- SNMP Memory
- SNMP NetApp Disk Free
- SNMP Nutanix Hypervisor
- SNMP Poseidon Environment
- SNMP Printer
- SNMP QNAP Logical Disk
- SNMP QNAP Physical Disk
- SNMP QNAP System Health
- SNMP Rittal CMC III Hardware Status
- SNMP RMON
- SNMP SonicWall System Health
- SNMP SonicWall VPN Traffic
- SNMP Synology Logical Disk
- SNMP Synology Physical Disk
- SNMP Synology System Health
- SNMP System Uptime
- SNMP Traffic
- SNMP Trap Receiver
- SNMP Windows Service



Credentials for SNMP Devices

Setting	Description
SNMP Version	Select the Simple Network Management Protocol (SNMP) version for the connection to the target SNMP device: ▪ SNMP v1: Use SNMP v1 for the connection. SNMP v1 only offers clear-text data transmission. ⓘ SNMP v1 does not support 64-bit counters. This might result in invalid data when you monitor traffic via SNMP. ▪ SNMP v2c (recommended): Use SNMP v2c for the connection. SNMP v2c also only offers clear-text data transmission but it supports 64-bit counters.

Setting	Description
	▪ SNMP v3: Use SNMP v3 for the connection. SNMP v3 provides secure authentication and data encryption. ⓘ SNMP v3 has performance limitations because of the use of encryption. The main limiting factor is CPU power. Also 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. If you see an increase in Interval Delay or Open Requests with the Probe Health sensor, distribute the load over multiple probes 3621. SNMP v1 and SNMP v2c do not have this limitation.
Community String	This setting is only visible if you select SNMP v1 or SNMP v2c (recommended) above. Enter the community string of your device. This is like a clear-text password for simple authentication. ⓘ We recommend that you use the default value.
Authentication Method	This setting is only visible if you select SNMP v3 above. Select the authentication method: ▪ MD5: Use message-digest algorithm 5 (MD5) for authentication. ▪ SHA: Use Secure Hash Algorithm (SHA) for authentication. ▪ SHA-224: Use SHA-224 for authentication. ▪ SHA-256: Use SHA-256 for authentication. ▪ SHA-384: Use SHA-384 for authentication. ▪ SHA-512: Use SHA-512 for authentication. ⓘ If you do not want to use authentication but you need SNMP v3, for example, because your device requires context, you can leave the Password field empty. In this case, PRTG uses SNMP_SEC_LEVEL_NOAUTH and it entirely deactivates authentication. ⓘ The authentication method you select must match the authentication method of your device.
User Name	This setting is only visible if you select SNMP v3 above. Enter the user name for access to the target SNMP device. ⓘ The user name that you enter must match the user name of your device.
Password	This setting is only visible if you select SNMP v3 above. Enter the password for access to the target SNMP device. ⓘ The password that you enter must match the password of your device.

Setting	Description
Encryption Type	This setting is only visible if you select SNMP v3 above. Select an encryption type: ▪ DES: Use Data Encryption Standard (DES) as the encryption algorithm. ▪ AES: Use Advanced Encryption Standard (AES) as the encryption algorithm. ▪ AES-192: Use AES-192 as the encryption algorithm. ▪ AES-256: Use AES-256 as the encryption algorithm. ⓘ The encryption type that you select must match the encryption type of your device.
Encryption Key	This setting is only visible if you select SNMP v3 above. Enter an encryption key. If you provide a key, PRTG encrypts SNMP data packets with the encryption algorithm that you selected above. Enter a string or leave the field empty. ⓘ The encryption key that you enter must match the encryption key of your device. If the encryption keys do not match, you do not get an error message.
Context Name	This setting is only visible if you select SNMP v3 above. Enter a context name only if the configuration of the device requires it. Context is a collection of management information that is accessible by an SNMP device. Enter a string.
SNMP Port	Enter the port for the connection to the SNMP target device. Enter an integer. The default port is 161. ⓘ We recommend that you use the default value.
Timeout (Sec.)	Enter a timeout in seconds for the request. Enter an integer. The maximum timeout value is 300 seconds (5 minutes).

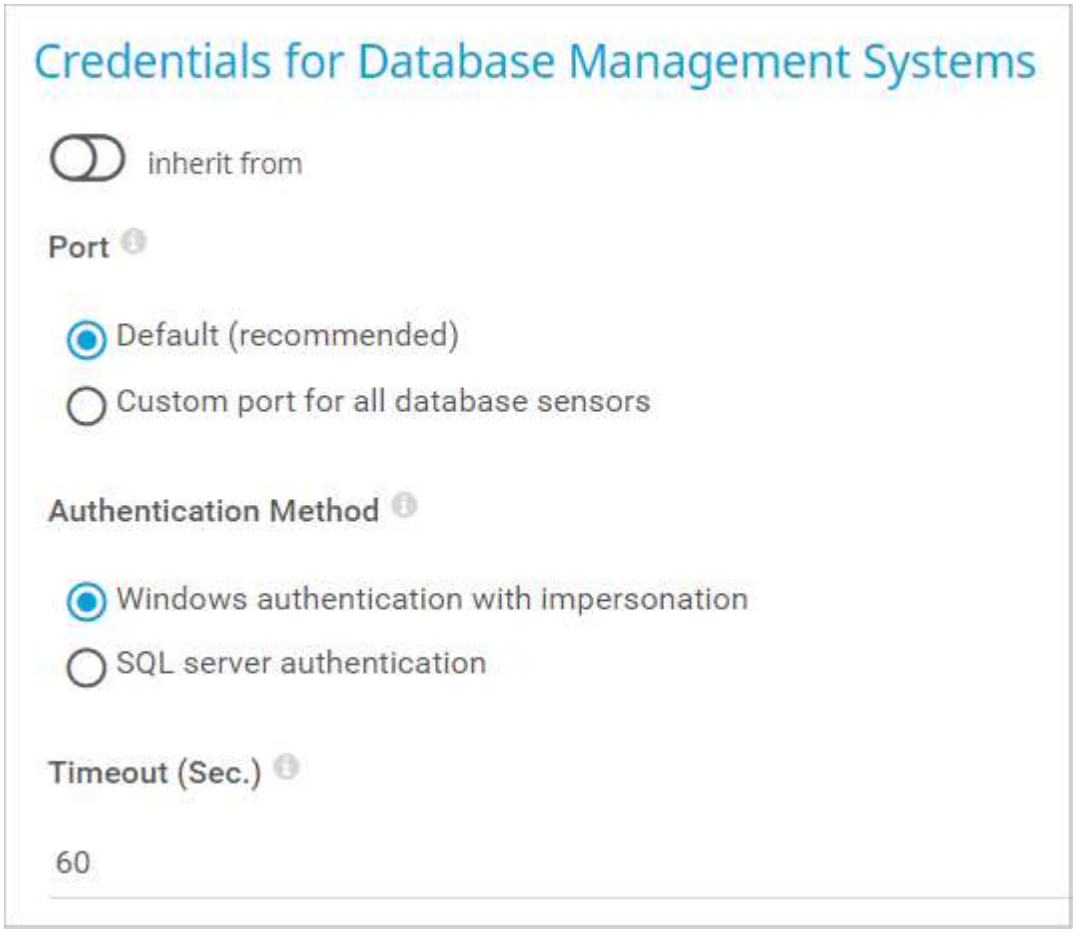
Credentials for Database Management Systems

Click to interrupt the inheritance 135.

ⓘ The settings you define in this section apply to the following sensors:

- ADO SQL v2
- Microsoft SQL v2
- MySQL v2
- Oracle SQL v2

- PostgreSQL



Credentials for Database Management Systems

Setting	Description
Port	Select the port that PRTG uses for connections to the monitored databases: ▪ Default (recommended): PRTG automatically determines the type of the database and uses the corresponding default port to connect. PRTG uses the following default ports: ▫ Microsoft SQL: 1433 ▫ MySQL: 3306 ▫ Oracle SQL: 1521 ▫ PostgreSQL: 5432 ▪ Custom port for all database sensors: Select this option if your database management systems do not use the default ports. Enter a custom port for database connections below.
Custom Port	Enter a custom port for database connections. Enter an integer.

Setting	Description
	PRTG uses this custom port for all database sensors and for connections to all your databases.
Authentication Method	Select the authentication method for the connection to the Structured Query Language (SQL) database: ▪ Windows authentication with impersonation: PRTG uses the Windows credentials that you define in settings that are higher in the object hierarchy 131, for example, in the settings of the parent device; for the database connection. The user whose credentials PRTG uses needs to have permission to log in to the probe system with a database sensor. This is necessary for the impersonation. ▪ SQL server authentication: Use explicit credentials for database connections. Enter a user name and password below.
User Name	This setting is only visible if you select SQL server authentication above. Enter the user name for the database connection.
Password	This setting is only visible if you select SQL server authentication above. Enter the password for the database connection.
Timeout (Sec.)	Enter a timeout in seconds for the request. Enter an integer. The maximum timeout value is 300 seconds (5 minutes).

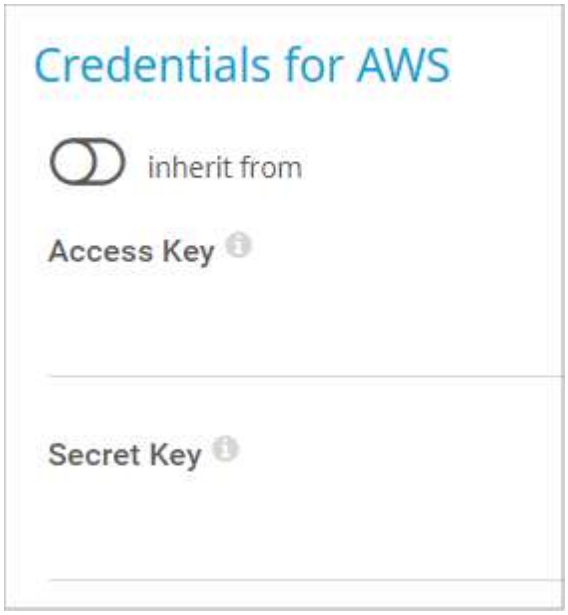
Credentials for AWS

Click to interrupt the inheritance 135.

The settings you define in this section apply to the following sensors:

- AWS Alarm v2
- AWS Cost
- AWS EBS v2
- AWS EC2 v2
- AWS ELB v2
- AWS RDS v2

For more information about the permissions that are necessary to query the AWS API, see the Knowledge Base: How do I set permissions for the Amazon Web Services (AWS) API key to use certain sensors in PRTG?



Credentials for AWS

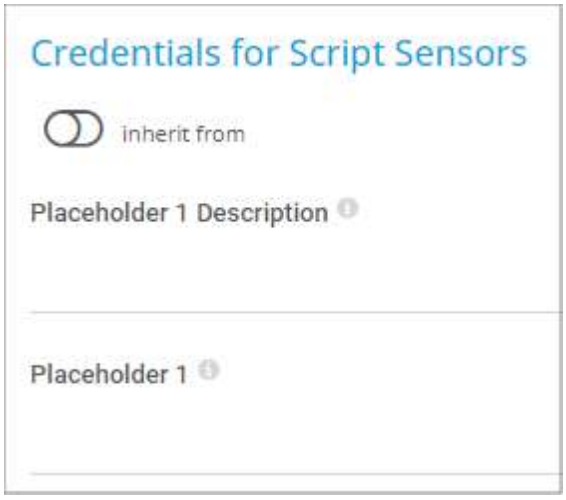
Setting	Description
Access Key	Enter the Amazon Web Services (AWS) access key.
Secret Key	Enter the AWS secret key.

Credentials for Script Sensors

Click to interrupt the inheritance 135.

The settings you define in this section apply to the following sensors:

- EXE/Script
- EXE/Script Advanced
- Python Script Advanced
- SSH Script
- SSH Script Advanced



Credentials for Script Sensors

Setting	Description
Placeholder 1 Description	Enter a description for Placeholder 1, for example information about the purpose or content of the placeholder.
Placeholder 1	Enter a value for the placeholder. PRTG inserts the value for the script execution if you add %scriptplaceholder1 in the argument list. PRTG does not display the value in the sensor log or the sensor's settings.
Placeholder 2 Description	Enter a description for Placeholder 2, for example information about the purpose or content of the placeholder.
Placeholder 2	Enter a value for the placeholder. PRTG inserts the value for the script execution if you add %scriptplaceholder2 in the argument list. PRTG does not display the value in the sensor log or the sensor's settings.
Placeholder 3 Description	Enter a description for Placeholder 3, for example information about the purpose or content of the placeholder.
Placeholder 3	Enter a value for the placeholder. PRTG inserts the value for the script execution if you add %scriptplaceholder3 in the argument list. PRTG does not display the value in the sensor log or the sensor's settings.
Placeholder 4 Description	Enter a description for Placeholder 4, for example information about the purpose or content of the placeholder.
Placeholder 4	Enter a value for the placeholder. PRTG inserts the value for the script execution if you add %scriptplaceholder4 in the argument list. PRTG does not display the value in the sensor log or the sensor's settings.
Placeholder 5 Description	Enter a description for Placeholder 5, for example information about the purpose or content of the placeholder.

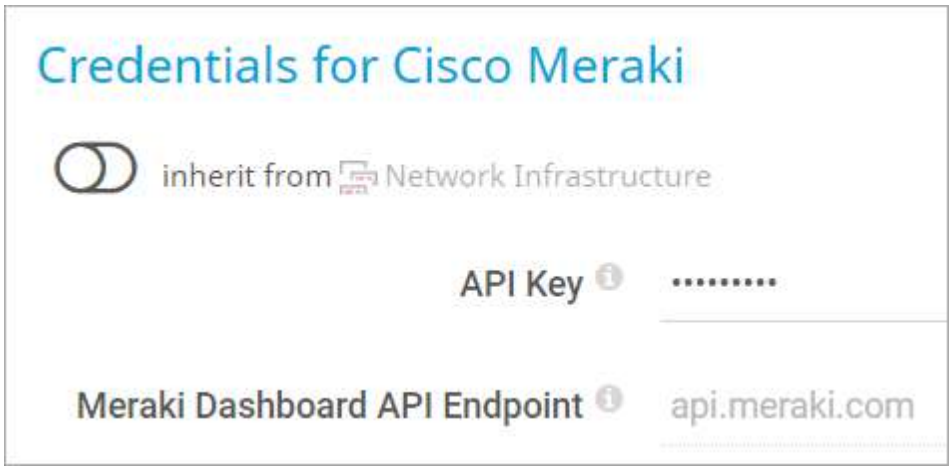
Setting	Description
Placeholder 5	Enter a value for the placeholder. PRTG inserts the value for the script execution if you add %scriptplaceholder5 in the argument list. PRTG does not display the value in the sensor log or the sensor's settings.

Credentials for Cisco Meraki

Click to interrupt the inheritance 135.

ⓘ The settings you define in this section apply to the following sensors:

- Cisco Meraki License
- Cisco Meraki Network Health



Credentials for Cisco Meraki

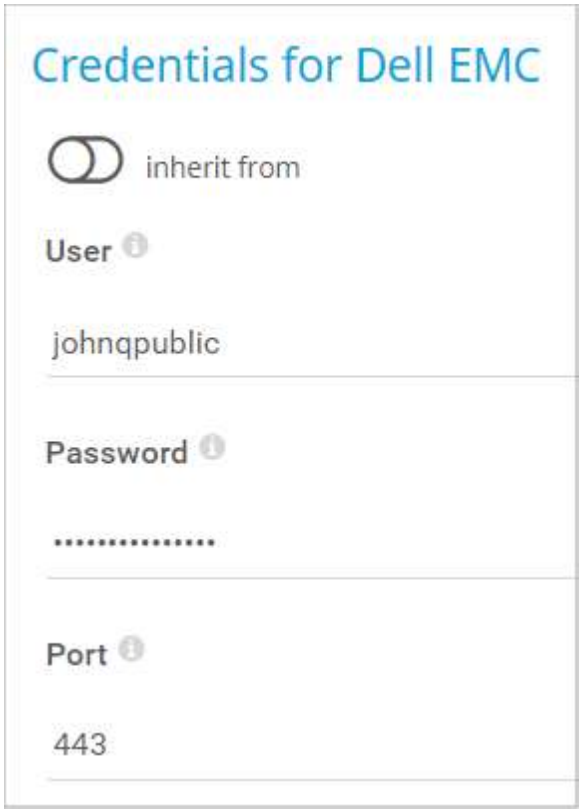
Setting	Description
API Key	Enter an API key that the sensor uses for authentication against the Cisco Meraki Dashboard API.
Meraki Dashboard API Endpoint	Enter the endpoint for the Cisco Meraki Dashboard API. The default api.meraki.com should be valid for most use cases. ⓘ See the Cisco Meraki Dashboard API documentation for other possible choices.

Credentials for Dell EMC

Click to interrupt the inheritance 135.

ⓘ The settings you define in this section apply to the following sensors:

- Dell EMC Unity Enclosure Health v2
- Dell EMC Unity File System v2
- Dell EMC Unity Storage Capacity v2
- Dell EMC Unity Storage LUN v2
- Dell EMC Unity Storage Pool v2
- Dell EMC Unity VMware Datastore v2



Credentials for Dell EMC

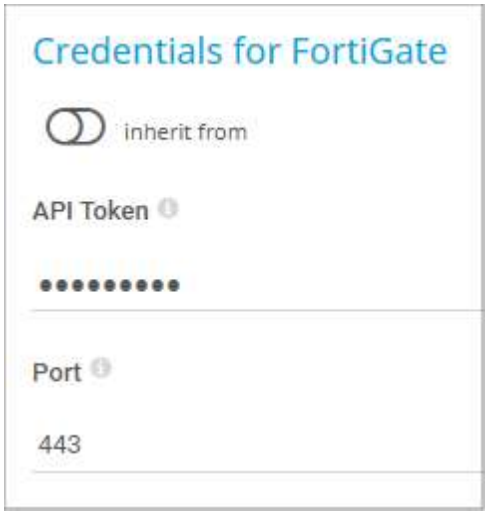
Setting	Description
User Name	Enter the user name for access to the Dell EMC system.
Password	Enter the password for access to the Dell EMC system.
Port	Enter the port for the connection to the Dell EMC system. The default port for secure connections is 443.

Credentials for FortiGate

Click to interrupt the inheritance 135.

ⓘ The settings you define in this section apply to the following sensors:

- FortiGate System Statistics
- FortiGate VPN Overview



Credentials for FortiGate

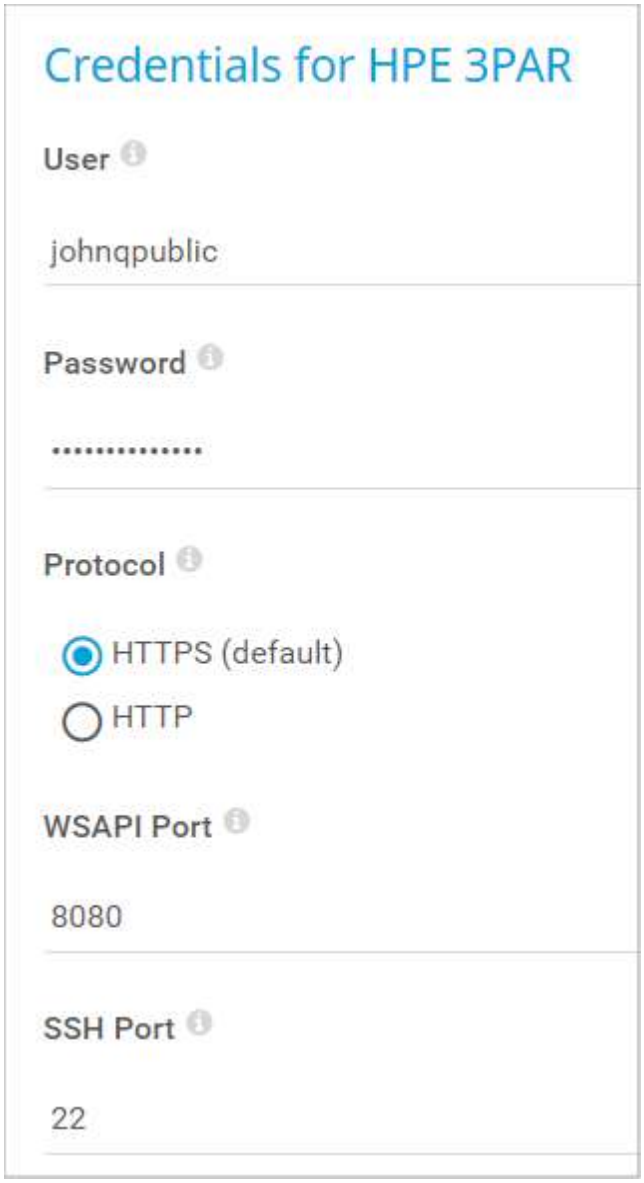
Setting	Description
API Token	Enter the API token for access to the FortiGate system.
Port	Enter the port for the connection to the FortiGate system. The default port for secure connections is 443.

Credentials for HPE 3PAR

Click to interrupt the inheritance 135.

The settings you define in this section apply to the following sensors:

- HPE 3PAR Common Provisioning Group
- HPE 3PAR Drive Enclosure
- HPE 3PAR Virtual Volume



Credentials for HPE 3PAR

Setting	Description
User Name	Enter the user name for access to the HPE 3PAR system.
Password	Enter the password for access to the HPE 3PAR system.
Protocol	Select the protocol that you want to use for the connection to the HPE 3PAR system: ▪ HTTPS (default): Use a Secure Sockets Layer (SSL)/Transport Layer Security (TLS) secured connection. ▪ HTTP: Use an unsecure connection.