

PA Storage Monitor

Version 9.2 Ultra

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Concepts & Terms

PA Storage Monitor is composed of a console that you interact with, and a system service that is started when the computer boots up and is always running in the background.

Main Installation

Installing the Central Monitoring System (Typical Install)

Starting the Console

How to start the Console and connect to a monitoring service

Getting Started

Console

If a problem persists for longer and longer, different sets of actions can be run to progressively deal with the issue (for example try auto resolving, and if that doesn't work contact the tech staff).

Startup Wizard

The Startup Wizard walks you through a few standard dialogs to help configure your system for basic monitoring.

Global Settings

Group servers together in visual groups to help keep track of them. Group-based status reports are also available.

Database Settings

Easily point PA Storage Monitor at the embedded SQLite database or use an external Microsoft SQL Server.

Report Settings

Configure how often the server status reports are generated via the Report Settings dialog.

HTTP Settings

Control the HTTP port that PA Storage Monitor uses, and optionally enable HTTPS (SSL)

Smart Config

Paste a list of servers or IP address into a list and let PA Storage Monitor inspect and self-configure for each server/device. Or easily copy the configuration from one configured server to one or more other servers.

Adding Computers

Automatic configuration of monitors for a server. Each monitor inspects a server and then creates appropriate default monitors for that specific server.

Adding Monitors

Paste a list of servers or IP address into a list and let PA Storage Monitor inspect and self-configure for each server/device. Or easily copy the configuration from one configured server to one or more other servers.

Adding Actions

Perform changes of settings in actions, monitors, reports and scheduling for several servers at one time, or copy configuration settings to other servers.

Bulk Config

Perform changes of settings in actions, monitors, reports and scheduling for several servers at one time, or copy configuration settings to other servers.

Adv. Configuration

Acknowledging Alerts

Acknowledge alerts to indicate they have been seen, are owned, and being worked on.

Adv. Monitor Options

Many advanced options that exist on every monitor can help PA Storage Monitor work the way you want it to.

Alert Reminders

Configure reminders to get sent for previous alerts that might not have been handled yet

Automatic Config

Automatic rules-based detection and configuration of monitors.

Automatic Fail Over

Setup a second instance of PA Storage Monitor to monitor the primary monitoring service, and take over if it fails

Command Line

Different options that can be used to help automate PA Storage Monitor.

Config Email Ack

Acknowledge alerts by replying to an email.

Config Security

Password protect the Console, and alert on changes that could affect monitoring.

Credentials: SNMP

Edit SNMP settings centrally to control the credentials used when monitoring a server via SNMP.

Credentials: SSH

Edit SSH settings centrally to control the credentials used when monitoring a server via SSH.

Credentials: Windows

Edit Windows credentials to control the credentials used when monitoring a server via Windows RPC.

Custom Icons

Servers/devices and groups can have custom icons manually or automatically assigned based on what the Inventory Collector monitor finds.

Custom Properties

Set cascading iCustomer Properties on Groups, Computers/Devices and Monitors which can be used in monitor, scripts and message templates.

Customize Menus

Customize the Operations right-click pop-up menu in the Console to add your own commands, or change or remove existing commands

Error Auditing

Keep track of which errors have been reviewed and acknowledged. Also a great way for administrators to have an overview of any errors within their area of responsibility.

Event Deduplication

Detects errors which are very similar or identical to existing outstanding alerts and suppresses them.

Event Escalation

Many monitors are capable of sending escalating events. For example, low disk space alerts could first go to a first-tier Ops team. If the aren't handled in a specified time frame, they could be forwarded to a second-tier Ops team.

Expansion Variables

Variables with details about alerts can be used to change the output of custom messages.

External API

Send basic configuration requests to the product via an HTTPS URL.

File Locations

Locations of files used in the product

Import & Export

Paste a list of servers or IP address into a list and let PA Storage Monitor inspect and self-configure for each server/device. Or easily copy the configuration from one configured server to one or more other servers.

Maintenance Mode

While a computer is in maintenance mode, PA Storage Monitor won't run monitors. It will turn itself back on automatically after the maintenance window expires if you manually entered maintenance mode, or it can automatically enter and leave maintenance mode on a schedule.

Monitor Schedule

You can configure how often every single monitor runs -- put them on a custom poll cycle or let them run with the default schedule.

Monitor Templates

Create monitors at a group level that are automatically deployed to all servers/devices within the group.

Secure Settings

Controls various security related functions in the application

Adv. Configuration

Monitors

Action Scheduler

Automate common IT tasks with the Action Scheduler. It will run your defined Actions when you specify.

All-Systems-GO

Reports to the [All-Systems-GO service](#) which can notify you if the monitoring installation is affected in any way that would prevent its from alerting.

Calculated Status

This monitor lets you calculate its status by running a script on the statuses of other monitors.

Directory Quota

The Directory Quota Monitor keeps track of directory sizes, and executes actions if the directory sizes are over the quota. End users (directory owners) can be notified via email with the Monitor-Directed E-mail action. Includes reports.

Disk Space

Monitor the free disk space on server drives. You can set the warning threshold in absolute size, or percentage of disk space. Includes reports and auto-configuration.

Dynamic Server List

Dynamic Server Lists are groups of servers that meet your criteria. Once the list is known, you can define Dynamic Groups based on the list, and use that group everywhere else groups are used.

Execute Scripts

Execute your custom written scripts written in the Visual Basic Scripting Edition language. You can use custom or 3rd party ActiveX controls. The script determines whether to trigger actions using your own logic.

File Age

Monitor file ages and alert if the files become too old (good for watching server queues, spool directories, etc).

File/Directory Size

Track the size of a directory or a set of specific files within a directory. Includes reports.

File & Directory (CIFS)

This monitor is a host-based IDS (Intrusion Detection System) that will notify you when the date, size or even content of a file changes on local files, or files on any CIFS share. File creation and deletion is also monitored. A good tool to help with configuration management as well. Auto-configuration functionality is available.

File System Analyzer

Scan any size local or remote disk volume on a scheduled basis. Get in depth understanding of the files via rich reports including:

- Directory Growth
- Duplicate Files
- File Age/Type Distribution
- Largest Files by Owner
- Largest File Users
- Sub-Directory Growth
- Custom File Sets
- And more...

Inventory Collector

Collects inventory information (hardware information, pending Windows Update, anti-virus status, etc) from a variety of sources including WMI, SNMP and an optional System Details application.

User Quota

Checks a data set produced by a File System Monitor scan for user disk usage. If they are over their quota, actions (including email sent to the end user) can be activated.

Actions

Action List

Groups of actions for common notifications, group notifications, etc.

Call URL

This action will call a URL you specify, optionally posting information about the current alert. This makes it easy to connect to a helpdesk/ticketing system.

Desktop Notifier

Delivers alerts to Windows desktops via a pop-up message box or a slider in the lower right corner of the screen.

Dial-Up Connection

Connects or disconnects a Windows Dial-up Connection. Typically this is for servers that are not on the Internet, but need to connect to send alerts.

E-mail Alert

Sends SMTP email messages to mail boxes, cell phones, mobile devices, etc. The E-mail action has *Alert Digests* which are a powerful/friendly feature that combines multiple alerts that happen within a short time into a single email notification. This can be very helpful when something goes *really* wrong. You can easily specify when messages should be sent or suppressed.

Execute Script

Similar to the Execute Script monitor, this Action lets you extend the list of available actions via your own script written in VBScript. Many variables from the source monitor are also available for creating rich, situation-specific responses.

Message Box

A simple message box that displays monitor findings. These message boxes are smart: if there are many pending alerts you can easily dismiss them all at once.

Directed-Email

The monitor which detects a problem specifies the email address to use for each alert. This is very useful when sending reminders and alerts to end users such as with the User Quota Monitor and the Directory Quota Monitor.

Network Message

Sends a message box containing the critical monitor details to every place that you are logged in.

Pager Alert via SNPP

Send monitor results to pagers via standard Simple Network Paging Protocol (SNPP). You can easily specify when messages should be sent or suppressed, and the content of the message.

PagerDuty Integration

Send alerts directly to your PagerDuty account and track them using the full power of the PagerDuty platform.

Phone Dialer

Dials a modem/phone and optionally sends DTMF commands or other commands (to send SMS messages for example). This is typically used by

a disconnected server to send an alert over a normal phone line (where the CallerID identifies the server)

Play Sound

Audible alert when monitors detect a problem with the server.

Reboot Server

Reboots the server if a monitor has detected a critical system failure.

Run Report

When this action is triggered, it will run the specified Scheduled Report including sending any emails or saving PDF or CSV files that report requires.

SMS Text Message

Send SMS text messages to your mobile device via your service providers SMS Internet gateway (SMPP server). You can control which information gets sent, as well as when messages are allowed.

Server Maintenance

Set or remove the Immediate Maintenance period for a server or servers

SNMP Trap

Sends an SNMP Trap with details from the monitor firing the action

Start Application

Starts a specified application when the monitor triggers actions

Start Service

Sends control messages to the Windows Service Control Manager to start, stop or restart a specified service.

Syslog

Sends monitor alerts to a Syslog server on the network

Write to Event Log

Writes monitor details to the Windows Event Log.

Write to Log File

Log the findings of any triggered monitor to a file. Separate files can be created for each day, week, month, etc.

Reports

Ad Hoc Reports

Generate reports on the fly to quickly see graphical trends

Branding Reports

Easily brand reports with your company logo at the top

Group Settings

Group summary reports can be specified and controlled in a per-group way. In addition, group reports can be automatically emailed to anyone that needs to keep track of the servers.

Password Protection

Password protect web reports in PA Storage Monitor

Satellite Status

Quickly see the current status of an individual Satellite Monitoring Service.

Satellite Summaries

Two reports that let you see the status of all of the Satellites at once.

Scheduled Reports

You can create scheduled reports which will get created when you want them, and optionally email the report to a list of recipients. Scheduled report URLs are stable so you can add them to your Favorites list to quickly and easily see the latest results.

Server Status

Easily see at a glance the state of your server along with system statistics

[System Activity Log](#)

Quickly see which monitors are running, how long they are taking, which actions are being fired and more.

[Standard Report Tabs](#)

View the tabs and information that is common among most report types.

[Uptime Reports](#)

Uptime Reports can be run on many different types of data, with summarization at the raw, hourly, daily, weekly and monthly level.

[Grp: All Errors Report](#)

The All Errors report show all recent errors on all monitors on all servers/devices within a group. This is a good place to quickly get a detailed view of any problems happening on the network.

[Grp: All Servers Report](#)

This report shows all of your servers in a group in a single page. Each server is a small box that is color coded according to the status of the monitors on that server.

[Grp: Custom Group](#)

Create custom reports at a group level to show custom HTML, charts, and other status values for the contained servers.

[Grp: Group Overview](#)

A compact report that shows high-level server health with detailed monitor types in a column layout.

[Grp: Group Summary](#)

See a one line status indicator per server to see at a glance how the servers in your data center are doing. Per-group status reports are also supported.

[Grp: Network Map](#)

View all of the servers/devices within a group in a single report, grouping all computers and showing their status.

[Grp: Status Map](#)

See a graphical map that contains status indicators that show you at a glance how servers in different geographic regions are doing.

[Sys: Config Audit](#)

This report shows you what your current configuration is with your Groups, Servers, Monitors, and Actions.

[Sys: Conn. Sessions](#)

See all sessions (Console, Satellite, mobile apps) currently connected to the Central Service.

[Sys: Error Audit](#)

Powerful report to look at current and past alert conditions that have been detected by the system.

[Sys: Monitor Scope](#)

Displays a summary of what is being monitored on a per-group basis. This would be appropriate to show stake holders to indicate the level of monitoring work being done.

[Sys: Monitor Status](#)

A quick table-based overview of current monitor statuses. You can specify a specific monitor type, only monitors in error, etc.

[Sys: Statistics](#)

View system statistics such as HTTPS connections and data transferred, numbers of monitors and connected Satellites, etc.

[Sys: System Audit](#)

Find out about activities within the monitoring system, such as alert emails sent, user logins, Satellite disconnects, etc.

[Sys: User Permissions](#)

This report will display all users defined in the system, what they have access to, and their permissions.

Remote Sites

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Monitoring remote servers and devices with PA Storage Monitor

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How to add licenses.

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How to find MP3

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[Office365 and OAuth](#)

Authenticating to Office365 with OAuth 2.0

[Prepare for Imaging](#)

How to prepare a Satellite installation for disk imaging and duplication

[Predict Full Disks](#)

How to predict when the disk will be full.

[Shrink Databases](#)

How to shrink the embedded database files in the Databases folder

[Slack Integration](#)

How to integrate with Slack by sending alerts to Slack channels.

[Uptime Summary](#)

Learn how to generate an uptime report showing the summarized uptime for a number of servers on the same report.

[Use Other SSL Cert](#)

Explains how to use your own SSL certificate in place of the default.

Product Overview for PA Storage Monitor

Thank you for choosing PA Storage Monitor. The following documentation offers help in installing, configuring and using PA Storage Monitor. These topics are also shown in the help menu at the left of the screen.

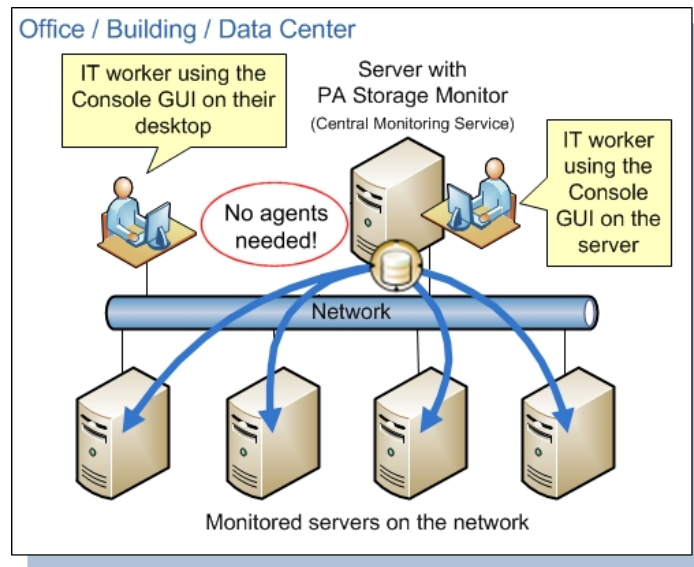


If you are looking for something specific, try the Search box at the top of the page.

Product Architecture and Layout

Typical Installation (Main Install)

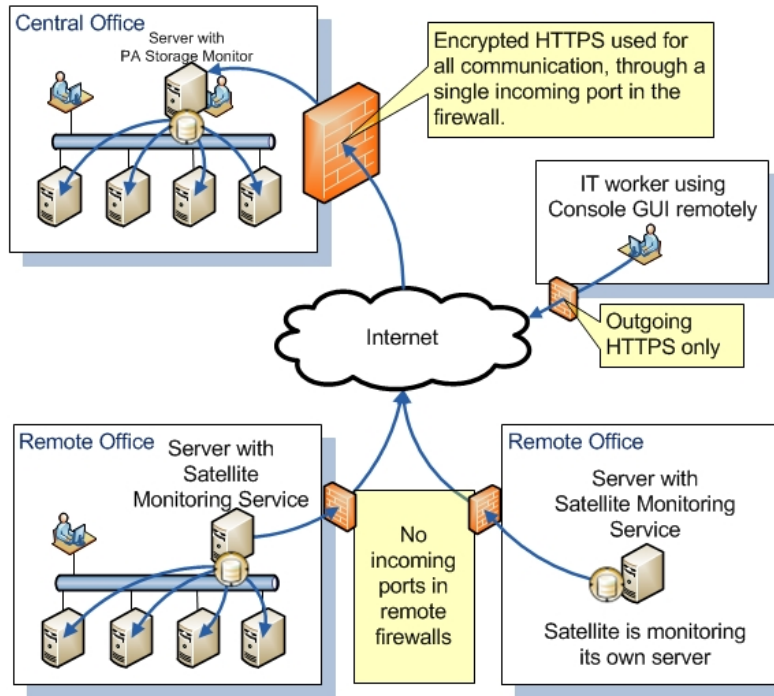
Every installation has a central monitoring service installed on a Windows Server or Workstation. This monitoring service can monitor computers and devices (including itself) on the local network.



The first installation will also include a Console GUI application for working with and configuring the central monitoring service.

Remote Capabilities

In addition to monitoring servers and devices on the local network, Ultra editions of PA Storage Monitor can also monitor remote servers and devices corporate firewalls, and across the Internet without needing a VPN. This is accomplished by installing a Satellite Monitoring Service on a single server or workstation at the remote site. The Satellite will then monitor itself (the computer it is installed on) and/or other servers and devices on the local network at the remote site. Alerts and monitoring data will be sent back to the Central Monitoring Service via SSL-encrypted HTTP.

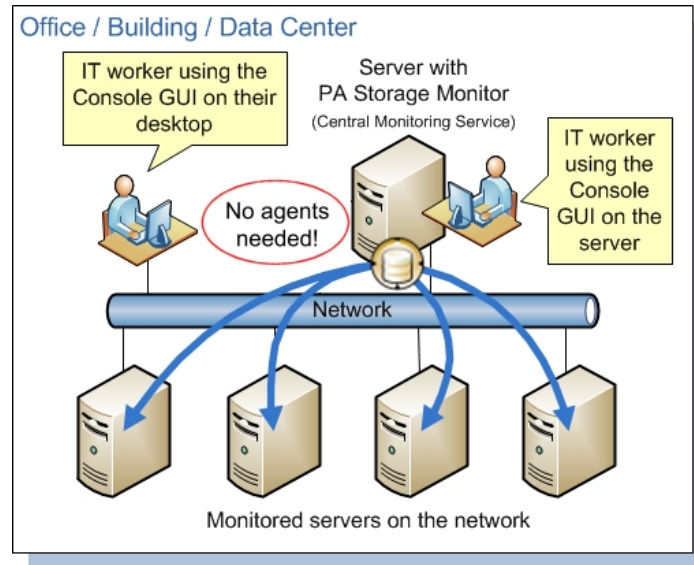


Installation Help

The first step to using PA Storage Monitor is to [install the Central Monitoring Service](#).

Terminology and Concepts of PA Storage Monitor

PA Storage Monitor runs on a Windows computer and monitors the condition of servers and other equipment on your network. The following graphic shows the basic structure of a network that is using PA Storage Monitor.



PA Storage Monitor is composed of two parts: a graphical user interface that called the Console, and a background process called the Central Monitoring Service. You see the Console when you launch PA Storage Monitor from the desktop. The Central Monitoring Service is invisible and has no user interface of its own.

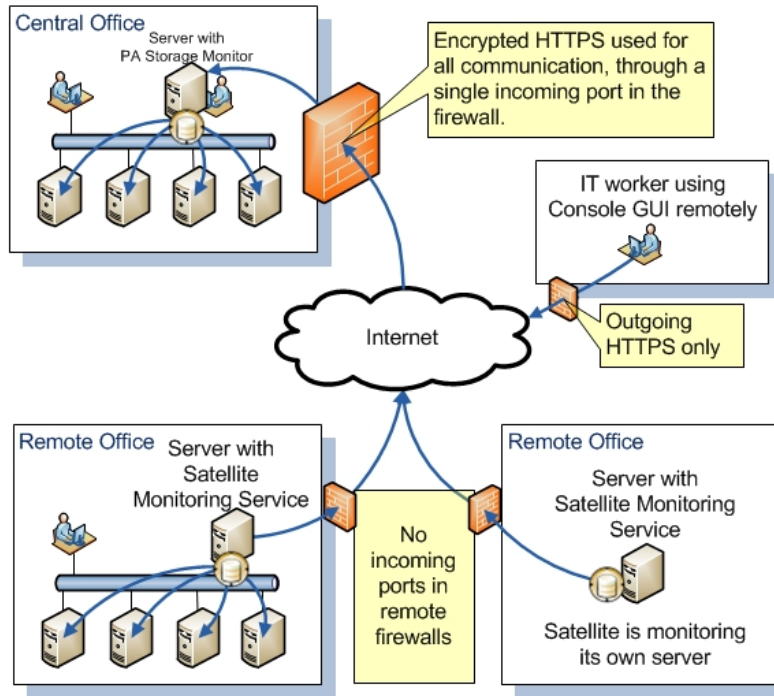
Central Monitoring Service

The Central Monitoring Service is the part of the product that performs the monitoring of the local network. It is the hub that Remote Consoles and Satellite Monitoring Services connect to. The service is set up to run automatically when Windows starts. The Console does not need to be running in order for monitoring to take place.

Satellite Monitoring Service

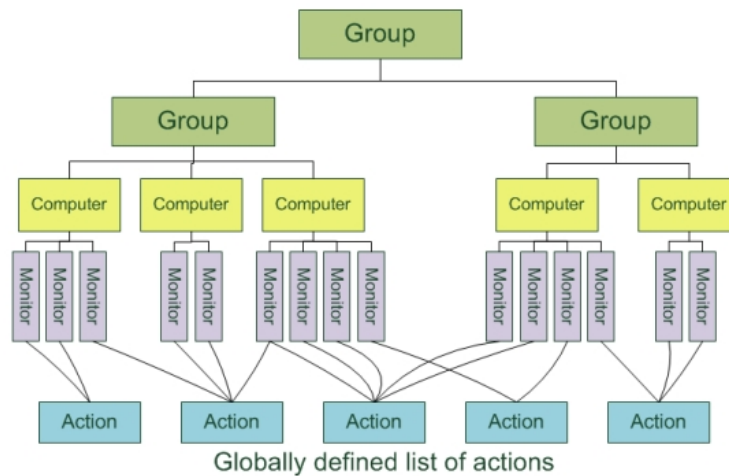
The Satellite Monitoring Service (or just Satellite for short) is an optional additional monitoring engine. It can run monitors just like the Central Monitoring Service. Satellites are typically installed where the Central Monitoring Service doesn't have access (on the other side of a firewall in a corporate environment, or at a remote location across the Internet).

NOTE: The Satellite Monitoring Service is only available in Ultra product editions.



Product Terminology

PA Storage Monitor is based on the concepts of Groups, Computers, Monitors, Actions and Reports. These run on the Central Monitoring Service and/or a Satellite Monitoring Service.



Group

Groups hold computers and optionally other groups. They are for your use to organize the computers that you monitor. You can drag and drop computers and groups into groups using the Console.

[Adding new computers](#) consists of right-clicking on a Group and choosing Add New.., or using [Smart Config](#).

[Group status reports](#) show the overall status of computers within the group.

Computer

Computers represent a server or device on the network -- something that has an IP address. A Computer specifies which credentials should be used when monitoring the device, whether it is running Windows or not and other settings. Monitors are created and attached to computers.

[Server status reports](#) are generated automatically and show the overall status of the server/device.

Monitor

A Monitor periodically checks a computer resource and optionally compares the measurement to a threshold value that you set. Most monitors also write the measurement to a database so live and historical reports can be run.

When a measurement is outside the threshold (low disk space for example), or an event happens that you have indicated interest in (a file is accessed), Actions are fired.

Monitors are defined to check the computer that they are attached to. If you want to monitor a different server/device, create that new server/device (Computer), and create a new monitor to watch it. Multiple monitors of the same type can optionally be created for the same computer.

If you have remote computers being monitored by a Satellite Monitoring Service, configuring monitors for those remote servers will be as easy as if they were on the local LAN.

Action

An Action is run in response to monitor findings. Examples of Actions are sending e-mail, execution of a script, or writing text to a log file.

Actions are defined once, and can be referenced by many monitors in the system. Multiple actions of the same type can also be created (ie different e-mail actions to notify different people).

Reports

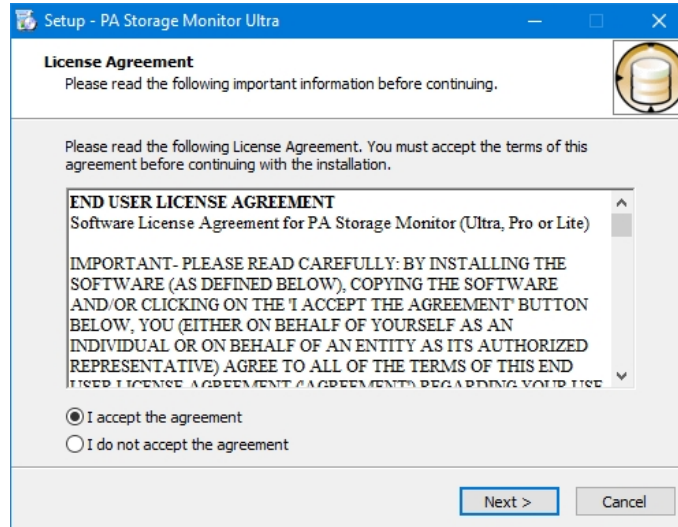
Data from the databases is shown via reports. There are pre-defined [status reports for servers](#), and [summaries for groups of servers](#). In addition, you can create [ad hoc reports](#) to view historical data. If a report is used on a regular basis, you can create a [Scheduled Report](#).

Installing the Central Monitoring Service

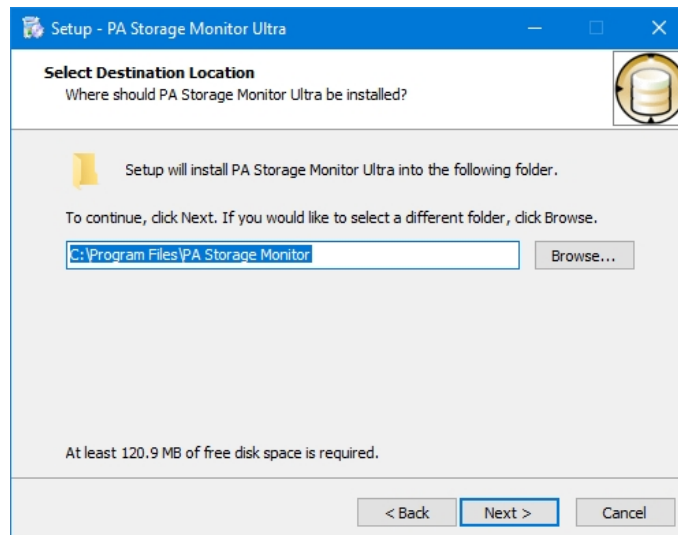
To install the Central Monitoring Service

1. Run the PA Storage Monitor setup program. The License Agreement page appears.

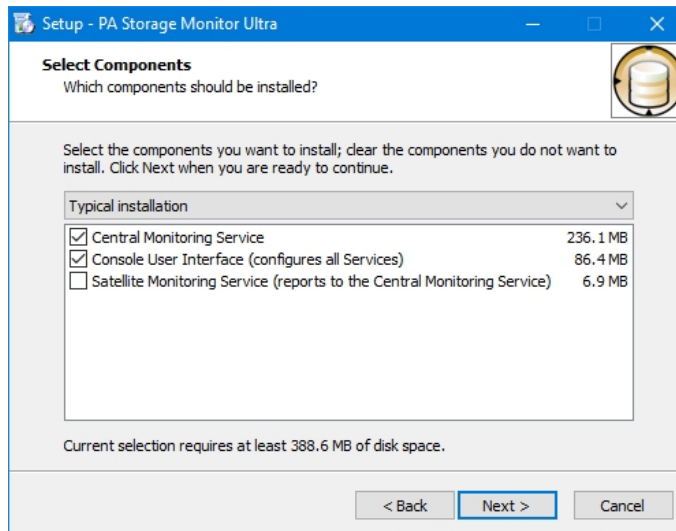
Note: If this is an update from a previous version, the installation stops the existing service.



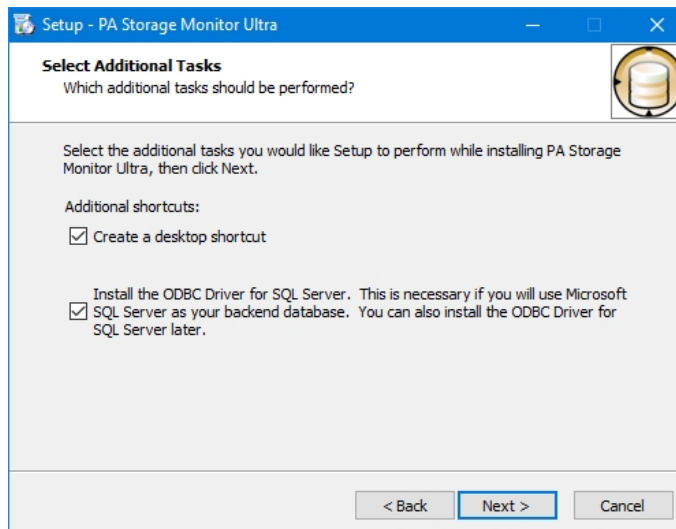
2. Select the **I accept the agreement** option, and then click **Next**. The Select Destination Location page appears.



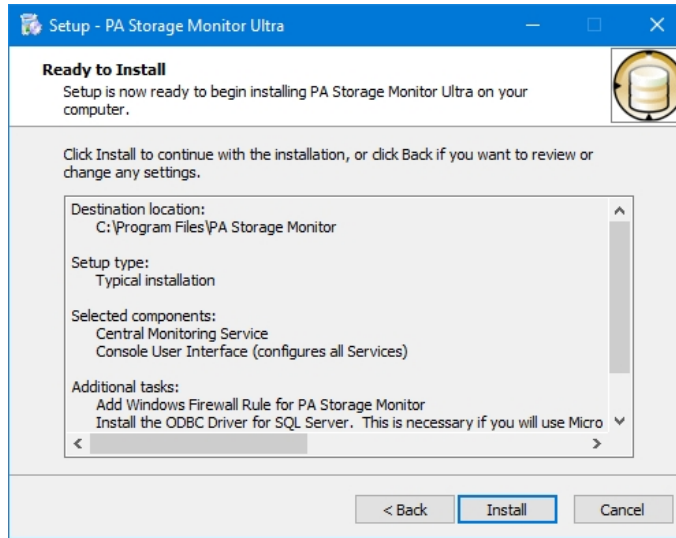
3. Do one of the following:
 - Accept the default folder path.
 - Enter a new folder path in the box. You can click **Browse** to display a standard Windows browse window, and then navigate to your destination folder.
4. Click **Next**. The Select Components page appears.



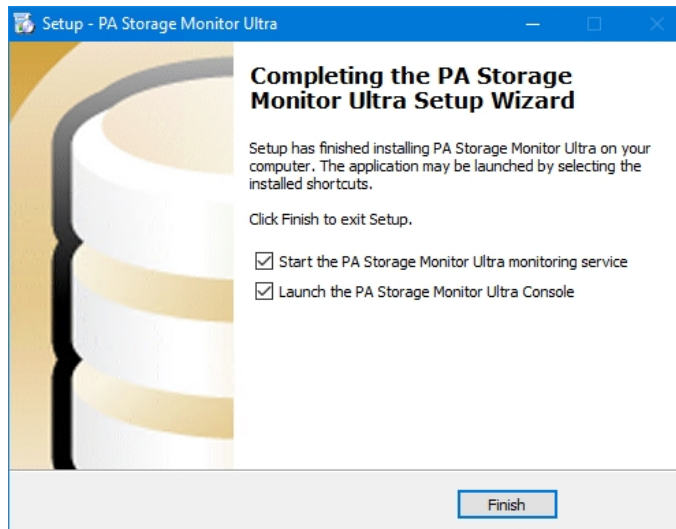
5. Accept the defaults for a typical installation. You can select the components individually, or you can click the **arrow**, and then select an installation from the list. For a first installation, choose the default "Typical installation" with a monitoring service and console.
6. Click **Next**. The Select Additional Tasks page appears.



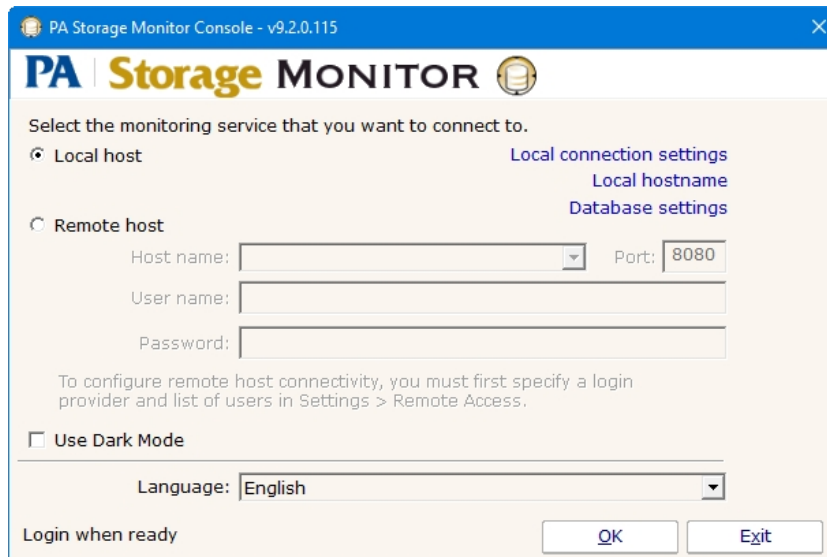
7. Select the **Create a desktop icon** option if you want the installation to place an icon on your desktop.
8. Select the **SQL Server Native Client** library option if you want to use Microsoft SQL Server as your backend database. You can leave this unchecked if you are not sure at this point -- this can be added later.
9. Click **Next**. The Ready to Install page appears.



10. Click **Install**. The Installing page appears. When the installation has finished, the Completing the PA Storage Monitor Setup Wizard page appears.



11. Specify whether you want to start the PA Storage Monitor Service or launch the PA Storage Monitor Console by selecting its option, and then click **Finish**. If you have selected the option to launch the console, the PA Storage Monitor Console window appears.



Next steps:

[Start the Console GUI](#)

[Prerequisites for installing a remote Console or Remote Satellite](#)

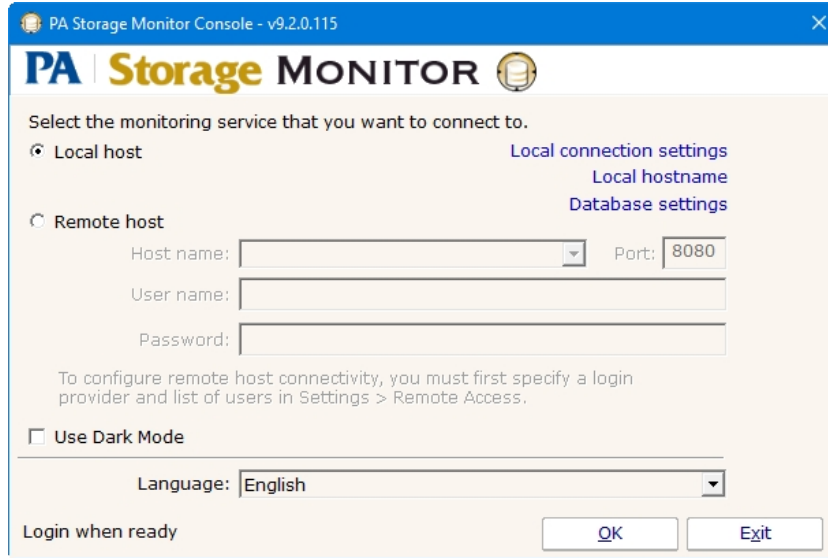
[Install the Console GUI on additional computers](#)

[Install the Remote Satellite on remote servers](#)

Starting the PA Storage Monitor Console

To start the PA Storage Monitor Console

1. Double-click the PA Storage Monitor Console icon on your desktop. The Console connection window appears:



2. Do one of the following:
 - Select the **Local Host** option to connect to the monitoring service on the same computer.
 - Select the **Remote Host** option to connect to the host on a remote computer. Enter the remote host name, port number, user name, and password.

Note: Remote access must previously have been configured in Settings > [Remote Access](#).

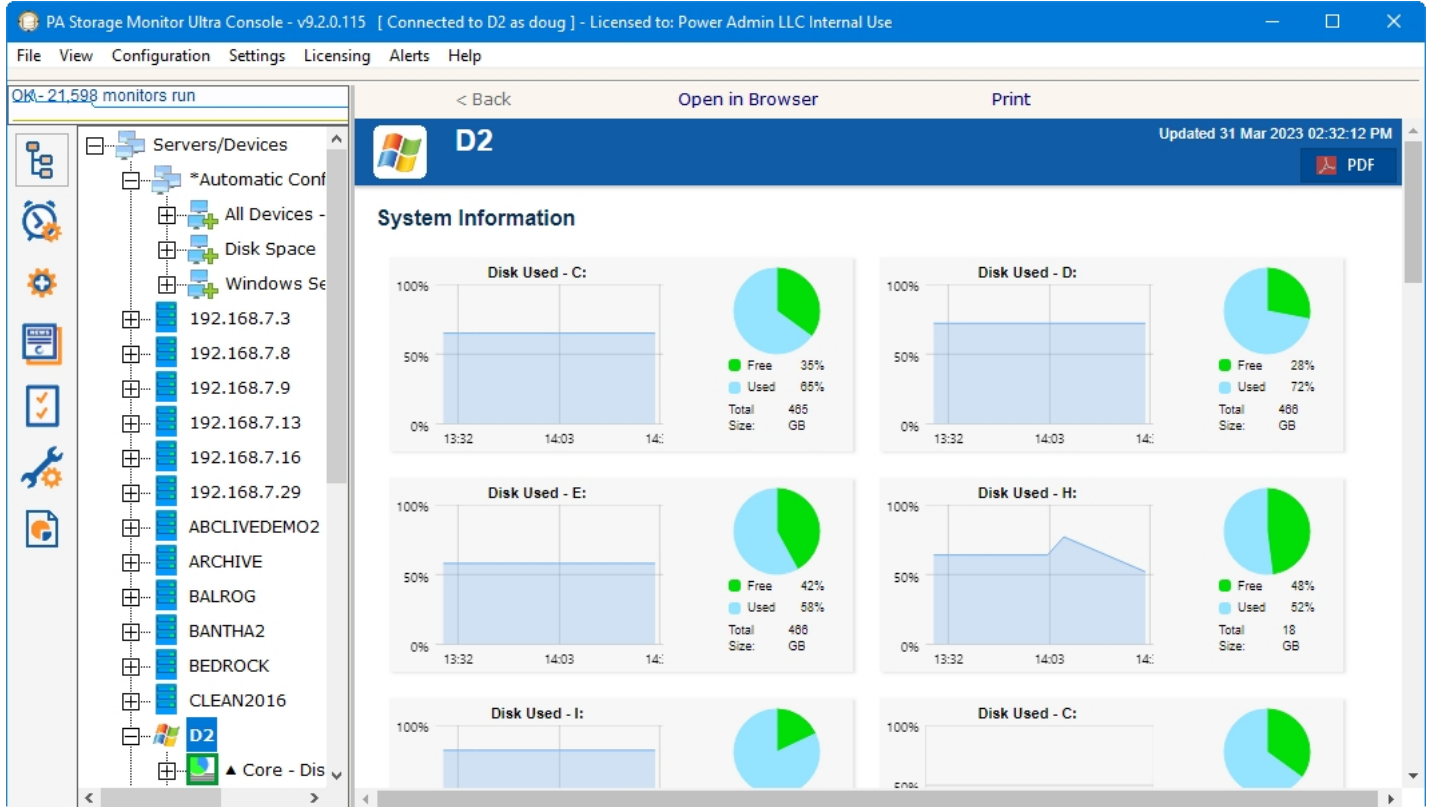
3. "Use Dark Mode" can optionally be checked to put the Console into dark mode for this session.
4. A language option can be chosen for the Console. A language option can be set separately in [System Settings](#) for content that is created in the server.
5. Click **OK** to connect and open the Console GUI. If there are any errors, an error message will offer hints on how to resolve them.
6. The [Console GUI](#) will appear.

Note that there are also a few other options. You can make changes to the [Database Settings](#), the [Server HTTP/S Settings](#) and the name used when connecting to the local server (localhost by default).

PA Storage Monitor Console

The Console is the administrative interface to PA Storage Monitor. Some buttons that appear in the column at the left are only available if you run the Console on the same machine where the Central Monitoring Service is installed.

Left Button Bar



Activity Graph The Activity Graph at the far left is an indication of system activity. The green line indicates the number of monitors that are running or scheduled to run, and the yellow line indicates the number of actions that have run. Monitors running on remote Satellites are not represented. Double click on the Activity Graph and a larger version with more details will appear, and to view activity on Satellites.

- The **Server/Device tree** shows the groups and devices that are being monitored, as well as individual monitors.
- The **All Monitors** button shows all monitors grouped by type. This button can be added or removed from the View menu.
- **All Actions** shows all actions grouped by type. This button can be added or removed from the View menu.
- **Advanced Services** is where Satellite Services, Monitor Template Library, Global Monitors, Failover Status, Acknowledge Errors, Alert Reminder, and Event Deduplication settings can be viewed and changed.
- **News and Updates** is where you can view "Updates, Tips and News" which is a great way to get information on new features and view articles that are posted on our [Network Wrangler - Tech Blog](#) site. You can also check for product updates, manage local upgrades to satellites and check for license updates.
- **Configuration Settings** holds options for Smart Config, Bulk Config and importing and exporting the configuration.
- **Settings** (not available in Remote Consoles) will show you options for System Settings, Database Settings, HTTP Server Settings, etc.
- **Reports** is where you can [create your own reports](#), [create scheduled reports](#), view existing reports and view current system activity.

Navigation Tree

Next to the button column on the left side is the navigation pane. Similar to many other Windows products, this navigation pane

displays items that you can interact with. **Right clicking** most items will give you a menu of choices. Clicking a button in the column will control what is shown in the navigation tree.

The right panel displays details about the item selected in the navigation pane. Some times that information being viewed is a report, or monitor or action configuration details.



All reports that can be viewed within the Console can also be viewed in any web browser. Scroll to the bottom of the report to see the link for that report, or hit the Open in Browser button above the report.

Command Line Options

Normally the Console is started without any command line parameters, but occasionally a command line option may be useful.

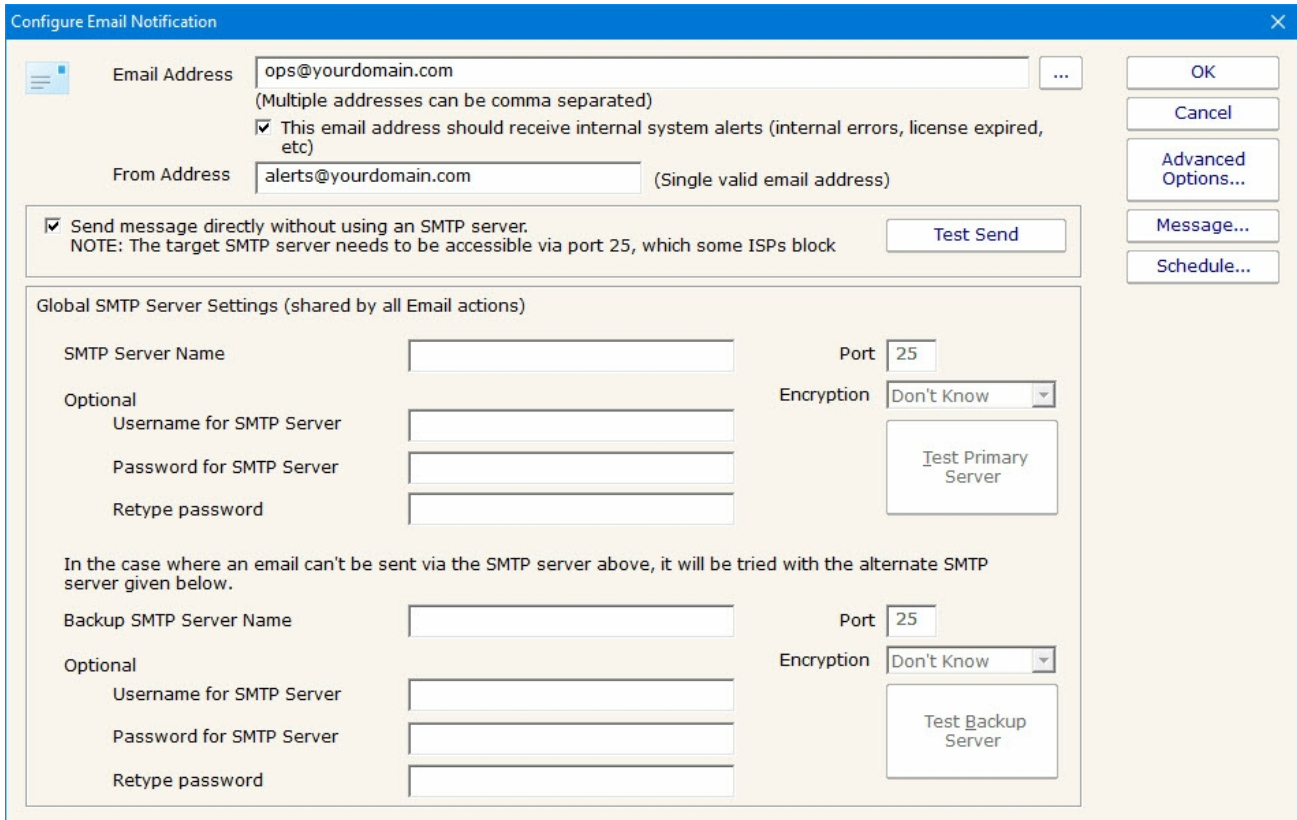
See [Command Line Options](#) for details.

PA Storage Monitor Startup Wizard

The instructions that are provided here apply to the process that you can follow when you run PA Storage Monitor for the first time.

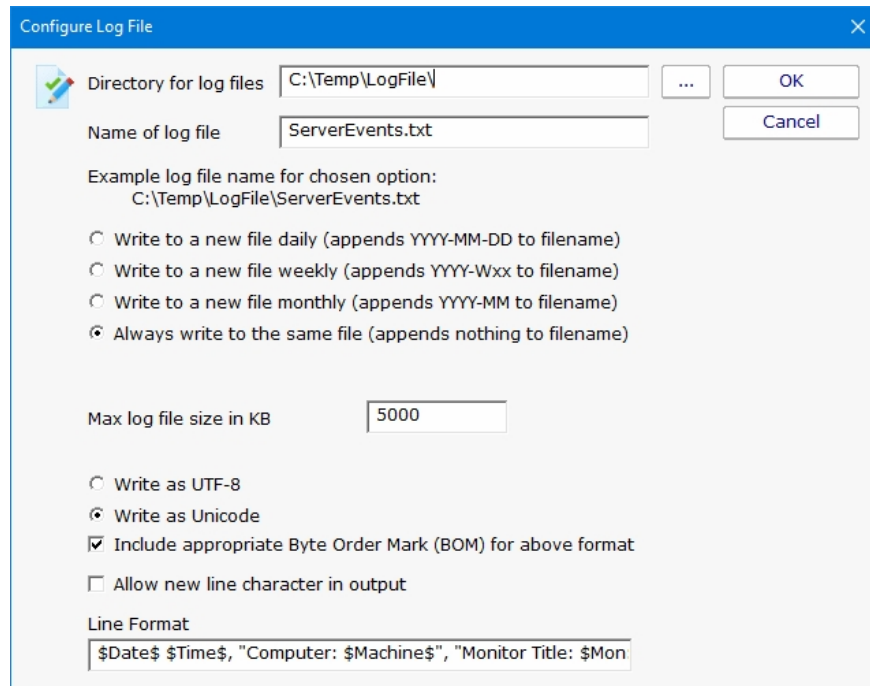
Most of the screens that you will encounter in the Startup Wizard are standard configuration dialogs that are available to you from PA Storage Monitor, so you can always change the configuration for your setup later.

When you see the Welcome dialog, press Yes to enter the Wizard. Press No to return to PA Storage Monitor (you will have nothing configured if you do this and you will have to set up servers and other monitored devices manually.) If you press Yes you will see the next screen shown, Configure Email Notification.



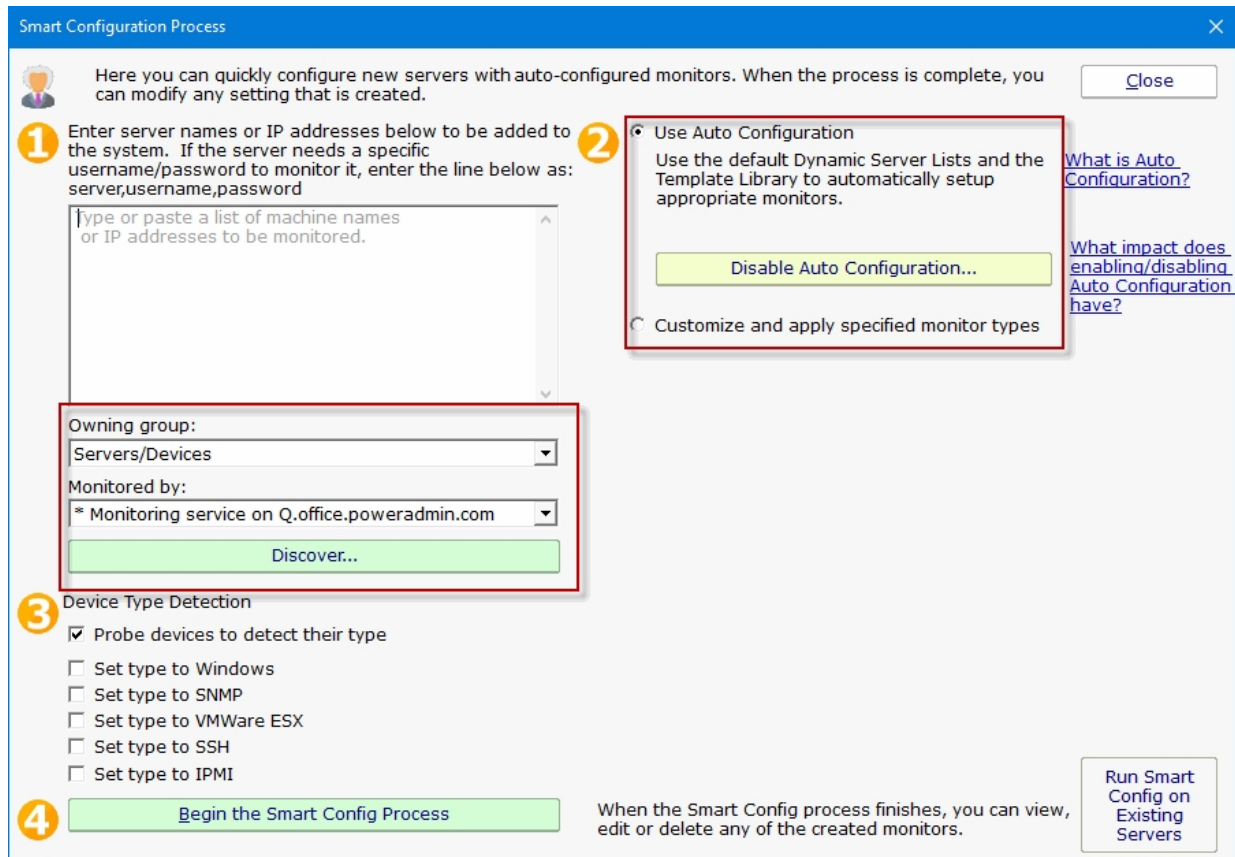
Refer to the help page [Send SMTP E-Mail](#) for directions. Select OK when you are finished with the Configure Email Notification screen.

The next screen helps you configure a [Write To Text Log File](#) action which the monitors can use to record human readable events that happen.



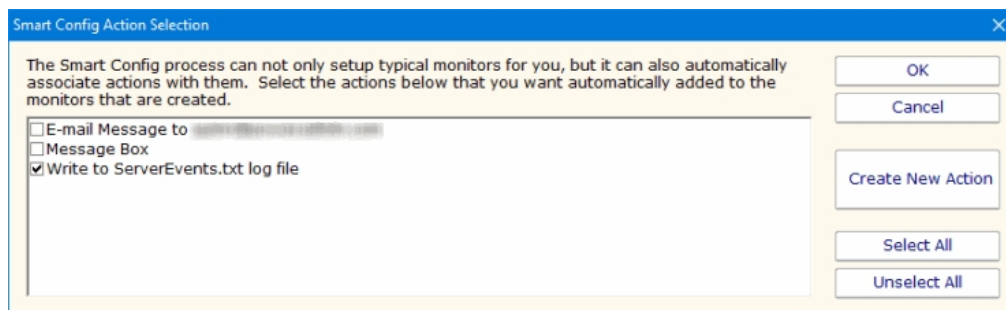
Select OK when you are finished with this screen.

The Smart Configuration screen help you set up many servers and devices in for monitoring. The program will create the some commonly used monitors and actions for each server or device that you enter. You can simply paste a list of machine names or IP addresses into the box for configuration to target those servers/devices. Optionally, you can press the Discover button to have the product do a Ping sweep to try and find servers and devices within a subnet.



Refer to the help file entry labeled [Smart Configuration](#) for specific instructions for this screen.

After you have entered the necessary parameters, select the button labeled "Begin the Smart Config Process". You will then see the next screen.



The "Smart Config Action Selection" lets you customize the Actions that the Smart Configuration process will create for you for every Monitor that is created for a server or device.

When you have completed your selections, select OK. You will see a progress dialog as each server or device is checked and default monitors created.

Smart Config Status Created 20 Apr 2017 03:02 PM

Smart Config for 1 servers/devices - Finished [All Reports](#) [PDF Version](#)

Smart Config for 1 servers/devices - Finished

Server/Device	Status	Details
CLEAN2016	OK	Added server/device

Report URL: [http://localhost:8080/monitoring/reports/smartconfig/status/1](#)
Created in 1 ms Generated by PA Storage Monitor v7.0.5

The screen labeled "Smart Config Process" shows you what PA Storage Monitor is doing to set up the initial set of Monitors for your systems. When it is in process the centered button is labeled Cancel and you can stop the process by selecting it. When the process completes, you will see text as shown in the screen shot and the label on the button changes to Close. Select Close at this time in order to progress to the end of the Startup Wizard.

The final screen will display helpful information for you, and confirms the end of the Startup Wizard.

Press OK to continue. At this time, the [Console](#) of PA Storage Monitor will be displayed, configured with the Monitors and Actions that were automatically configured for the servers that you selected. These monitors are just defaults -- feel free to change or delete them.

Global Settings

The Settings dialog lets you configure global aspects of the monitoring service.

There are several dialogs that are reached by the buttons on the right side of this dialog and which are also accessible via the Settings menu.

System Alerts - Some alerts are sent to you from the monitoring system itself, and not in response to particular monitors. These alerts include security warnings (change of configuration, etc), license issues, internal problems, unaccessible computer warnings, etc. You can control which of these internal alerts are enabled, and which notification method each one should use.

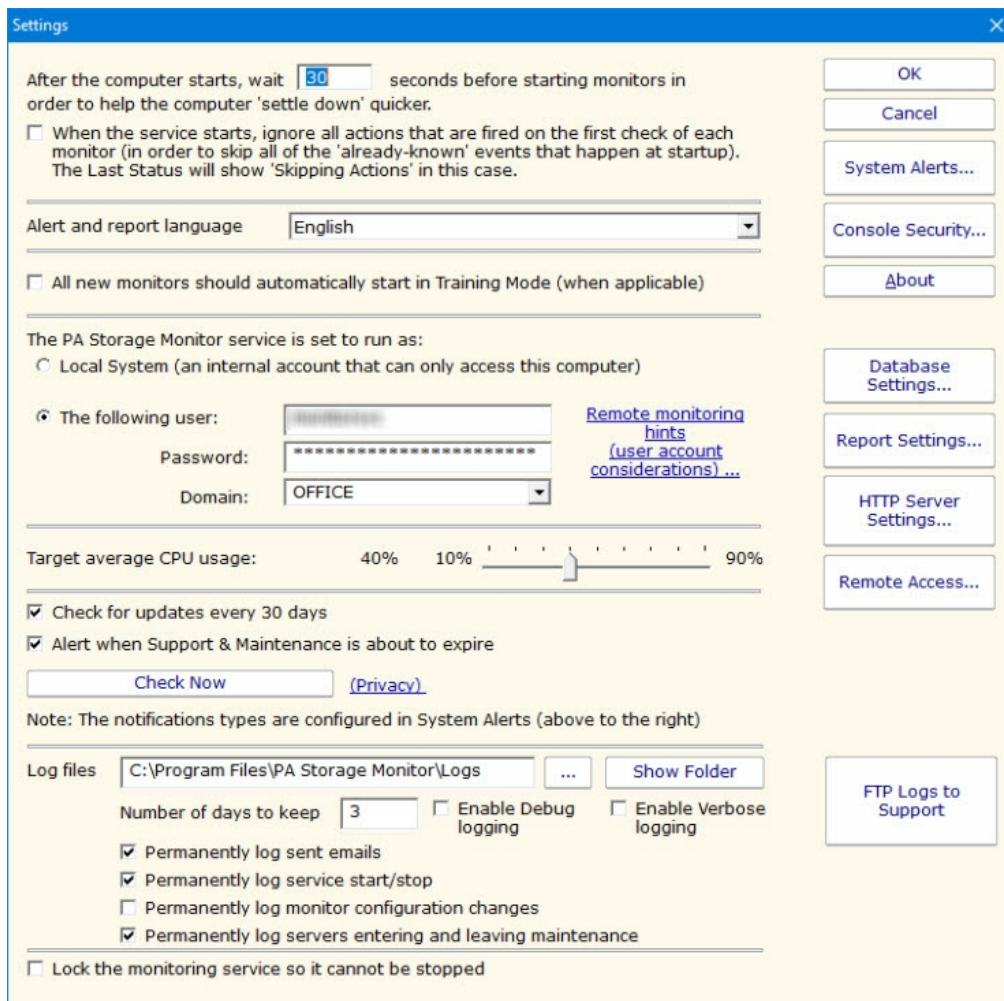
Console Security allows you to set a password that the Console will request when it is launched. This setting allows you to limit access to PA Storage Monitor to authorized users.

Database Settings dialog allows you to set up PA Storage Monitor to use the embedded SQLite database or Microsoft SQL Server as the storage for PA Storage Monitor data.

Report Settings affect the storage of archived reports and the behavior of the reporting features of PA Storage Monitor.

HTTP Server Settings allows you to change details of the way the built-in web server in PA Storage Monitor operates.

Remote Access allows you to specify which users can use a Remote Console to connect to the Central Monitoring Service and/or access reports in PA Storage Monitor.



Startup Wait Time - When the monitoring service starts, you can instruct it to wait a number of seconds before active monitoring begins. This places less load on the system while it is starting, and also reduces false alarms that occur from the system not being completely started.

Ignore First Actions - To further reduce false alarms, the monitor service can ignore problems found on the very first run of each monitor. After the first run, all monitors will run normally.

Alert and Report Language - Change the display language for all of the reports and alerts.

Start in Training Mode - Most monitors support Automatic Training (see [Advanced Monitor Options](#)). When monitors are first created, they can automatically enter Training Mode. That is convenient in most cases, but it means the monitor might be a little harder to test initially since it won't fire actions until the training period has finished.

Service Account - This is a *very* important setting. This setting lets you control which user account is used to run the monitoring service (this is the same setting you can set on each service in the Administrative Tools -> Services applet). This account is the account that the monitoring service will use when monitoring all resources.

Note:

The default Local System user can access all local resources, but can't access any remote Windows resources (it can however access non-Windows remote resources such as ping, web pages, etc).

If you will be monitoring remote systems, select "The following user" radio button and set the user name and password to a domain

account or to a local account which has the same user name and password as an account on the remote system ([see Remote Monitoring Hints](#)). Another alternative is to right-click the computer in the monitoring Console and select Type & Credentials -> Set Login Credentials for server-specific credentials.

CPU Throttling - The monitoring service has advanced CPU throttling built in which works to keep the average CPU usage at or around the value you set. Note that during report creation, the CPU usage will sometimes go above the throttle level, but it won't stay there for long.

Update Check - The monitoring service can periodically check if a newer version of the software is available and notify you via an alert email Action. We take privacy seriously: Please see the [privacy considerations](#) built in to the update check.

Log Files - The monitoring service writes diagnostic log files as it runs. You can control the maximum size for the log file. When the maximum is reached, a portion of the beginning of the log file is removed and then new information continues to get written to the end of the file. Debug logging writes a very large volume of data to the log in a short time--it shouldn't normally be enabled unless needed by Power Admin Support to diagnose an issue.

Location where the service log files are stored. This location can be changed by entering the new location.

Number of days that you want to keep log information.

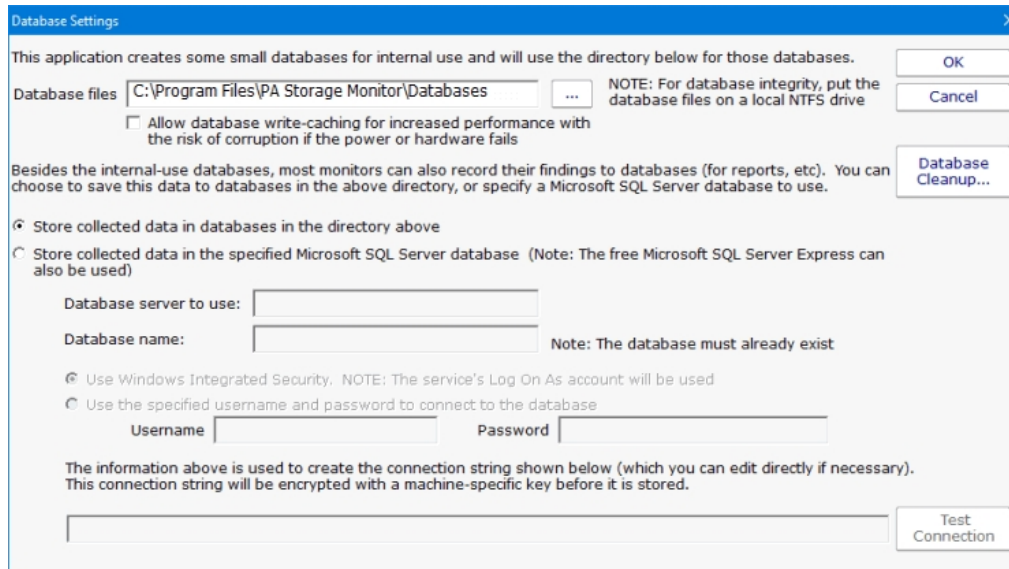
There are two Debug options allow you to collect more information for the purposes of debugging monitoring issues. This is NOT something that you normally leave turned on as the amount of data recorded in the log files will grow fast and create large log files.

There are four options to record certain events to a permanent log file (log files where data doesn't roll off after time). These log file are not affected by the number of days that you have entered to retain log information. The events that is kept in these log files are sent emails, service start & stop, monitor configuration changes, and entering and leaving maintenance.

Lock Monitoring Service - The monitoring service can be locked so it cannot be stopped. This prevents the service from being stopped using services.msc or the NET STOP command. It is still possible to uninstall the product. It is also still possible to upgrade and restart the service from the Console. To lock a Satellite Monitoring Service use the "Satellites: Lock Service (so service can't be stopped)" option in [Bulk Config](#).

Database Settings

PA Storage Monitor needs a place to store the data that it collects during operation. There are two choices available for data storage.



SQLite

SQLite is a highly reliable open-source database. By default, PA Storage Monitor stores all of its data in SQLite databases. This is the choice that you make by selecting the radio button titled "Store collected data in databases in the directory above." This is the simplest choice available and is the one that most users make when using PA Storage Monitor.

Database files will be created and stored in the directory specified. Even if MS SQL Server is chosen for the database, a small amount of data will still be stored in the specified database directory.

Microsoft SQL Server

To use SQL Server for storage, you need to install the SQL Server Native Client library, which is Microsoft's latest database connection technology. The SQL Server Express databases are fine for most installations, but do be aware that they limit the total database size to 10GB (for SQL Server 2008 R2 Express).

If you did not install the Native Client Library at installation time, you can now by launching the installation file named `sqlncli.msi`, which will be located in the home directory of PA Storage Monitor (normally `C:\Program Files\PA Storage Monitor`).

The following configuration data needs to be specified to use SQL Server:

Server name - name of server on which SQL Server instance is located. (Note that with SQL Express, this is often `{server_name}\SQLEXPRESS`)

Database name - the name of a SQL Server database which will be used for PA Storage Monitor storage. The database must exist prior to use and can be empty.

User name and password - as required by the SQL Server instance.

Connection String - the connection string is automatically created by PA Storage Monitor when you enter the configuration information above. You can hand edit the created connection string if you wish.

Note: If you are using database mirroring, you can manually add the Failover_Partner parameter to specify the alternate database to connect to.

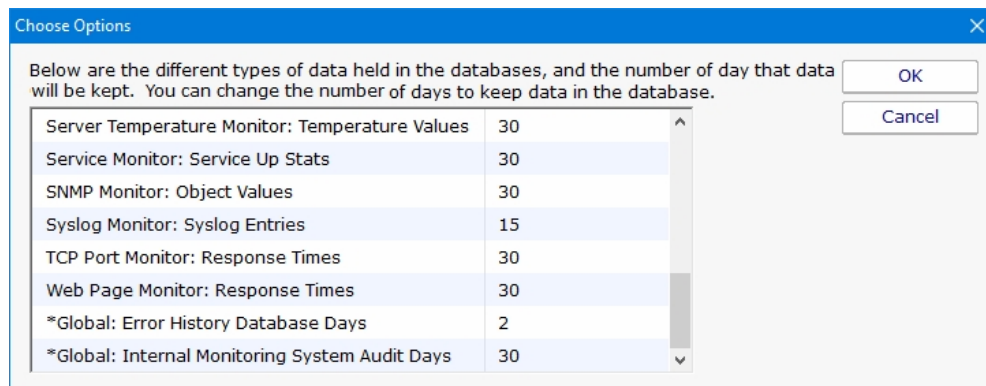
If you do not need or wish to use SQL Server as the database for PA Storage Monitor, the SQL Server Native Client Library does not need to be installed.

Changing Databases

If you change the database settings, you will be prompted whether you want to copy your existing data from the current database to the new database. Depending on the size of your current databases, this can take a while (a large installation with 6GB of databases can take a day for the transfer).

Database Cleanup

No maintenance is required for the databases. All monitors automatically remove old data from the databases automatically to help control database growth. You can control how many days of data is kept for the monitors via the Database Cleanup button.



Report Settings

The Report Settings dialog allows you to customize aspects of the way PA Storage Monitor performs reporting.

The available settings in this dialog are:

Report Directory - This directory is where the HTML report files are created and stored by PA Storage Monitor.

Days before Reports are Cleaned Up - This value is the number of days reports (HTML files) will be available. After the given number of days, PA Storage Monitor will delete the report. Note that reports that are always being updated (system summary reports and Scheduled Reports) will not be aged out.

Clean All Reports Now - Pressing this button will purge all reports. Reports that are constantly refreshed (like the status reports for example) will be re-created on their normal reporting cycle.

Server name to use in report URLs - By default the report URLs are `http(s)://{servername}:{port}/` If you need to change {servername} (such as using an IP address, or perhaps to use an externally accessible server name) you can do it here.

Require login to view reports - By default, anyone that can access the product's built in HTTP server can view the reports. You can lock this down by IP address in [HTTP Settings](#). Or you can require that users login before they can view reports by checking this box.

Since usernames and passwords will be sent across the network, SSL must also be enabled in [HTTP Settings](#). See [Remote Access Users](#) for how to specify users.

Use unique directory - By default, Scheduled Reports always get written to the same directory, so the URL they use is always the same. If you want to keep reports around for a while, you can check this box and Scheduled Reports will always write to a different directory. The downside is the URL changes each time the report runs so you can't save the URL in a browser. Another option for archiving reports in to archive a PDF of the report available in the [Scheduled Report](#) configuration.

Time format - Choose whether the reports display times in 12 hour AM/PM format or 24 hour format

Report Branding - See [Report Branding](#) for details

Status Reports Interval - This drop down list allows you to select the interval at which report files are generated. By default, reports are generated when they are accessed.



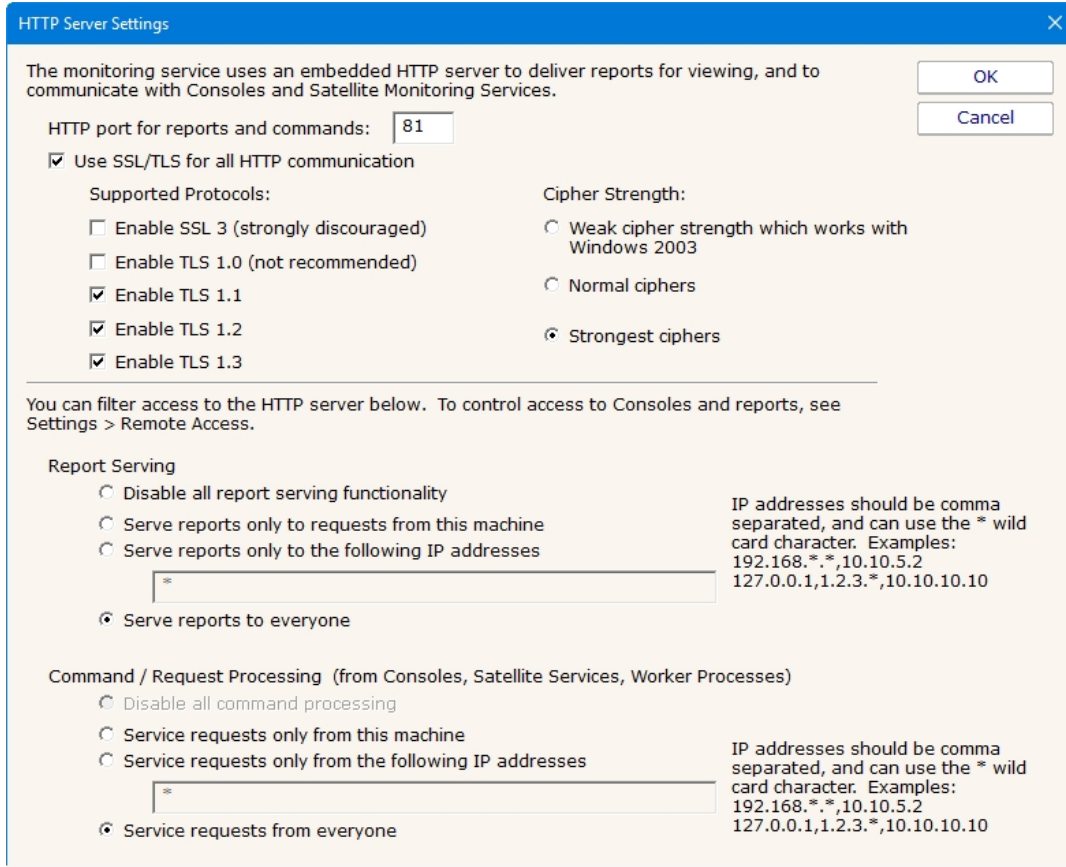
If you are serving reports via a different web server, you should specify that the reports are generated on a regular schedule. In a small installation (less than 50 servers) regenerating the reports every minute is not a problem, but in a bigger installation choosing a larger interval would be more efficient.

Show Maintenance Period on server status report - Self explanatory.

Turn off "Enable WMI Hint"... - If PA Storage Monitor is configured to poll a server via WMI for richer status reports, but that WMI polling fails, an error/hint message is shown at the top of the report. This check box disables this warning.

HTTP (Web Server) Configuration

The PA Storage Monitor service contains an embedded web server for serving HTML reports to the Console and to browsers, as well as communicating with the Console and Satellite Monitoring Services. This embedded web server does NOT use or require IIS, and it can run on the same server as IIS or other web servers since it can use any port specified.



The options available for controlling the built in web server are as follows.

HTTP Port for Reports and Commands

This setting lets you set the port which the embedded web server uses to listen for requests. Port 80 is generally used by IIS and Apache as the standard HTTP port for a web server. PA Storage Monitor chooses a different port so it doesn't conflict. If you have another application that is already using this different port, you can easily change the port to another number.

Use SSL

PA Storage Monitor supports using HTTPS for all communication to the service, which includes viewing reports, and Console-to-service communication. Self-signed digital certificates are used. This means most browsers will display a warning even though the HTTPS network traffic is encrypted. To fix the warning in the browser, follow the instructions on [SSL Certificate Hints](#).

You can also [get a signed SSL certificate](#) which will remove the warnings.

NOTE: For security reasons, usage of remote Satellites and/or Remote Consoles requires SSL to be enabled.

Report Serving

You can determine how PA Storage Monitor serves reports. There are four options. You can disable all report serving. You can enable serving of reports but only to the same machine on which PA Storage Monitor is installed. You can serve reports only to a set

of other users, identified by the IP addresses of their computers. Or, you can serve reports to any other computer that requests reports. The default setting is "Serve reports to everyone".

You can optionally require a user login to access reports. See [Report Settings](#).

Command Processing

Commands are sent from a variety of sources, including the Console, worker processes, optional remote Satellites and some dynamically updating reports. This setting determines where command requests can come from. Generally it is best to leave it at "Service requests from everyone" since all sensitive data is protected by username/password and/or SSL (if enabled) when in transit.

Smart Config

The Smart Config feature is a very useful tool for quickly adding servers or devices to be monitored. You specify one or more servers, and the monitors inspect the servers/devices and create appropriate monitors for each one based on default settings.



Watch the training video [How to Use Smart Config in PA Server Monitor](#).

You can access the feature by clicking the Smart Config button at the top of the Console.

You can paste a list of server names or IP addresses into an edit box. You can also press the Discover button to find a list of servers for you (more on that below).

You can optionally specify a username and password to use when accessing the server by entering any line in the form:

```
server_name, username, password, alias
```

(for another example, open the dialog below in the Console, and let your mouse hover over the server list window for a helpful hint).

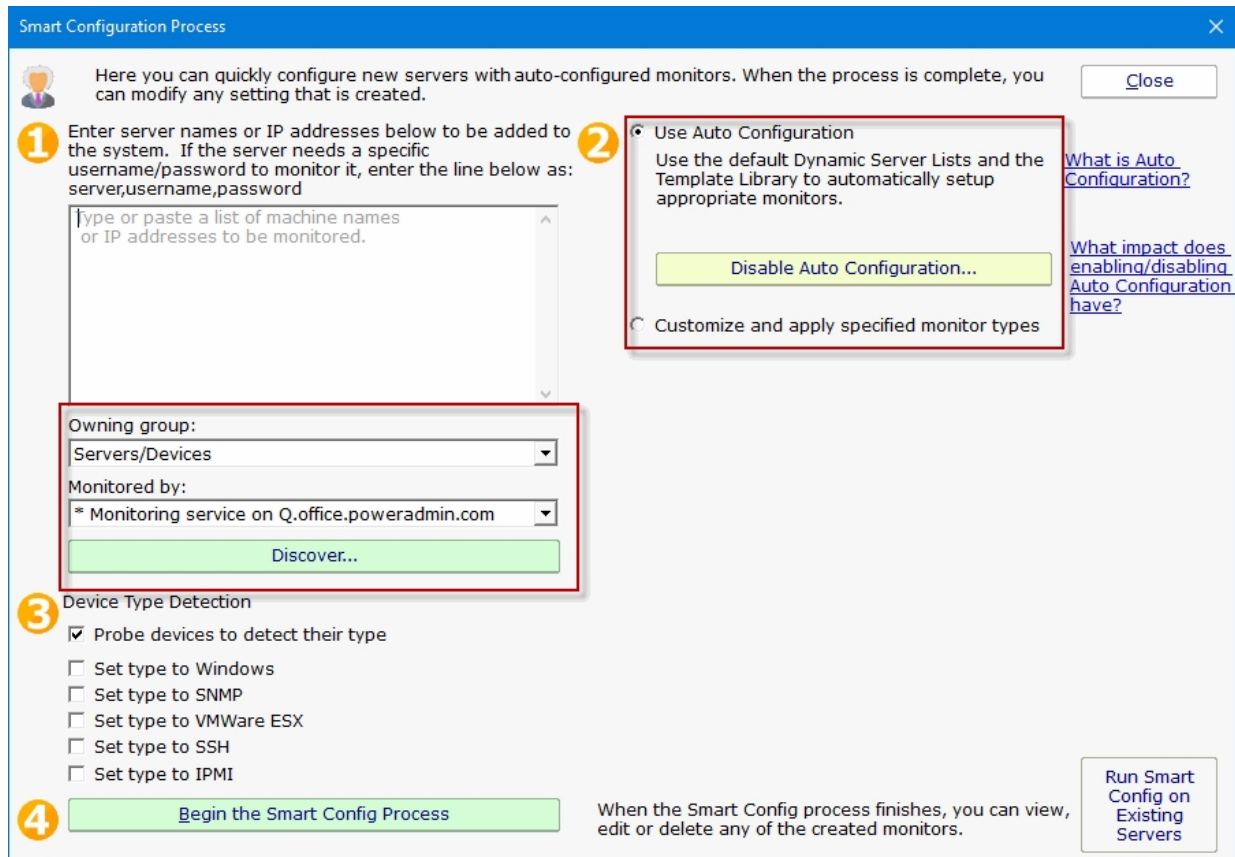
If no username/password is given, the configuration procedure will try already entered credentials to see if they will work. Otherwise the service's Login As user will be used.

Owning Group

When adding new services or devices to be monitored, this option will give you the ability to add them to a group. By default the Servers/Devices root group is chosen.

Monitored By

If you have remote Satellite monitoring sites, you can indicate that the remote Satellite should monitor the list of servers. By default the Central Monitoring Service is chosen. That means newly created servers/devices in the system will be assigned to the monitoring system chosen from this list.



The next step is to select how the service will inspect the server(s)/device(s) to add monitor modules, either by [Automatic Configuration](#) or Customize and apply specified monitor types. Then select the Device Type for your servers/devices and press "Begin the Smart Config Process". In a few moments you'll have monitors automatically configured for your specific environment. Naturally the auto-created monitors can be changed or deleted just like any other monitor in the system.

A subtle button at the bottom right lets you run Smart Config on existing servers/devices. This will open up the Bulk Config feature and guide you through the rest of the process.

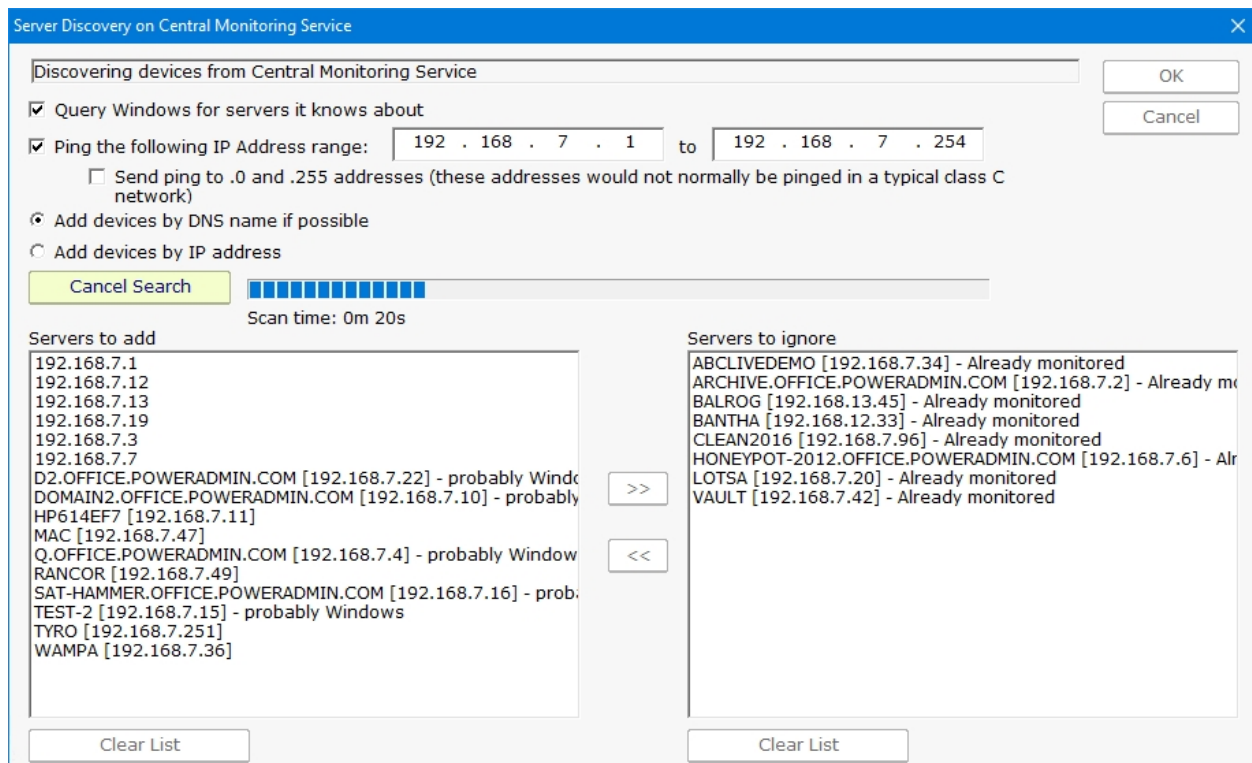
Existing monitors and actions are not modified -- new monitors and new actions are created while leaving the existing monitors and actions alone. If an existing monitor of a particular type already exists, Smart Config will not add a duplicate.

Server Discovery

Pressing the green button labeled "Discover" allows PA Storage Monitor to scan the network for servers and devices without having to manually gather this information. The following dialog will appear on top of the Smart Configuration dialog.



If you selected a Satellite service in the "Monitored by" box mentioned above, the discovery scan will be sent to the remote Satellite to be performed. That means you can discover servers/devices at remote sites to be monitored even if you are not on the remote network.



The following options are available for Server Discovery:

Query Windows for servers it knows about: Windows has its own network discovery process that PA Storage Monitor will query to find servers that Windows knows about.

Ping the following IP Address range: A Ping message will be sent to each address that exist in the range of IP addresses given.

Send ping to .0 and .255 addresses: these address values have special use in the TCP/IP protocol. By default this box is unchecked. You may enable this feature if you have reason to believe that these addresses are in use by computers of interest for monitoring.

Servers to add: these are the IP addresses (or computer names if they could be resolved) where servers/devices were detected, and which are not currently being monitored.

Servers to ignore: These are servers/devices that were discovered, but which are already being monitored.

Pressing the OK button will append the list of servers on the left ("Servers to add") to the list of servers to run Smart Config on shown above.

Starting the process...

Pressing the green "Begin the Smart Config Process" button will send the server list and settings to the specified monitoring service (the Central Monitoring Service or a remote Satellite) for execution. When that happens, the following dialog is shown.

1 records

Server/Device	Status	Details
In Progress ...		

Report URL: [\[Redacted\]](#)
This automatically generated report will always be created in the same location
Created in 2 ms

Generated by PA Server Monitor v8.1.0

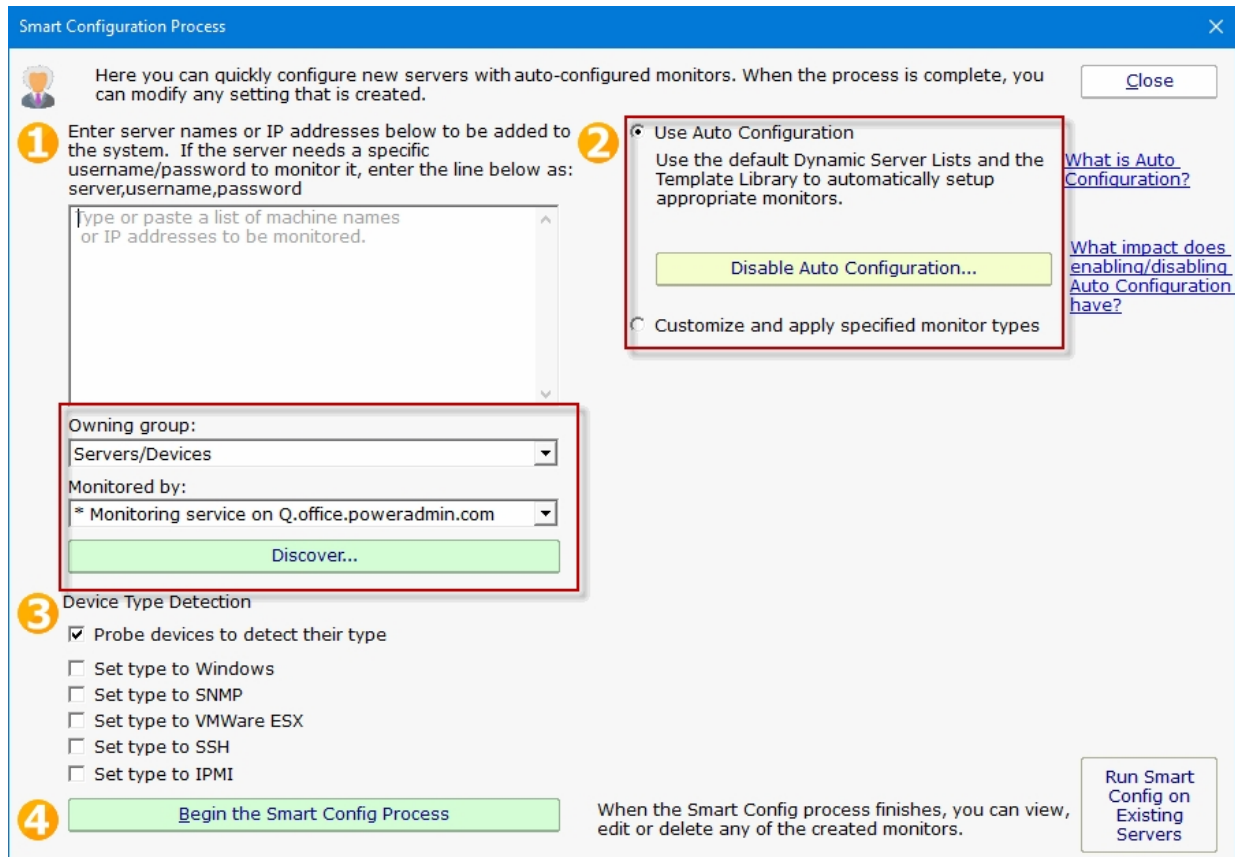
The dialog will display the progress of the Smart Config process. You can leave it open and watch or close it -- the process will continue in the background. The newly created server(s) and monitor(s) will automatically appear in the Console navigation panel a few moments after each one is created.

Adding Computers

There are two ways to add computers/devices to the system to be monitored: individually and many at once. Both options are described below.

Many at Once

The easiest way to add many computers/devices to the system at once is to use the [Smart Config](#) process. This will let you paste a list of machine names or IP addresses that you want to monitor. You can also press the Discover button to help get that list. The program will allow you to use the Automatic Configuration or the Customize and apply specified monitors options to configure your monitors. More information on [Automatic Configuration](#).



When adding new servers or devices to be monitored make sure to add them to a group using the Owing Group option.

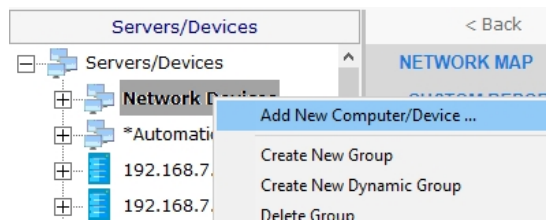
If you are using Satellites it's very important to make sure that the Satellite you want to monitor the new servers is selected in the "Monitored by". If not using Satellites, this box will select the Central Monitoring Service.

The Smart Config process will add the new computers to the top Servers/Devices group. You can use [Bulk Config](#) to easily move many servers at once to different groups.

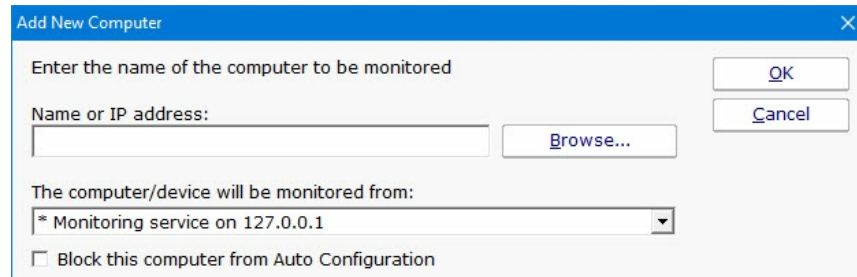
See [Smart Config](#) for more detailed information.

Adding Individual Computers

You can manually add a single computer to be monitored by right-clicking on any group in the left navigation pane in the Console.



Doing so will first show the dialog below to collect the server name.



"The computer/device will be monitored from" lets you specify whether the Central Monitoring System or a remote Satellite will be monitoring the device. Naturally the monitoring system that has access to the device should be chosen.

Set Server Type

The next step is to tell PA Storage Monitor what type of server/device is being added. This helps the product know which protocols to use when communicating with the server/device. The dialog below is how you indicate this. The buttons on the right let you give device-type credentials (ie Windows username/password, SNMP community string, etc). The button also indicates the credentials currently being used.

Set Server Type

Add a new device to be monitored.

Device Name:

Satellite to monitor device with:

Block this computer from Auto Configuration

Use standard protocols (Ping, HTTP, etc)

Use Windows protocols (for file shares, event logs, services, etc)

Use SNMP (for many kinds of servers and devices, including Linux and Windows)

Use SSH (usually for Linux, firewalls, etc)

Use VMWare ESX protocols (for ESX host servers)

Use IPMI (for Dell DRAC, HP iLO, IBM RSA, etc)

Use Amazon Web Services (AWS) protocols

Region:

Resource Type:

Device icon

Automatically select (based on Inventory Collector findings)

Buttons: OK, Cancel, Probe Server and Discover Type Automatically..., Set Windows Credentials..., Set SNMP Credentials..., Set SSH Credentials..., Set ESX Credentials..., Set IPMI Credentials..., Set AWS Credentials...

You can click the "Probe Server and Discover Automatically" to have PA Storage Monitor determine which protocols the server/device responds to. You may still need to specify credentials though.

If you want to get back to this dialog later, it's always available by right-clicking on the server/device and going to Type & Credentials > Set Server Type.

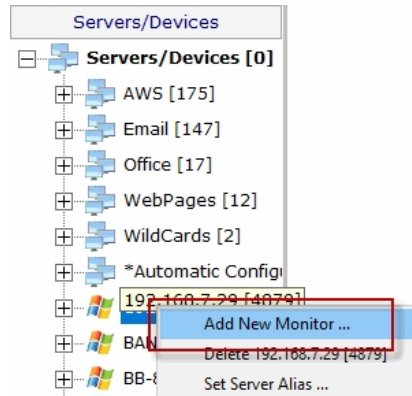
For more information on setting individual credential types, see the links below.

[Setting Windows Credentials](#)

[Setting SNMP Credentials](#)

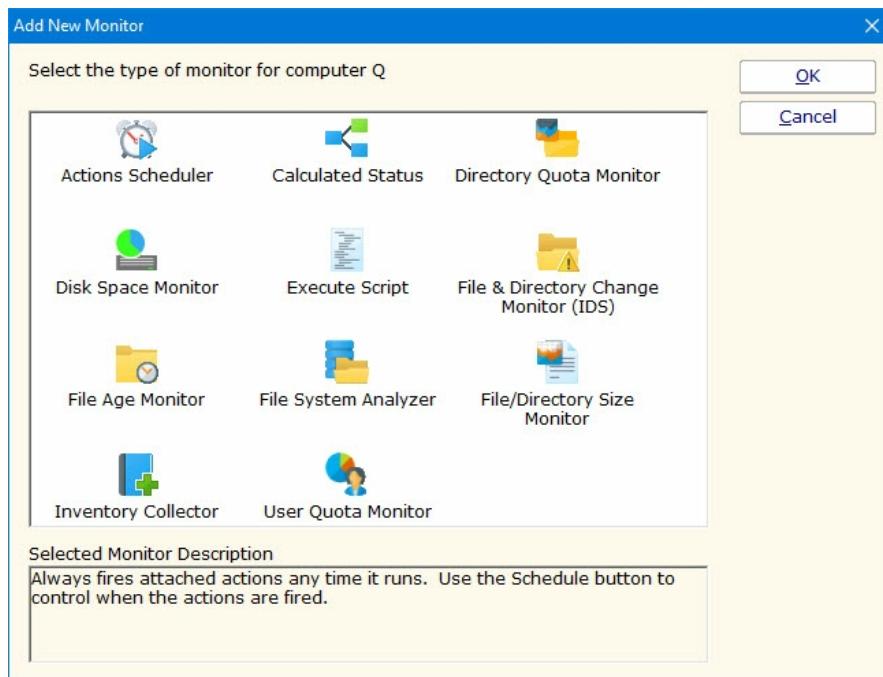
Adding Monitors

Adding monitors to an existing computer is very easy. Select the computer in the navigation pane and right click. Select the "Add New Monitor..." menu item.



You will be shown the dialog below with all available monitors for your product and license (note that they may not be the same ones pictured).

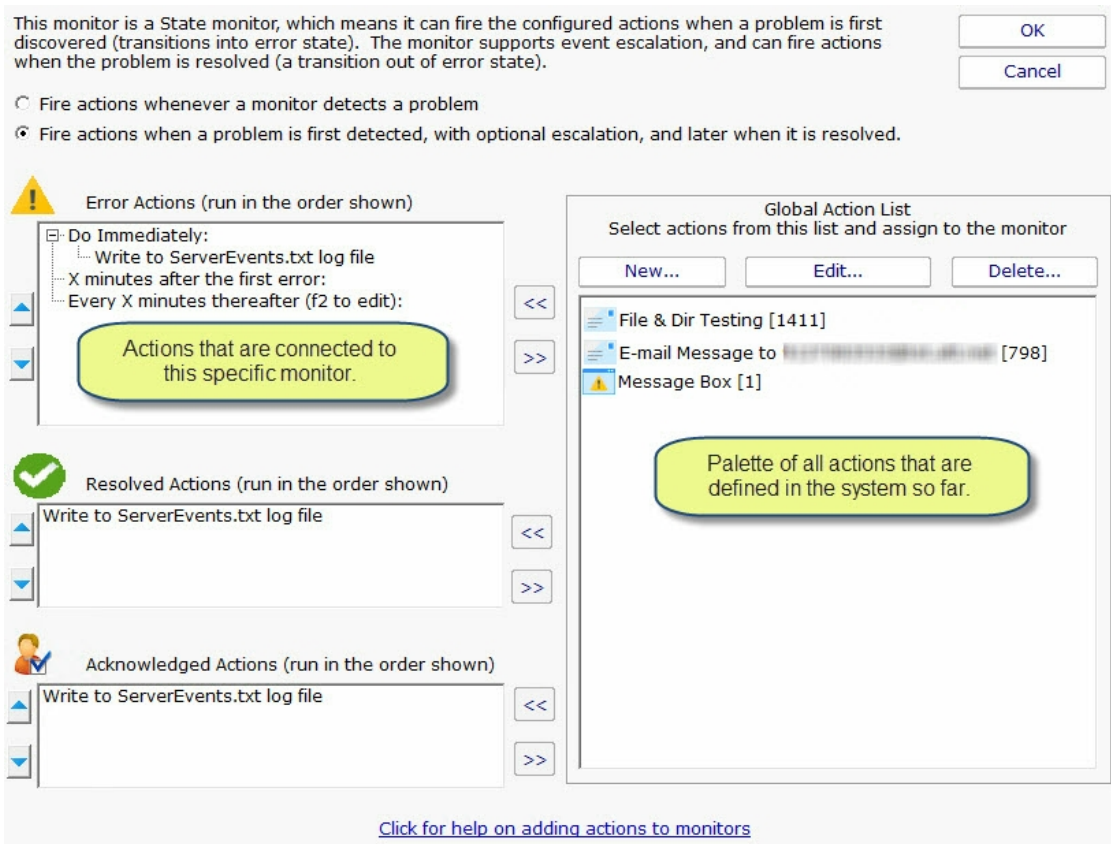
Once you select a monitor, you will be shown that monitor's configuration dialog.



Choose the type of monitor that you want and press OK. The monitor's configuration dialog will then be shown.

Adding Actions

The Actions dialog is pictured below. (Depending on the features of the monitor being configured, the dialog may look slightly different than the one pictured below).




On the left are shown all of the actions that are attached to this specific monitor. When the monitor 'fires actions' it will run that list of actions in the order shown. You can change the order with the blue up and down arrow buttons.

On the right is a list of all actions that are defined so far. These actions could be used by any monitor.

If you need an action that isn't listed (for example another email action, or a Start Application action), click the "New ..." button above the list of global actions.

You can edit actions in this list, and changes made will be reflected in every monitor that is using that action.

To add (or attach) an action to a monitor, simply select the action in the global list on the right, and press the green

 button to move the action to the left monitor-specific list, to the Do Immediately node. (Other nodes may be shown for monitors that support [event escalation](#))

State vs Event Monitors

Some monitors see discrete events -- a file is accessed, an event is written to the Event Log, etc. Others see conditions -- disk space

is low, ping response is too slow, etc.

The following describes how State and Event monitors differ.

State monitors keep track of whether the monitor is in a healthy state or an error state. For *State* monitors, you can choose to have actions run when a problem is detected, and then not again until it is fixed. State Monitors also support *event escalation* and *error resolved actions*.

Event monitors run actions every time they see something wrong. You can control what actions are run and when.

State monitors can be configured to act like Event monitors, meaning you can choose to be notified every time an error state is detected. This is what the radio buttons near the top do.

With these differences in mind, the dialog above shows the action configuration dialog for a *State* monitor. Only state monitors support [event escalation](#).

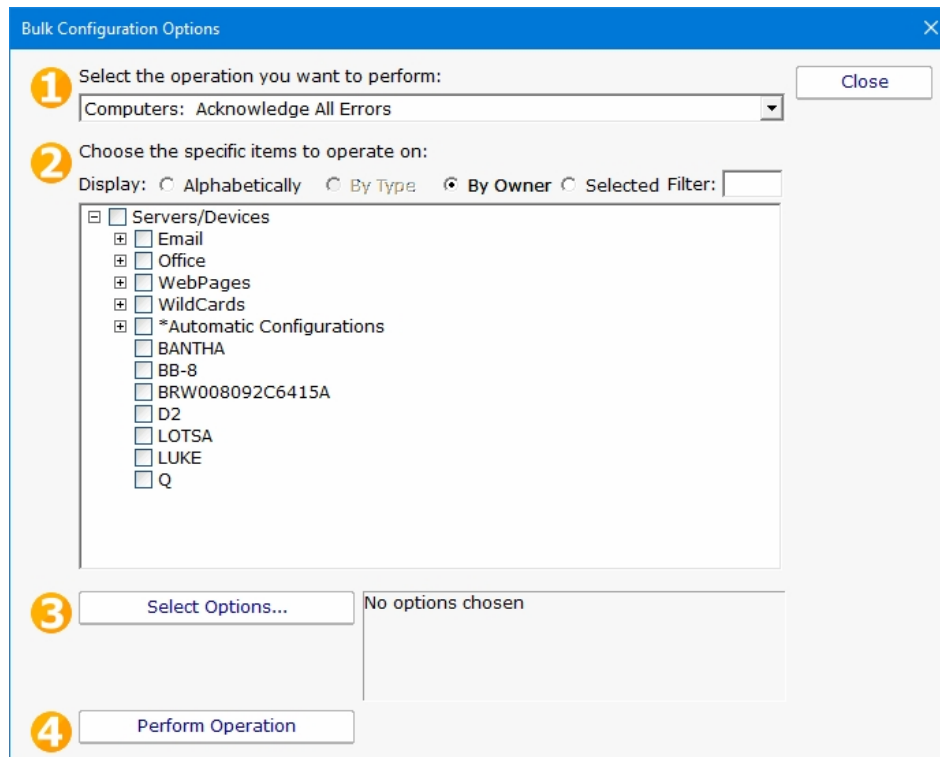
Bulk Config

Bulk Config is one of the most powerful configuration feature in PA Storage Monitor. It will help you quickly configure large numbers of monitors, computers, actions, etc.

The Bulk Config dialog consists of two main areas:

(1) Operation: A drop-down control that lets you choose what type of operation to perform, and the types of objects it will be performed on.

(2) Target Objects: A list of objects that the operation will be performed on. You can use the radio buttons to choose different ways of grouping the objects to make object selection easier.



Once you've chosen the operation, and checked the boxes next to the objects that you want to operate on, press the Select Options button. This lets you specify details for the operation to be performed. When you're done, the text box next to the Select Options button will display a summary of what will happen.

After reviewing the summary of the operation to be performed, press the Perform Operation button. This will send your configuration request to the service for processing. Most operations are handled very quickly, but a few could take a minute or so. When the operation completes you will be shown a success message, or an error message with a reason for the failure.

Acknowledging Alerts

Alerts can be sent out using a variety of actions such as email, SMS, calling an external URL, etc. All of these are methods to notify you about a problem. You can also choose to acknowledge alerts if that feature has been enabled in [Advanced Services > Acknowledge Errors Feature Status > Configure Error Acknowledgement](#).

Acknowledgement Methods

There are a few different ways to acknowledge alerts:

Add an Acknowledgement check the box in the Server Status Report, or in the Error Audit Report. Then clicking that box in the report will acknowledge the alert.

ErrID	Error Time	OK Time	Monitor Title	Details	Acknowledged By
1679...	3/25/2020 1:54:19 PM		Event Log Monitor	* Event Time: 25 Mar 2020 01:51:56 PM * Source: Microsoft-Windows-DistributedCOM * Event Log: System * Type: Error * Event ID: 10006 * Event User: OFFICE\monitorsvc * DCOM got error "2147944122" from the computer	<input type="checkbox"/>

The [External API](#) has a command for acknowledging alert programmatically via an HTTPS call.

You can reply to alerts via email and acknowledge them that way. Simply designate an email address that will be monitored for replies to email alerts. The email alerts will have a Reply-To header added so that replies go to your designated mail box.

Enable error acknowledgement feature

Email alerts can be acknowledged by replying to the email alert. For this to work, the reply message needs to go to a mailbox that you specify below. You will need to create this mailbox and a login.

Enable email acknowledgement

Use the following Reply-To: address for email alerts (to make replying easier):

Access mailbox via POP3
 Access mailbox via IMAP4

Mail Server Name Port

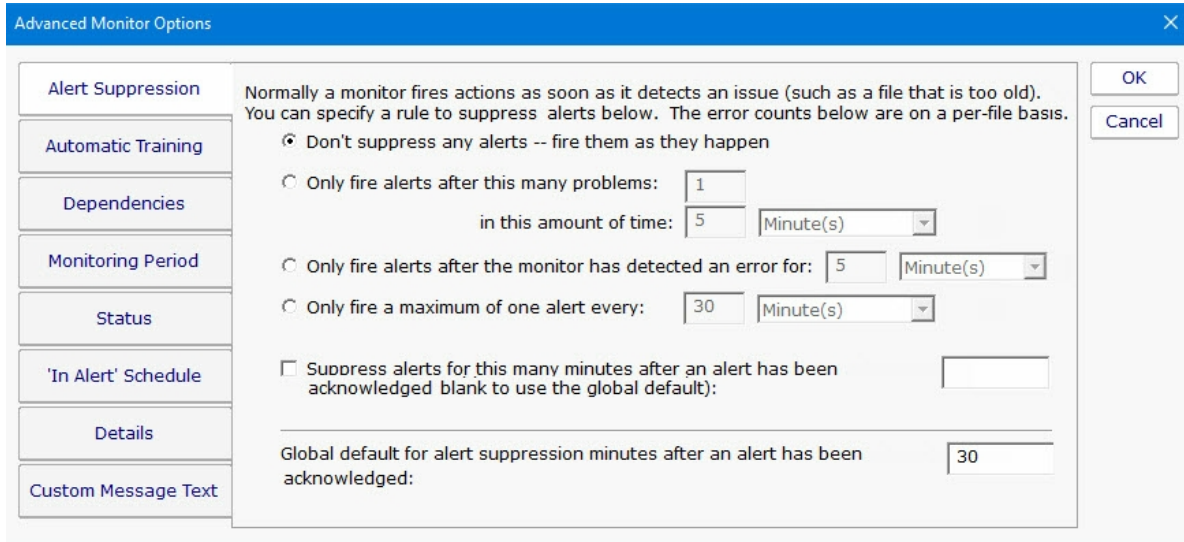
Username (email address) Encryption

Password

Additional details on [Configuring Email Alert Acknowledgement](#).

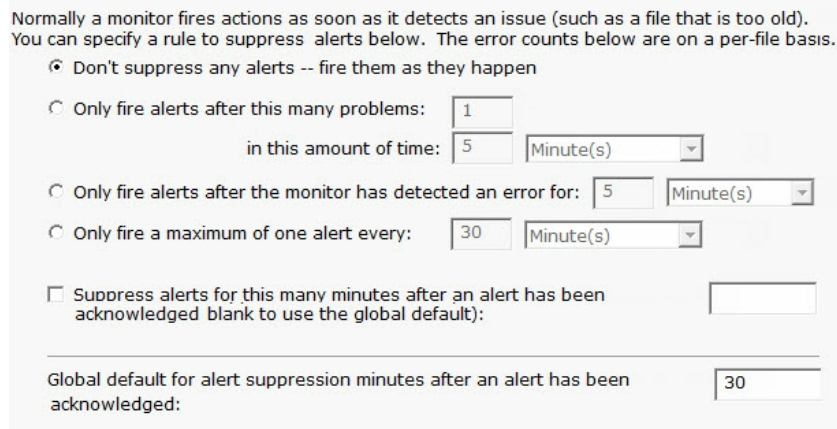
Advanced Monitor Options

All monitors have an Advanced Monitor Options button on their right side. When you press that button you'll see the dialog below. This dialog is shown for a monitor that supports all advanced options. Others might not have all tabs when a particular feature is not relevant to that monitor.



Each of the different option tabs is discussed below.

Alert Suppression



With the Alert Suppression settings, you can instruct the monitor how often and how soon you want to be alerted about a specific issue. This enables the monitor to skip the first few failures on a specific device if you wish and only warn after an error has happened a few times or for a particular amount of time.

Alert Suppression settings can be set on many monitors at once using [Bulk Config](#), as can the other advanced options.



See [Alert Suppressing, Event Escalation and Event Deduplication](#) to see how these features can be used together for suppressing alerts.

Automatic Training

To help suppress false positives and to learn the system's normal behavior, the Automatic Trainer can watch the system and configure the monitor to ignore behavior it sees during the training period.

How much longer would you like the Automatic Trainer to watch for normal behavior?

Keep watching for this much longer: (Not currently training)

NOTE: If the Automatic Trainer is currently active and you want to switch immediately to normal scanning and alerting mode, press End Training Period.

End Training Period

PA Storage Monitor can have a monitor train itself. What that means is it will monitor like normal during the training period, but not fire any alerts. Anytime something 'abnormal' (or outside the normal thresholds) is seen, the thresholds are adjusted such that it won't alert on that activity if it is seen again.

At the end of the training period, the monitor will automatically switch back to normal monitoring mode. If you want to force it to switch back immediately, press the End Training Period button.

Dependencies

Monitors can be dependent on other monitors. That means when the monitor you are currently editing is supposed to run, it will first check its dependent monitors. They need to all be in the OK state for the current monitor to run. This is useful for suppressing errors. For example, the monitor that checks disk space on a remote server might be dependent on a Ping monitor that is making sure connectivity to the server is possible.

Select the monitor(s) that this monitor depends on. When this monitor is scheduled to run, it will only run if all dependent monitors are in the OK state.

Display: Alphabetically By Type By Owner Selected Filter:

- Office
- WebPages
- WildCards
- DOMAIN2
 - Bandwidth monitor
 - Critically Low Disk Space Check
 - Event Log Monitor
 - Inventory Collector
 - Monitor services on DOMAIN2
 - Ping DOMAIN2
 - System Performance Metrics
 - Very Low Disk Space Check
 - Watch \\DOMAIN2\C\$\Windows + subdirs
- LOTSA

Monitoring Period

Select the times (in this computer's local time zone) when this monitor can run. Left-click (and drag) to set or clear one or more hours.

Green squares indicate hours when this monitor can run. Set All Clear All

	12a	1a	2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p
Sun	Light	Light	Light	Light	Light	Light	Light	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Mon	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Tue	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Wed	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Thu	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Fri	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Sat	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Light	Light	Light	Light

Most monitors run all day, every day, on the specified [schedule](#). Some times though you might have a need for a monitor to not during a certain time. If you don't want any monitors to run at a certain time, put the server in [maintenance mode](#). But sometimes that isn't granular enough -- you just want a single monitor to not running during a specific period of time. That is where the Monitoring Period option is useful.

The dark green boxes indicate times the monitor can run, and the light gray boxes are times when the monitor will not run.

Status

When a monitor detects a problem, it changes its color and the color of its owning computer. Select the color to use:

- Make the monitor Yellow (default)
- Make the monitor Red**
- Force the monitor to always show Green

If a monitor can't run (because of a rights or connection problem for example) it will go into Error mode (Red) and fire global notifications that are specified in System Alerts.

- Also fire any `_notification_` actions that are attached to this monitor if the monitor can't run.
- Invert monitor status (when it would normally be OK, set it to Alert and vice-versa). This is useful for times when you want to alert on the absence of something (ie an event did not occur) instead of the normal alerting when an event does occur.

The Status panel lets you configure how some monitors appear when they are in an alert state. Sometimes a monitor is not important (informational only) and it going into alert mode should not make the server status and group status turn Yellow. The Status panel lets you override those behaviors.

'In Alert' Schedule

When a monitor is in alert mode, it can use one of the following schedules:

Use earlier of: normal schedule or next escalation step

This panel will allow you to change the scheduling of the monitor when it is in alert mode. The schedule of the monitor can be escalated by selecting on of several option in the dropdown box.

Details

Monitor Title

This panel lets you set the monitor's name as it is displayed through the system. If you want to go back to the default name that was generated, just delete the name text completely.

Custom Message Text

Many of the actions (E-mail, Pager, Message Box, etc) let you customize the message that is sent out when actions are fired. You customize the message by using pre-defined variables. One of the variables is `$MonitorMsg$`. This is a value that can be defined on a per-monitor basis. Some uses would include a hint to the receiver about how to fix the error, or directions to call various support phone numbers.

Monitors can pass additional alert information, or override the default alert message that would normally be sent.

Alert Subject Override (leave blank for default subject)

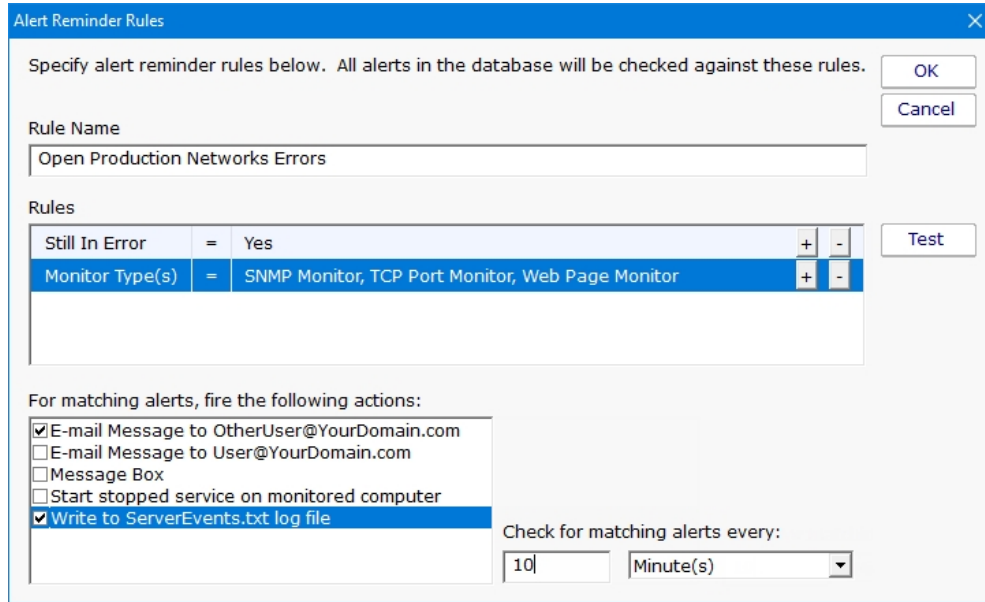
Set the text below in the `$MonitorMsg$` tag to be used in alert text templates

Override the alert text template and use what is below instead

Alert Reminders

Some times a customer will have alerts or problems that happen which aren't handled immediately, usually because something else of higher priority is being taken care of. But the alerts were defined because they were important so they need to get looked at.

Humans forget, but PA Storage Monitor doesn't, so it can be configured to occasionally send reminders. This is especially useful if you are using [Event Deduplication](#) and want to be reminded of duplicate events that are being suppressed.



Defining reminder rules is very simple. Just select the fields that describe the set of alerts you want to be reminded on. For example, the field "Still in Error" is something you would probably want to set to Yes. You can alert on acknowledged or not, time when the error first occurred, or the most recent time that it occurred.

The image above just shows a single reminder rule being created, but you can create as many as you need.

Part of the reminder rule is who should receive the reminder. Just check the boxes and you're done.

Automatic Configuration

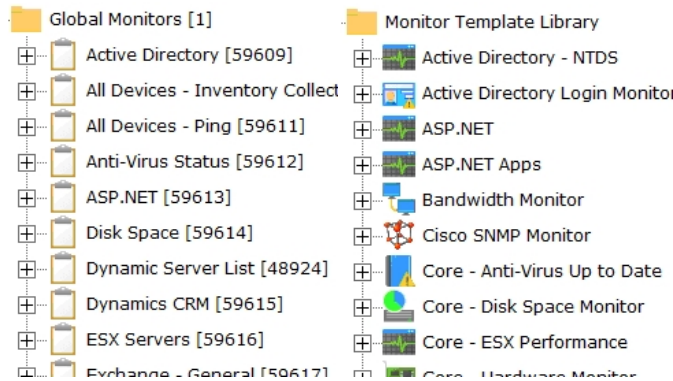
PA Storage Monitor can use rule-based automatic monitor configuration, which makes configuring monitors for your environment almost effortless.



Enabling or disabling Automatic Configuration has some big effects. [Read more here...](#)

How It Works

A list of [Dynamic Server List](#) monitors are created automatically in the Global Monitors list. A list of monitor templates are also created in the Template Library.



The Dynamic Server List monitors are setup to detect specific server types. In addition, they ignore any servers that are tagged as being blocked from Automatic Configuration (more on that below).

The Windows Server rule which will be applied to all computers that are marked as being Windows is shown below.

Dynamic Server List Name:	
Windows Servers	
Selection Criteria:	
ALL rules must match (logical AND)	
Is Device Type	= Windows
Blocked From Zero-Work Configuration	= No

If there are any servers that match this rule, the Dynamic Server List is configured to create a new Dynamic Group that contains the matching servers. In addition, a list of templates will be added as [Power Templates](#) to the new dynamic group.

Fire actions if new servers are added to the list
 Fire actions if servers are removed from the list
 Automatically create a Dynamic Group from this list if the list is not empty, and a Dynamic Group from this list doesn't exist yet.

Create the group under:

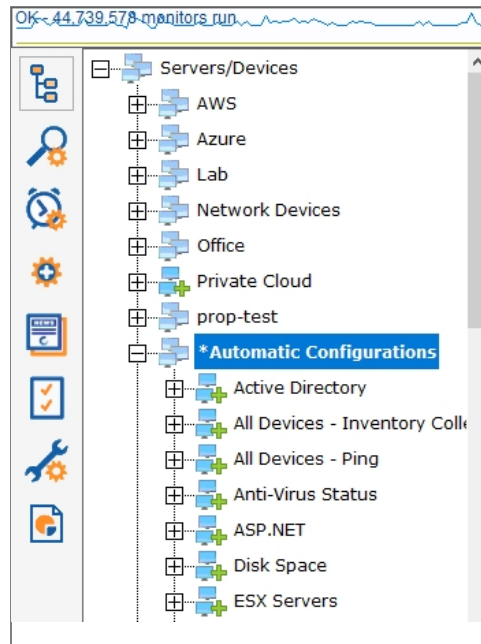
Servers/Devices

Add the following templates to the group:

- Core - Windows Disk Space Monitor
- Core - Windows Event Log Errors
- Core - Windows File Changes
- Core - Windows Performance
- Core - Windows Service Monitor
- DotNet - .NET CLR Exceptions
- DotNet - .NET CLR Memory

Automatic Configuration Group

The dynamic groups that are created will all be placed in a group named "*Automatic Configurations" (the asterisk in the name causes the group to get sorted to the bottom). This group will be created at the top level under Servers/Devices. The group can be renamed and moved under other groups if desired. The dynamic groups inside it (based on the Dynamic Server Lists) should not be moved out of the Automatic Configuration group.



As servers/devices are added to these groups, the normal operation of copying [Power Templates](#) to the servers/devices will take place. That is automatic configuration.

Note that monitor templates are copied from the Template Library to the Dynamic Groups. You can make changes to the templates in the Dynamic Groups and the changes will propagate to the servers/devices. Changes made to the templates in the Template Library will not propagate anywhere.

Over time as servers are added to the monitor system or installed software changes, the global Dynamic Server Lists will automatically update, which will cause the Dynamic Groups to update, which leads to monitor templates being added or removed as needed.

Blocking Automatic Configuration

You may have one or more servers that you don't want automatic configuration to apply to. You can set a "Block Automatic

Configuration" flag on individual servers via:

Bulk Config's "Computers: Set/Reset Block From Automatic Configuration" operation

Right-click a server/device and choose the "Block Automatic Configuration" menu option

The same options above can also be used to unblock Automatic Configuration.

Customize For Your Needs

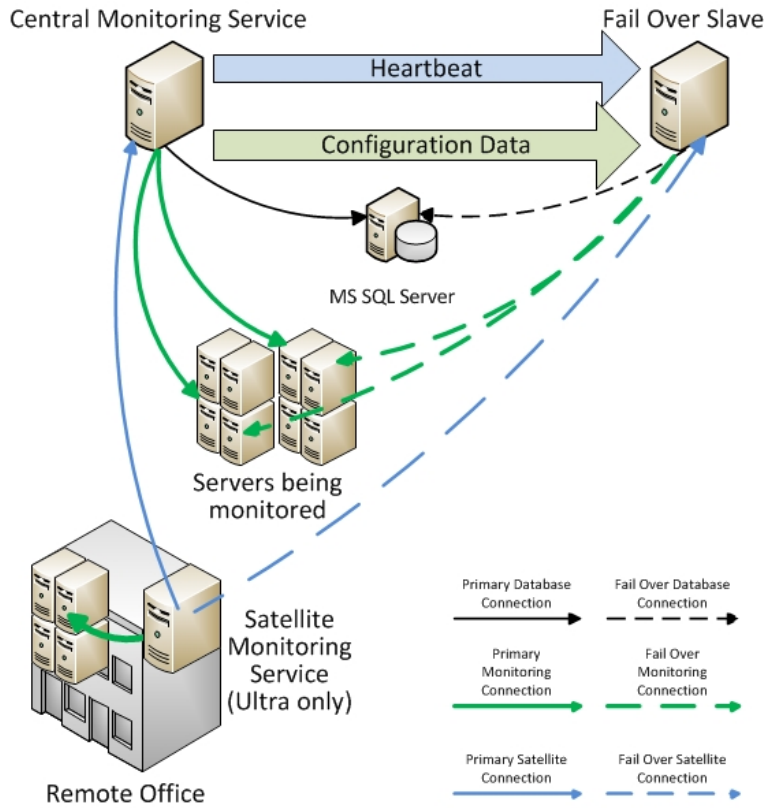
Automatic Configuration is a concept that you can use as well. All it requires is adding some monitor templates to the global Template Library, and then adding a Dynamic Server List that will decide which servers/devices those templates should be applied to.



Watch the training video [How to Configure a Dynamic Server List Monitor](#).

Automatic Fail Over

The Automatic Fail Over feature lets you create a second monitoring server which will automatically mirror your primary Central Monitoring Service. This Fail Over Slave server will sit quietly and listen for heart beats from the primary monitoring service. If a heart beat isn't received for 5 minutes, it will take over monitoring, alerting and reporting.



Data that is automatically mirrored to the Fail Over Slave are:

- configuration database (groups, computers, servers, monitors, actions, reports)

- Satellite registration database

- application registry settings

- System Alert definitions

- UserList.txt and LDAP/Active Directory settings for remote access

- license file(s)

- shared report files (report templates, graphics, maps, etc)

- MIB files

- language translation files

- oemconfig.ini (optional file)

Because all configuration is 'owned' by the Central Monitoring Service, you can connect to the Fail Over Slave with the Console, but won't be able to change much.

Setup

To use the Automatic Fail Over feature, install a second Central Monitoring Service on a second server, just like you installed the original. Don't worry about adding licenses or importing configuration, etc.

Prerequisites

1. The PA Storage Monitor service on both servers need to be using the same MS SQL Server. This can be changed in [Database Settings](#).
2. PA Storage Monitor on both servers should use the same service account.

On the Fail Over Slave

This second installation will be referred to as the Fail Over Slave. On the Fail Over Slave:

1. Start the Console on the Fail Over Slave and connect. Go to Settings and check or change the port if needed.
2. Set HKEY_LOCAL_MACHINE\software\PAStorageMonitor [DWORD]FO_IsSlave = 1
3. Restart the PA Storage Monitor service
4. Open a browser and point it to https://127.0.0.1:[port]/ to ensure the Windows Firewall is not blocking access

On the Fail Over Master

Next, get on the main Central Monitoring Service (the Master in the Master-Slave configuration). Start the Console and go to Advanced Services -> Failover Status -> Configure Fail Over.

You will see the dialog below. Enter the Slave's host name and port.

This application can send configuration data and settings to a Slave server so the Slave can start monitoring if this server is down.

Enable application Failover

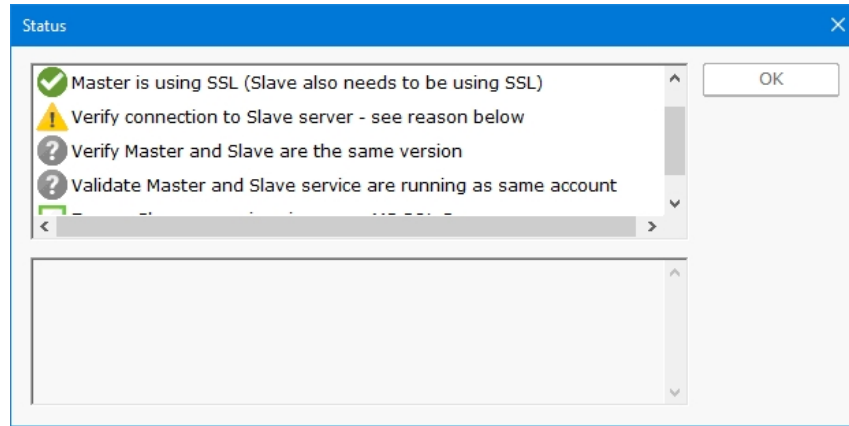
Slave Server: Port:

Send an alert if the Slave can not be contacted for this many minutes:

Actions to send alerts to:

- E-mail Message to quinn@poweradmin.com
- Message Box
- Write to ServerEvents.txt log file

Press the Check Settings button. This will test the settings on both the Master and Slave. If any items are not green check boxes, select that item to get additional information.



Once all items are green, press OK and the Master and Slave will begin synchronizing configuration information.

Check Status

The Fail Over Status report will show the Automatic Fail Over system's health and readiness, as well as recent communications between the Master and Slave.

OK - 14,023,182 monitors run

< Back Open in Browser

Failover Status

As viewed from Master

Status: OK

Configuration

Master Server: DOMAIN4	Version: 9.2.0.115
Failover Server: DOMAIN3	Version: 9.2.0.115

Recent Activity

31 Mar 2023 09:00:16 AM	Most recent contact with Failover - DOMAIN3
31 Mar 2023 08:54:33 AM	Synced credentials with Failover

You can click the (Slave's status report) link to see the Slave's view of the fail over system's health.

Satellite Fail Over

If you are using the Satellites with the Ultra product edition, add an additional host:port setting in the [Satellite configuration](#) so it can find the Fail Over Slave if the Master server is down.

Command Line Options

Starting PA Storage Monitor applications with command line options is not typically needed. They are however useful for automating certain configuration changes.

Console.exe Command Line Options

/AUTO_LOGIN

This option essentially presses the OK button automatically on the login dialog, using whatever settings were previously used.

/PASSWORD={password}

Not recommended, but this can be used to automate logging in to the Console. If PASSWORD, SERVER and USER are all given on the command line, the Console will login automatically without needing to press OK at the login prompt.

/SERVER={hostname};{port}

Pre-fill the Host name and Port fields in the initial [Console connection dialog](#). This would be useful for creating shortcuts to different installations, or for connection from different locations (such as a laptop connecting from work or from home where the hostname might be different).

/USER={username}

Pre-fill the User name field in the initial [Console connection dialog](#). This would be useful for creating shortcuts to different installations, or for connection from different locations (such as a laptop connecting from work or from home where the hostname might be different).

/FORCE_DEBUG_DUMP

Occasionally Support will request that you obtain a crash dump to send for diagnostic purposes. This command line option will force the monitoring service to crash and create the crash dump file. After the service self-crashes, it will automatically restart and begin monitoring again.

The crash dump file will be in the same directory as the product's internal log files -- the directory is shown at the bottom of the [Settings](#) dialog.

StorageMonSvc.exe Command Line Options

/ADDSERVER={servername} /WMI={0|1} /WIN={0|1}

/CONFIG={full path to exported server config file}

This option allows you to use StorageMonSvc.exe in batch scripts that can add servers to the system to be monitored. This works very similar to the ADD_SERVER command in the [External API](#).

WIN and WMI are both optional values that default to 0. If set to 1, it indicates the server is a Windows server and should be polled with WMI respectively.

CONFIGFILE is a required parameter. The configuration file must have been exported from an individual server [as explained here](#). The configuration in that file will be applied to the named server. If the server does not exist yet, it will be created first.

/DELSERVER={servername}

This option allows you to use StorageMonSvc.exe in batch scripts that might need to delete a server and its associated monitors. This works very similar to the DELETE_SERVER command in the [External API](#).

/CONFIGFILE={full path to exported server config file}

The same as running: /ADDSERVER={local_computer_name} /CONFIG={full path to exported server config file}

This option is useful for use in installing a configuration from a build script for custom/OEM hardware installations.

/COMPRESS_DATABASES

If you are using the embedded database (see [Database Settings](#)), the database is stored as a collection of files. To shrink the database files after having freed up space:

1. Stop the monitoring service
2. Run: StorageMonSvc.exe /COMPRESS_DATABASES
3. After it finishes, restart the monitoring service

/U

Uninstall the PA Storage Monitor service. -S can be appended to hide the confirmation dialog.

/I

Install the PA Storage Monitor service. -S can be appended to hide the confirmation dialog.

/C

To launch StorageMonSvc.exe directly from the command line (ie, do not run as a service). -S can be appended to hide the confirmation dialog.

/DIAGNOSTICS

Rarely used, this option display a diagnostic dialog for getting some internal system state.

Acknowledge Alerts via Email

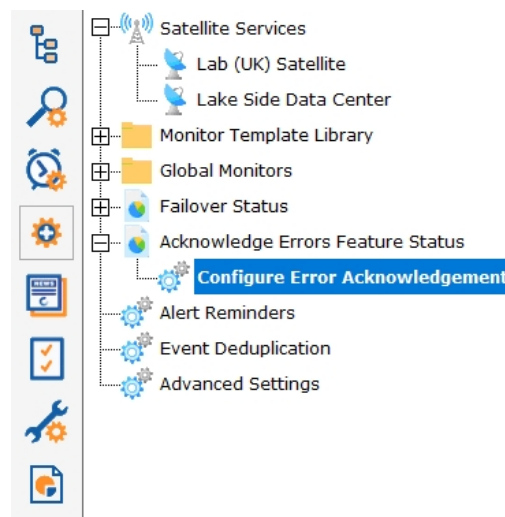
If your organization tracks alerts via [Error Auditing](#), then being able to acknowledge an alert by simply replying to an email is a useful feature. When this feature is enabled:

1. Each alert is assigned a unique ID
2. Emails have the alert ID appended to the subject like this: "Server is down {id:431}"
3. The alert email will come from a special email address that you specify
4. When support staff receive the email alert, they can simply reply to the mail, indicating they acknowledge it. Nothing special needs to be in the message body.
5. The mail box where the replied-to alert goes is scanned for incoming messages
6. Arriving messages are checked for the special ID in the subject
7. If the message has the ID, that alert is acknowledged using the From: field of the message, and the acknowledgement email is deleted to keep the mail box clean.

Configuration

Configuring this is very easy. First, you need to create or choose an existing email mail box that will receive the alert acknowledgement emails.

The configuration is available under the Advanced Services group as shown below.



The configuration dialog asks for typical email account information that will allow it to look at the received email messages.

Enable error acknowledgement feature

Email alerts can be acknowledged by replying to the email alert. For this to work, the reply message needs to go to a mailbox that you specify below. You will need to create this mailbox and a login.

Enable email acknowledgement

Use the following Reply-To: address for email alerts (to make replying easier):

Access mailbox via POP3

Access mailbox via IMAP4

Mail Server Name Port

Username (email address) Encryption

Password

Once Email Acknowledgement is enabled, email alerts will have the ID appended to the subject.

Additional Control

Alerts will not be acknowledged if the reply is an "Auto-Submitted" message, such as a vacation notice. These are detected by the AUTO-SUBMITTED email header that should be present according to RFC 3834.

You can further control which emails count or don't count as an acknowledgement by changing the following registry values:

Mail_Ack_Keyword - A comma delimited list of keywords to search for. If a keyword contains a * character, the word can be a partial match. So GO* could match GONE or GOING for example. If these keywords are seen, the email is acknowledged. If no keywords are defined (the default case), simply replying to the alert email will acknowledge it.

Mail_Ack_Skip_Keyword - Also a comma delimited list of keywords. If a keyword in this list is found, the reply email does not trigger an alert acknowledgement.

Mail_AckAll_Keyword - A comma delimited list of keywords that defaults to ACKALL. If a keyword from this list is seen, all errors from the computer that sent the alert will be acknowledged.

Two additional registry settings that can be changed:

Mail_Ack_LinesChecked - Defaults to 4. Only this many lines at the top of the email will be checked for Ack commands.

Mail_Ack_Maint_Cmd - Empty by default (so disabled by default). You can give a keyword, such as MAINT, and if MAINT is seen, the next value will be considered a number of minutes to put the servers into maintenance for (example: MAINT 15)

Examples:

Mail_Ack_Keyword: {blank}

Any email received will cause the alert to be acknowledged.

Mail_Ack_Keyword: ACK

Received emails must contain 'ACK' in the first [Mail_Ack_LinesChecked] lines for the alert to be acknowledged. If that is not seen, the alert is not acknowledged.

Mail_Ack_Skip_Keyword: vacation

An auto-responder email is received that contains "I'm out of the office on vacation". It will not cause an acknowledgement.

Mail_Ack_Keyword: {blank}

Mail_Ack_Maint_Cmd: MAINT

An email is received that contains in the first few lines: MAINT 10

The server will be put into Immediate Maintenance for 10 minutes, and the alerts will be acknowledged since no keyword is required by Mail_Ack_Keyword.

Mail_Ack_Keyword: ACK

Mail_Ack_Maint_Cmd: MAINT

An email is received that contains in the first few lines: MAINT 10

The server will be put into Immediate Maintenance for 10 minutes, but the alert will NOT be acknowledged because the required ACK keyword was not seen.

Mail_Ack_Keyword: ACK

Mail_Ack_Maint_Cmd: MAINT

An email is received that contains in the first few lines:

ACK MAINT 15

- or -

ACK

MAINT 15

The server will be put into Immediate Maintenance for 15 minutes, and the alert will be acknowledged.

Mail_Ack_Keyword: ACK*

If an email is received that contains ACKNOWLEDGED, ACK, ACK'D, or ACKNOWLEDGING, the alert will be acknowledged.

Configuration Security

After getting PA Storage Monitor configured, you probably don't want anyone making unauthorized changes. There are a few ways PA Storage Monitor can help.

Console Password for Local Logins

In the global [Settings](#) dialog there is a button labeled Console Security. Using that feature you can assign a password that must be entered everytime the PA Storage Monitor Console is started. To clear an existing password, simply get into the Console again and enter an empty password.

This is useful for locking down access to the local Console installed on the Central Monitoring System.

Console Rights for Remote Logins

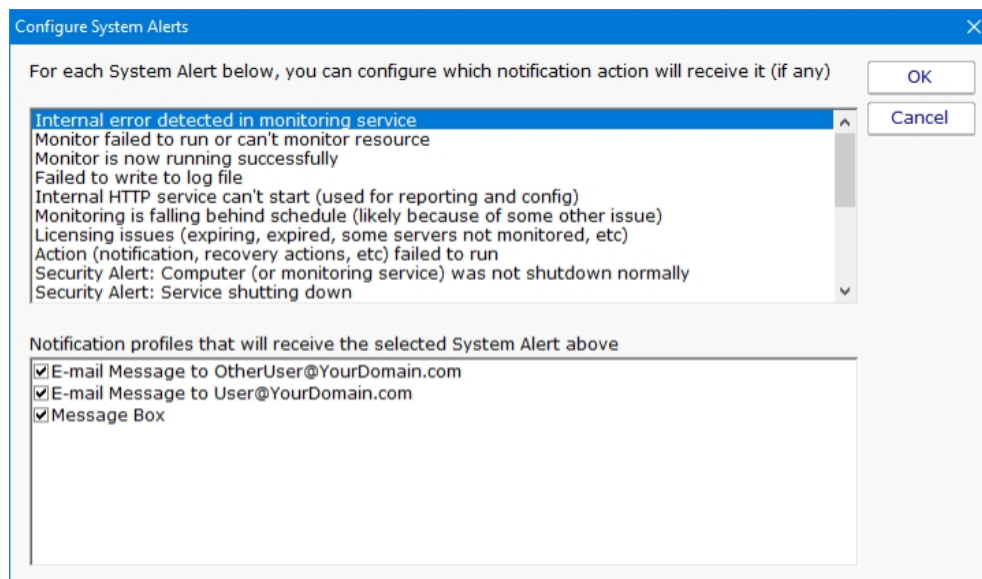
For users logging in with a Console from any where other than the Central Monitoring Service, they will login using a username configured in [Remote User Access](#). Use the "Run Reports" and "View Reports" rights rather than granting everyone "Administrator" rights.

Automatic Configuration Backup

Every time PA Storage Monitor starts, and about once a day after that, the entire configuration (except saved credentials) is backed up and saved. By default the back ups are stored in C:\Program Files\PA Storage Monitor\Config\Backup.

System Alerts

The [Settings](#) dialog also has a System Alerts button which will display the dialog below.



Here you can indicate ways of being notified for a variety of security-related events including:

Configuration changes

Monitoring service shutting down

Computer or service shutdown abnormally (power outage, etc)

Service starting back up

A server entering or leaving maintenance mode (during which no monitoring happens)

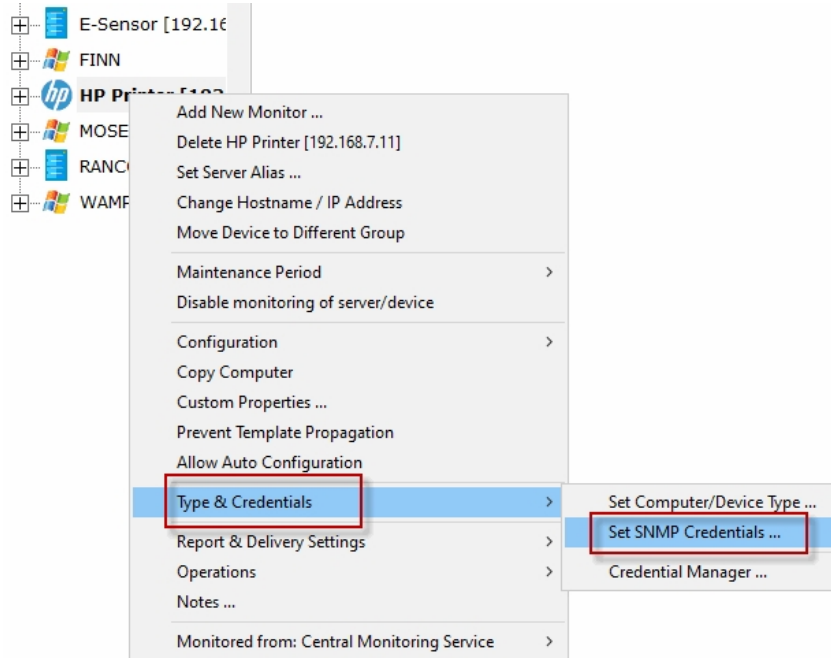
Besides the security related events, there are additional events related to system stability, monitoring integrity and licensing.

To control the means of notification for the different events, simply choose an event, and then check the appropriate notification means for that event.

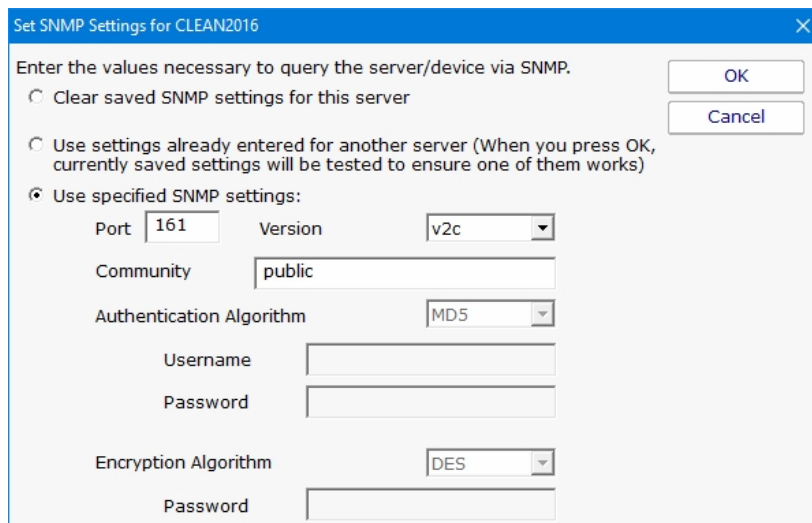
SNMP Credentials

PA Storage Monitor can associate a set of SNMP (Simple Network Management Protocol) credentials with a monitored computer or device.

The following context menu choice allows you to see the Set SNMP Credentials dialog. If you don't see the SSH menu, you need to [set the Server Type](#).



The Set SNMP Settings dialog let you to set SNMP credentials that are appropriate for the server being monitored.



This dialog allows you to set the following items:

SNMP version of the remote agent - v1, v2c and v3 are supported. The SNMP version value v2c is the default setting.

If using SNMP version v3, a username/password needs to be entered

The community string value is set to 'public' by default

The SNMP credentials are used any time SNMP is used to access the target computer or device on the network.

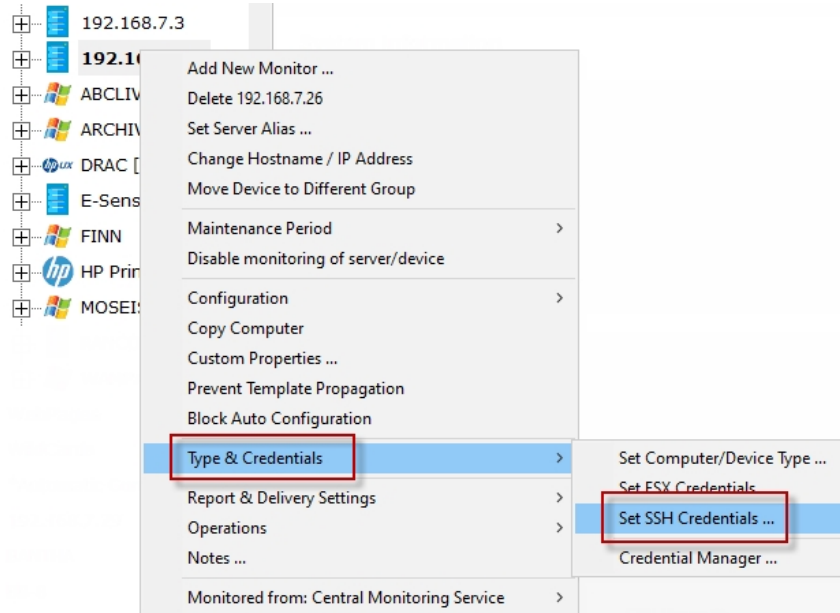
Credential Security

All credentials are protected using the Microsoft best practice of encrypting them with a machine-specific key, which means they can only be decrypted on the same computer they were encrypted on.

Setting SSH Credentials

PA Storage Monitor can associate a set of SSH (Secure Shell) credentials with a monitored computer or device.

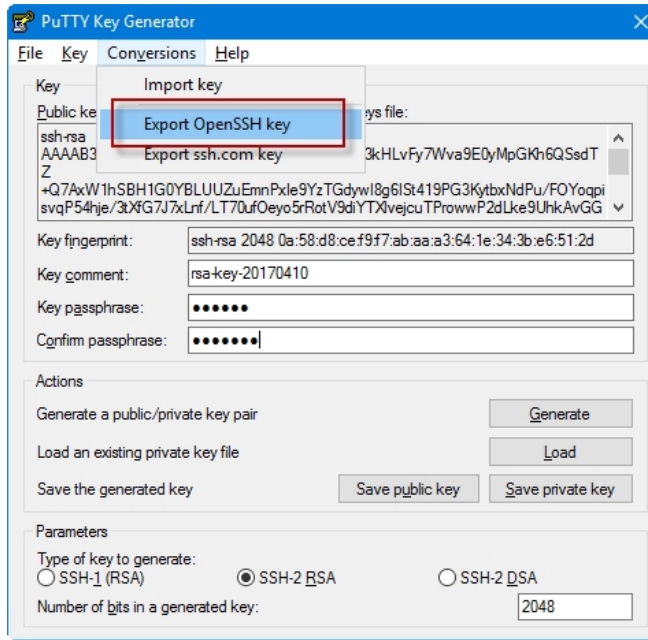
The following context menu choice allows you to see the Set SSH Credentials dialog. If you don't see the SSH menu, you need to [set the Server Type](#).



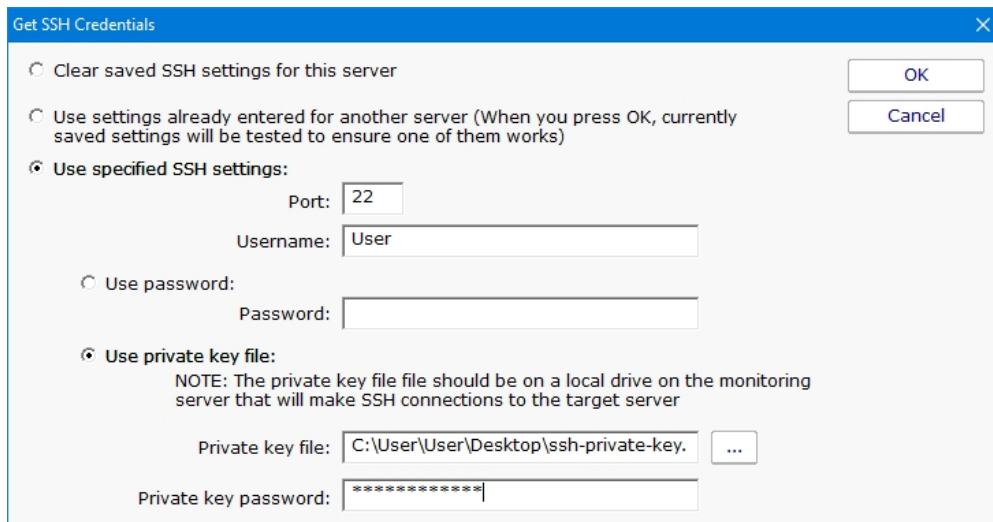
With SSH, you can connect using a username & password, or a username & public/private key. The "keyboard-interactive" login type is not supported.

Public/Private Key File Authentication

If using the public/private key method, the private key needs to be in **OpenSSH format**, and stored on the local machine (the Central Monitoring Service or the Satellite Monitoring Service) that will monitor the target computer. Make sure and give a password for the private key. Public/private keys can be easily created on Windows with the free **PuTTYgen** utility pictured below. Click the Generate button to get started.



The public key needs to be put on the target server. Where and how to do that for any particular server/device is beyond the scope of this document, though there is an example on our blog for enabling SSH logins with public/private keys [on our blog](#).



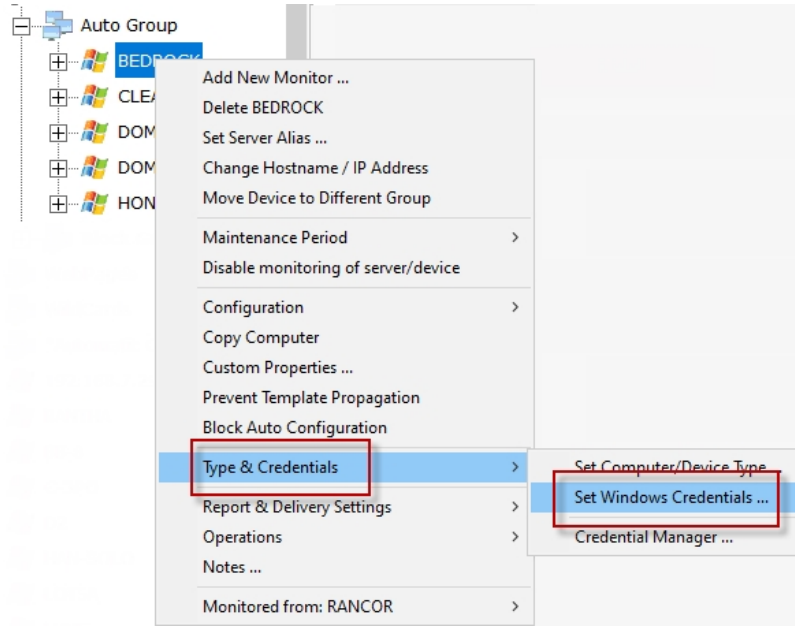
Credential Security

All credentials are protected using the Microsoft best practice of encrypting them with a machine-specific key, which means they can only be decrypted on the same computer they were encrypted on.

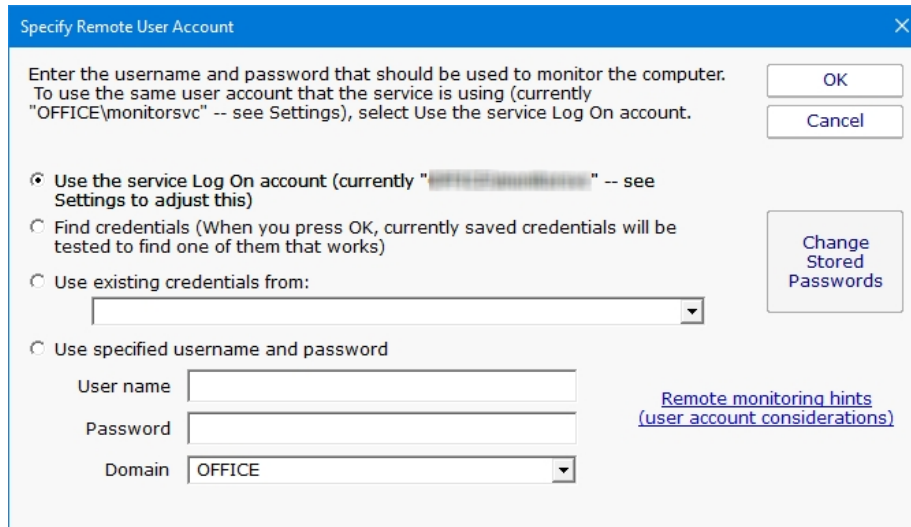
Setting Windows Credentials

PA Storage Monitor can associate a set of Windows credentials with a monitored computer.

The following context menu let you access the Set Windows Credentials dialog. If you don't see the SSH menu, you need to [set the Server Type](#).



You can enter credentials, or just monitor the server using the login that the monitoring service is already using. The middle radio button is a convenience feature -- it lets the system try already-entered passwords to find one that works.



When you press OK, the credentials are checked by trying to access the target server's Event Log and the list of running services. If this succeeds, the credentials are saved.

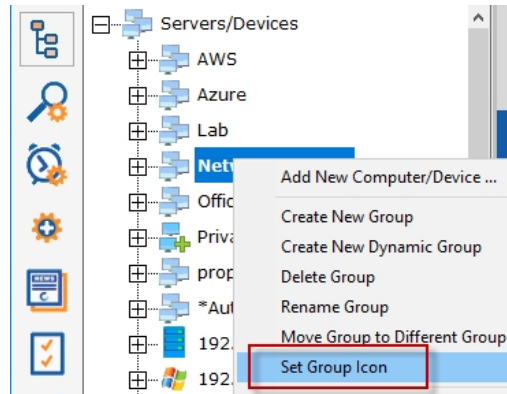
The help page [Remote Monitoring Hints](#) has some advice and information about user accounts when monitoring Windows servers.

Credential Security

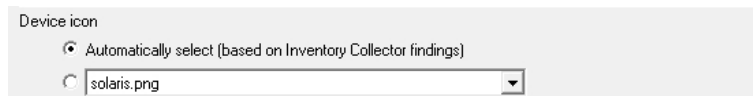
All credentials are protected using the Microsoft best practice of encrypting them with a machine-specific key, which means they can only be decrypted on the same computer they were encrypted on.

Custom Icons

The PA Storage Monitor Console can show custom icons for servers/devices and groups.



To set the icon on a group, right-click the group and choose Set Group Icon.



To set the icon on a server/device, right click the server/device and go to Type & Credentials. At the bottom of the dialog is a setting for the device icon. By default the icon will be chosen based on rules applied to what the Inventory Collector monitor finds.

Icon Files

You can add your own icon images by copying a .PNG file to C:\Program Files\PA Storage Monitor\Icons. The images should be 40 pixels wide by 40 pixels tall.

When you add an icon file, be sure to add an entry to the C:\Program Files\PA Storage Monitor\Icons.INI file. The file contains instructions on the simple format.

Icon Rules

To control which icons are automatically chosen for a server/device, edit C:\Program Files\PA Storage Monitor\Icons.INI

You can look in that file, and Icons_Default.ini to see the format. Only edit Icons.ini since Icons_Default.ini will get overwritten with future updates.

Syncing

About once an hour remote Consoles will automatically sync the Icons.INI file and any new images in the Icons folder. This synchronization also happens shortly after the remote Console logs in.

Custom Properties

Custom Properties are name-value pairs that can be set on a Satellite, Group, Computer/Device or Monitor. Custom properties can be used in:

Many Monitors

An Execute Script monitor can read a Custom Property and make decisions based on it's value. See below for more examples.

Some Actions

Custom Properties can be used in email templates.

Dynamic Groups

[Dynamic Groups](#), based on [Dynamic Server Lists](#) can be based on Custom Properties.

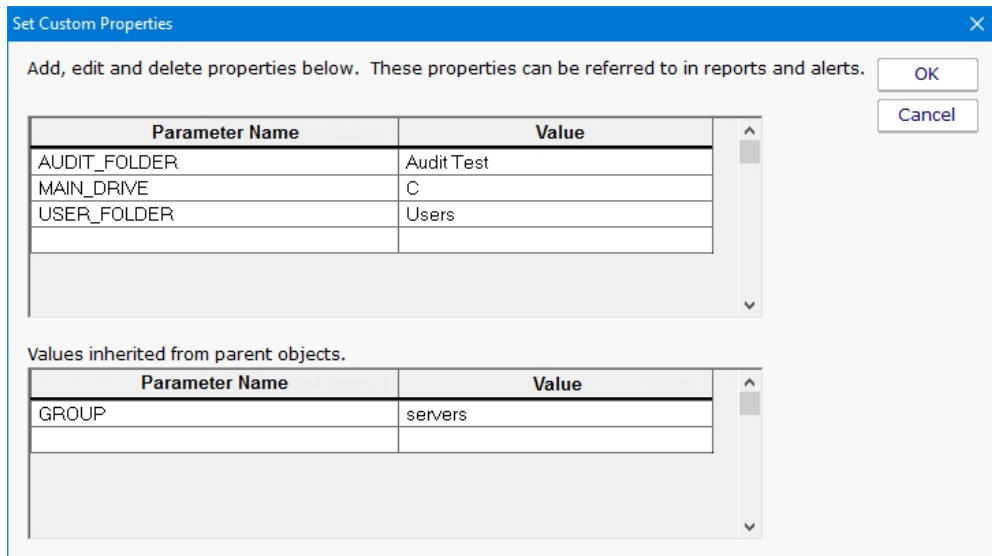
Reports

Some reports, such as the Error Audit Report, can use Custom Properties as a way to select which items to report on.

External API

The [External API](#) can get and set Customer Properties on servers/devices (see the SET_SERVER_PROP and GET_SERVER_PROP functions).

Custom Properties are set in the Console by right-clicking a Group, Computer or Monitor and choosing Custom Properties.



The above example shows Custom Properties on a Computer. AUDIT_FOLDER, MAIN_DRIVE and USER_FOLDER are all defined on the Computer. GROUP is defined at a higher level and is inherited by this Computer. If this Computer also had a value named GROUP defined, the Computer's value would be used (in other words, the closest definition of Property value is used).

Custom Properties can be accessed via the CustomProperty and SetComputerCustomProp in [Execute Script monitors](#) and [Execute Script actions](#). They can also be set via the [External API](#) via the **SET_SERVER_PROP** and **GET_SERVER_PROP** functions.

Custom Properties can be used in message templates via the `$CustomProp(property_name)$` replacement variable.

Directory paths in the following monitors can contain the `$CustomProp(property_name)$` replacement variable:

[Disk Space Monitor](#)

[File Age Monitor](#)

[File & Directory Change Monitor](#)

[File/Directory Size Monitor](#)

Directory Quota Monitor

An example of the above would be to have a monitor check this folder:

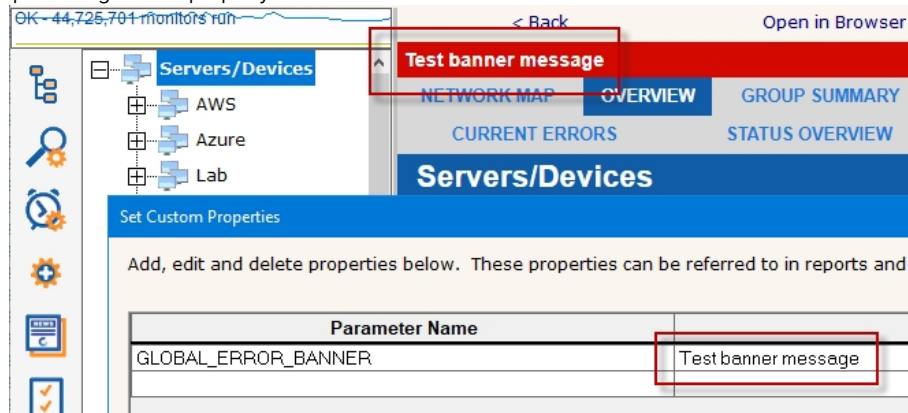
```
\\SERVER\FILE_SHARE\$CustomProp(AUDIT_FOLDER)$
```

Pre-Defined Custom Properties

The below list of Custom Properties have specific meaning to the system, which you can take advantage of.

GLOBAL_ERROR_BANNER

When a global error happens, such as a database error, a red error banner is shown across the top of group-level reports. If this property is set, the value of the property will be shown in the red error banner. Note that real error messages will preempt the showing of this property's value. Clear the property to stop showing the the property's value in the error banner.

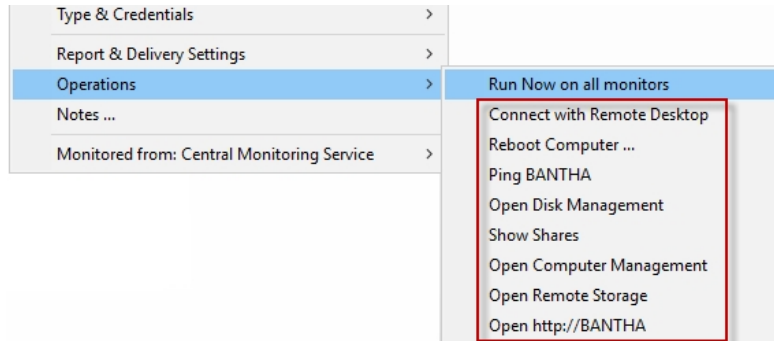


The screenshot shows a web interface for configuring custom properties. At the top, a red banner displays the text "Test banner message". Below this, a navigation menu includes "NETWORK MAP", "OVERVIEW", "GROUP SUMMARY", "CURRENT ERRORS", and "STATUS OVERVIEW". The main heading is "Servers/Devices". A section titled "Set Custom Properties" contains the instruction: "Add, edit and delete properties below. These properties can be referred to in reports and a". Below this is a table with the following structure:

Parameter Name	
GLOBAL_ERROR_BANNER	Test banner message

Customize the Console's Operations Menu

When you right-click a server in the PA Storage Monitor Console, there is an Operations menu which can do various things to the selected device.



The list of commands can be changed, including adding commands for your own specific situation.

To edit the commands, use a text editor and open:

```
C:\Program Files\PA Storage Monitor\Console_Operations.ini
```

The file contains complete information on how to make changes.

Distributing Changes

The Console_Operations.ini file gets synchronized from the central monitoring service out to remote Consoles about every hour or so, and immediately after the Console logs in. So be sure to make changes to this file on the central monitoring service.

Error Auditing

Service Level Agreements (SLAs) and regulatory compliance with GLBA, HIPPA, PCI and SOX among other standards often requires auditing errors that occur on servers and devices. In addition, many IT organizations choose to use error auditing to ensure a high quality of service to the rest of the business.

Even if you don't have compliance requirements, the Error Audit report can be a good way to get a quick summary of a certain type of error that is occurring. See [Not Just For Auditing](#) below if this is you.

Three Pieces

PA Server Monitor, PA Storage Monitor and PA File Sight all have Error Auditing built-in to the product. Auditing can be enabled or disabled, and used however it works best for your organization.

There are three parts to Error Auditing:

1. Product monitors run and detect issues. Alerts are optionally fired and details are written to the database. The error details, source device, time, etc are all recorded to an error database.
2. Server administrators view [server status reports](#) and note recent errors. They check the Ack box next to the error indicating that they have reviewed and acknowledged the error. Their acknowledgement is recorded in the database along with the error details.
3. Administrators, management or compliance officers can run high-level Error Audit reports to make sure errors are being reviewed and acknowledged by server administrators. The Error Audit reports can be broken down by:
 - source computer or device
 - computer group
 - resource type (disk space, services, ping response, etc)
 - acknowledgement state (acknowledged or not yet acknowledged)
 - error type

Multiple reports can be created which gives each manager/compliance officer the view of the network that they are responsible for.

More Details

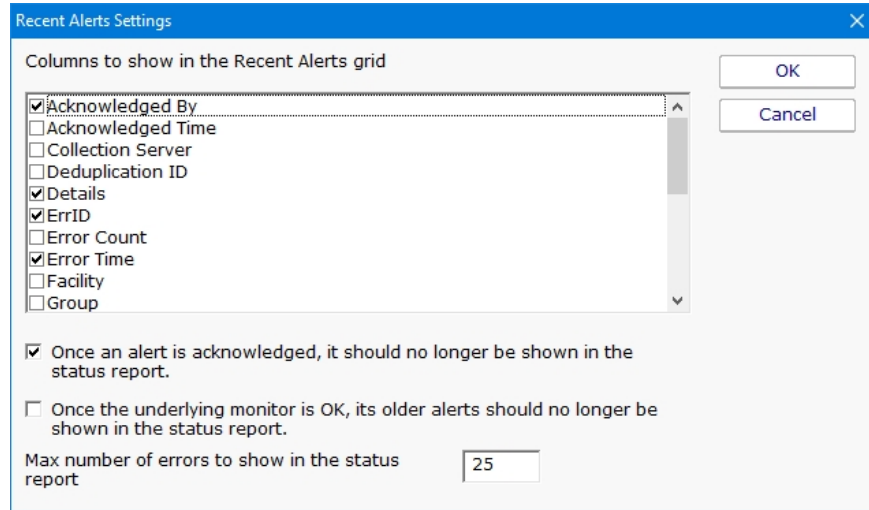
1. Product monitors detect and record issues

The products have always monitored resources, fired alerts when over thresholds and recorded resource values in the database for later reporting and charting. In addition, the different monitors would change color based on whether everything was OK (green) or alerts were fired (yellow). Red (internal or serious error) and grey (disabled or maintenance) are also possible colors.

When a monitor turns yellow, the yellow color shows up on summary screens for the whole server indicating that there is an alert on a monitor on that server. The server will show green when all monitors are green.

Some problems are transitory (a new event in the Event Log, a change to a file, etc). Alerts would be fired, but the monitor wouldn't stay yellow since on the next run everything looked OK, so it would go back to green (OK). If the administrator was not watching the server closely, that yellow alert status could come and go without being seen. A new option that can be set on a per-server level is to

force monitors to remain yellow while they have unacknowledged alerts. This is available by right-clicking the server and going to Report & Delivery Settings -> Report Settings. Then double click on the Recent Alerts in the Displayed Report Items column.



Additional options in this dialog control what is displayed in the Recent Errors section at the bottom of the server status report

2. Server administrators acknowledge errors

The next piece of the auditing system is the server administrators. At the bottom of the [server status report](#) is the Recent Alerts section. This shows issues that the monitors have recently discovered. What is shown there depends on the Report Settings dialog discussed above. Most often, there will be an Ack column.

When the Ack column is clicked, a request is sent to the service indicating that the error has been acknowledged. The acknowledgement time as well as the IP address of the user is recorded. [A future version will use logins to view reports -- at that time the username will be recorded instead of the IP address]. If an administrator accidentally acknowledges an error, they can click the Ack box again to clear the acknowledgement.

There are additional methods to [acknowledge alerts](#).

Recent Alerts

Full History: [1 day](#) | [5 days](#) | [15 days](#) | [30 days](#) | [60 days](#)

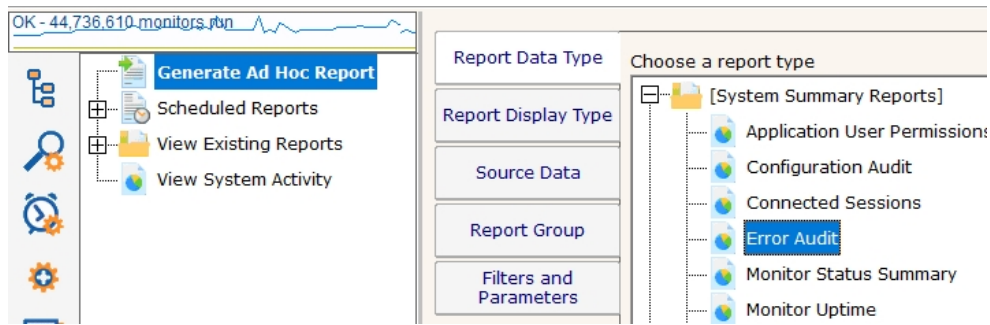
Acknowledge: [All for Computer/Device](#) [All Shown Above](#) [Refresh](#)

Error	OK Ti...	Monitor Title	Details	Ac...
3/26/2... 11:01:29 AM	3/26/2020 11:06:32 AM	Hyper-V - Hypervisor Logical Processor	Hyper-V Hypervisor Logical Processor Context Switches/sec [_Total] > 20,000 (Currently 34,423). Outside threshold for 10m 6s	<input type="checkbox"/>
3/26/2... 10:21:05 AM	3/26/2020 10:41:17 AM	Hyper-V - Hypervisor Logical Processor	Hyper-V Hypervisor Logical Processor Context Switches/sec [_Total] > 20,000 (Currently 28,111). Outside threshold for 10m 6s	<input type="checkbox"/>
3/26/2... 10:00:56 AM		Core - Windows Event Log Errors	* Event Time: 26 Mar 2020 09:19:45 AM * Source: Microsoft-Windows-DistributedCOM * Event Log: System	<input type="checkbox"/>

Administrators will often not want to see the error again once they've acknowledged it. This can be controlled via the Report Settings dialog mentioned above.

3. Error auditing reports for compliance

The Error Audit report is available under the [System Summary Reports] section.



Once you've selected the report, go to the Filters and Parameters tab. This is where you specify exactly what you want to look at. There are a variety of different ways to filter the errors that you want to see. If your primary responsibility is disk space, just look at the Disk Space monitors under Monitor Type(s). If you have grouped the servers by geographic region, you could specify you only want to see errors in the Northern Europe Source Group for example.

Fill in the parameters (click the value and edit)

Start Time	=	Today
End Time	=	3 days ago
Output Columns	=	Acknowledged By, Acknowledge...
Sort order	=	Severity
Source Group(s)	=	<all>
Source Computer/Device(s)	=	<all>
Monitor Type(s)	=	<all>
Monitor Title	contains	Click to edit
Monitor	=	<all>
Recorded Monitor Status(es)	=	<all>
Current Monitor Status(es)	=	<all>
Still In Error	=	<all>
Still Duplicating	=	<all>

[More information about the Error Audit Report](#)

There is a lot of data available and it might seem a little overwhelming at first. We recommend using the Output Columns filter and only show the data that you're interested in. You can see when a problem happened, when it was fixed, when it was acknowledged, what computer/devices it was on, etc.

Once you use the report a few times and have decided what you want to watch, we recommend creating a [Scheduled Report](#). That way the report that you want will always be available (Scheduled Reports always use the same URL, so you can save it in your favorites and quickly see the latest report).

Not Just For Auditing

Large organizations often have multiple people that are responsible for different parts of the IT infrastructure. Creating Error Audit reports is a good way to view all errors that are happening to a group of servers, or to a class of resources (ie errors related to Ping response for example).

We recommended that each person with a large responsibility have their own Error Audit report so they can quickly see all errors within their area of responsibility. Errors can even be acknowledged on the Error Audit report itself, just like on the server status reports.



Create a scheduled Error Audit report for different team members that have responsibility for different areas of your network. They can save the URL in their browser's Favorites and quickly check and see if anything needs to be done.

Event Deduplication / Aggregation

Event Deduplication (also known as Event Aggregation) is a technique for detecting that a new incoming alert (event):

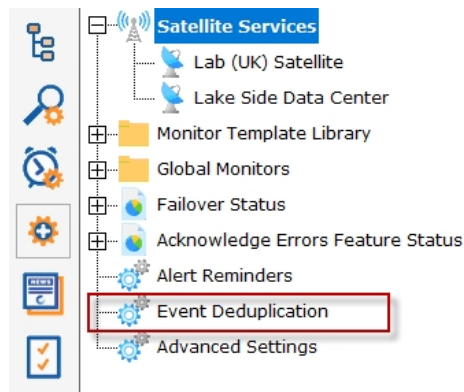
1. is similar to an existing event that has already been reported
2. suppressing the duplicate alert

This is somewhat related to [Alert Suppression](#) and [Event Escalation](#), but allows finer and configurable control over when to suppress an alert.



See [Alert Suppressing, Event Escalation and Event Deduplication](#) to see how these features can be used together for suppressing alerts.

Event Deduplication can be configured in the Advanced Services part of the Console.



Here you can select between the default Simple event deduplication (which doesn't do very much deduplication), or advanced event deduplication. Advanced Event Deduplication is what this page will describe further.

Event Deduplication controls how duplicate events are defined and handled. Duplicate events are defined as having the same Deduplication ID -- and how the ID is created is configurable.

Apply

Reset

- Use simple event deduplication. This keeps the Recent Alerts part of the Server Status Report from being filled with the same event based on event description comparison. Actions get run for all events, whether they are duplicates or not.
- Use advanced event deduplication. When an event is first seen, actions are run. Subsequent events will not trigger actions, until the event is 'reset'. What it takes to 'reset' an event is configurable.

Stop firing actions when:

- The event is recognized as a duplicate of an open event
- The event is acknowledged
- Don't stop firing -- always fire actions, even for duplicates

Event Reset Choices

Reset an event's duplicate status when:

- The root issue is detected as fixed by the monitor
- The event is acknowledged
- The event is acknowledged, OR the root issue is detected as fixed
- The event is acknowledged AND the root issue is detected as fixed
- Event-type monitors (stateless monitors) should consider events as Fixed for deduplication
- Event-type monitors should NOT be considered as Fixed for deduplication

Automatically mark stateless events as Fixed after: Day(s)

Deduplication IDs will be created using the following fields. This can be overridden in each monitor in Advanced Options.

Monitor ID
Cleaned Description
{Unused}
{Unused}
{Unused}
{Unused}
{Unused}

Deduplication ID Fields

Event Reset

The first thing to decide is whether or not to alert when a duplicate event arrives. Usually the new event would be shown if the previous event situation has been 'reset', meaning the system will no longer consider new events duplicates of the previous event because something has changed. Usually this means the previous event was acknowledged, or the underlying error was fixed. If this is the case, and a new event arrives, it should not be considered a duplication but rather a new situation that should be alerted on again.

State vs Event-type events

Some events are 'state' events, meaning they are in a good or bad state (responding to ping or not responding to ping, low disk space or OK disk space, etc). Those are easy to define as 'Fixed' or not.

Other event types are stateless, or Event-type events, meaning they happened, but don't represent a good or bad state. An error listed in the event log, an error received via SNMP Trap or syslog, or a change detected in a file are such situations. These are not good or bad states, they simply occurred.

For Event-type events, you decide how to consider them 'fixed' for use in Deduplication resetting. You can consider them immediately fixed, or fixed after a certain amount of time.

Deduplication ID

The key principle to understand is the Deduplication ID. The Deduplication ID is a text string that represents the essence of the event. If two events have the same Deduplication ID, they are considered the same event for Event Deduplication purposes. You will therefore want to define the Deduplication ID so it combines events that you want considered the same.

For example, the default fields used are:

Computer ID - an internal unique ID assigned to each monitored computer

Monitor ID - an internal unique ID assigned to each monitor

Cleaned Description - the event description text with user names, paths, dates, amounts, etc removed

With these default settings, the two events below would be considered identical, and thus the second event would not fire alerts when using Advanced Event Deduplication:

```
21 Feb 2014 09:05:56 PM
Computer: [3271187]
Monitor: [Low Disk Space]
Description:

Free disk space on F: is below the threshold of 5% (Currently 4%, 11.6 GB)
```

```
21 Feb 2014 11:05:53 PM
Computer: [3271187]
Monitor: [Low Disk Space]
Description:

Free disk space on F: is below the threshold of 5% (Currently 3%, 8.7 GB)
```

These are identical because the events are for the same computer and from the same monitor, and the Cleaned Description field (after removing dates, times amounts, etc) is the same too -- they are about low disk space on the same drive on the same computer.

Peeking at the database...

ErrID	Src...	MonitorTitle	MonitorID	ActionDescription	ErrCount	DedupeID
1355785	130	Execute Script	1518	Testing Execute Script monitor	653	C130-M1518-CD3404619332
1430360	31	Inventory Collector	79	Failed to retrieve system details vi...	31	C31-M79-CD2925635685
1473765	130	Monitor services on...	1006	The service "Performance Logs ...	6520	C130-M1006-CD2994397729
1483278	129	Very Low Disk Spa...	992	\\TEST-1\CS < 10 % (Currently 0...	773	C129-M992-CD1844245446
1483280	130	Very Low Disk Spa...	1000	C:\ < 10 % (Currently 4 %, 344.7 ...	767	C130-M1000-CD2011771327
1499354	120	Inventory Collector	592	Failed to retrieve system details vi...	14	C120-M592-CD3826456382
1499637	129	Critically Low Disk ...	993	\\TEST-1\CS < 3 % (Currently 0 ...	287	C129-M993-CD1844245446
1499639	130	Critically Low Disk ...	1001	C:\ < 5 % (Currently 4 %, 371.4 MB)	268	C130-M1001-CD1844245446

The image above shows some of the fields in the Error History table. Deduplication IDs are shown at the right side. Notice the ErrCount column -- that shows how many incoming alerts were considered duplicates of the shown alert. Instead of alerting on that incoming event, the ErrCount column was incremented and no alerts were fired. If you think you might want a reminder about events that have not reset and thus are suppressing new incoming alerts, look at the [Alert Reminders](#) feature.

Global with Override

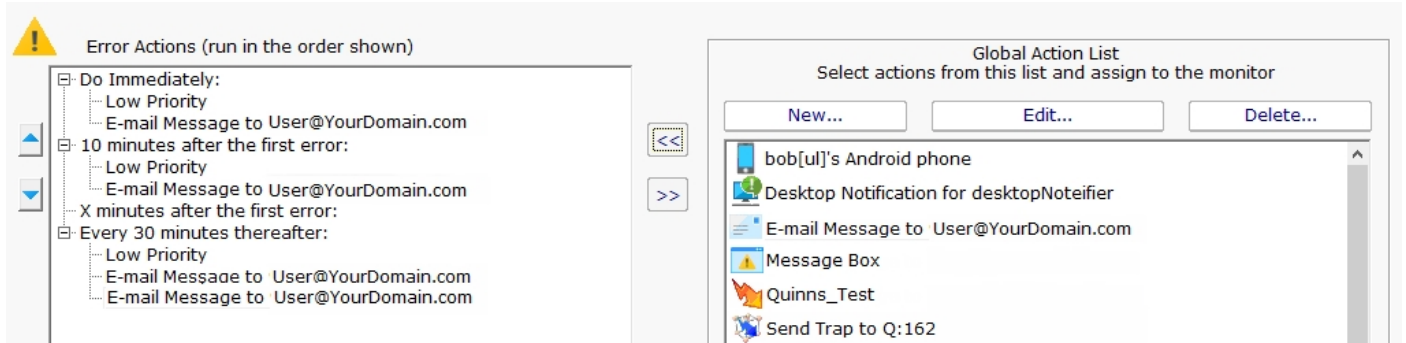
This setting is a global setting that applies to all monitors. Individual monitors can define their Deduplication ID in a unique way to give added flexibility. This is done in [Advanced Monitor Options](#) (bottom of the page).

Event Escalation

NOTE: Event Escalation is only available in the Pro and Ultra editions.

State monitors (like the one shown below) support **event escalation**. This means that after a specified amount of time, additional actions will be run if the monitor is still in an error state.

When you attach the first action to an escalation item, a new escalation item will be added below the current escalation item, which you are free to use or ignore (that is, leave empty). The delay time that is preset for this action is automatically guessed -- you are free to change it.



You may configure a particular escalation group by first clicking on the Escalation node to select it. This configuration may consist of changing the time at which the escalation group's actions are activated. You can configure an escalation period by hand editing the time shown in it. To do so, press the F2 key or click on the node a second time after selecting it, to "open" the node for renaming (exactly as you would with a file or folder name in Windows Explorer.) You can then enter a time value, which consists of a whole decimal number (no decimal point) followed by one of these time units: minutes, hours, or days. You do not need to type the "after the first error" portion.

Examples of correct escalation time setting text:

12 minutes

2 hours

1 day

PA Storage Monitor will always revise the text to read "XX minutes after the first error:" once you close the editing of the node. A non-minutes value will be normalized to the correct number of minutes (for instance, "1 hour" becomes "60 minutes after the first error.") The escalation groups will be visually re-sorted in the order of the times that they contain when you complete your editing.

Any escalation groups that are created, but left empty, will automatically be removed when you leave the Actions dialog.

[See Adding Actions for additional information.](#)



See [Alert Suppressing, Event Escalation and Event Deduplication](#) to see how these features can be used together for suppressing alerts.

Variables

A number of the actions accept variables to alter their output. The messaging actions ([E-mail](#), [Message Box](#), [Network Message](#), [Pager Alert](#), and [SMS Message](#)) can all accept variables in their message template. In addition, the executable actions ([Execute Script](#) and [Start Application](#)) can also accept variables to change the action at run time.

Replacement Variables

The variables below can be inserted into the action or the message template as shown. The one exception is the Execute Script action -- in that case, the starting and ending \$ are not used.

Variable Modifications

Most variables support replacement and truncation using this format:

- `$Details['a','b']$` replace character 'a' with character 'b' in the value of Details before using it as a replacement value.
- `$Details["abc","xyz"]$` replace string "abc" with "xyz" in the Details's value before using it as a replacement value.
- `$Details[50]$` Truncate the value to 50 characters before the replacement

Note that these can also be combined such as:

- `$Details['"',' '][60]$>` Replace quote characters with a single space, and truncate to 60 characters
- `$Details['!','~']["\r\n", ""][70]$>` Replace pipe characters with tilde characters, remove newline combinations, and truncate to 70 characters

General Variables

The following variables are always available. Please note that variables are case sensitive.

Variable	Meaning
<code>\$AlertCharts\$</code>	This value will be replaced with charts if any are available for the alert. This variable only works with Email Actions.
<code>\$AlertID\$</code>	A unique integer that represents this particular alert.
<code>\$CustomProp(propName)\$</code>	The value for a custom property for the target monitor, computer or containing group. Empty if the property is not defined. See below for more details.
<code>\$Date\$</code>	Current date in string format
<code>\$Details\$</code>	Text describing the result of the monitor. This is what most other actions display/report. If you want the Details value to be on a single line, use <code>\$Details_Single_Line\$</code>
<code>\$Details_Single_Line\$</code>	The Details variable with everything on one line (line breaks removed)
<code>\$Details_Single_Line(x)\$</code>	The first X characters of the Details variable. Useful for trimming the value to a specific length.
<code>\$Group\$</code>	The group that contains the computer where the monitor detected the issue
<code>\$GroupPath\$</code>	The full group path (ie Group1\Group2\Group3) that contains the computer where the monitor detected the issue
<code>\$Machine\$</code>	The computer where the monitor detected the issue
<code>\$MachineIP\$</code>	The IP address of the computer where the monitor detected the issue. Defaults to 0.0.0.0 if the value can't be determined.
<code>\$MachineID\$</code>	ID of the computer involved. Defaults to 0 if the value can't be determined.
<code>\$MachineAlias\$</code>	The aliased computer name (if an alias was entered, otherwise the same as Machine above)
<code>\$MonitorTitle\$</code>	Title of the reporting monitor

\$MonitorMsg\$	Custom message text from the originating monitor. This can be set in the monitor's Advanced Monitor Options
\$NL\$	New Line character
\$ProdVer\$	Current version of this program
\$MonitorType\$	The type of monitor that detected the issue. This is the same text as you see in the list when choosing to create a new monitor.
\$Status\$	Status of the monitor. <i>(See table below for possible values.)</i>
\$StatusText\$	A cleaner version of Status. See table below for possible values (note that some values are rarely seen).
\$Time\$	Current time in string format
\$TimeInError\$	Amount of time that a monitor is or was in error. Ex: "Was in error for 1h 2m 3s"
\$WinDir\$	WINDOWS directory for the target computer

Status	Status Text	Meaning
msOK	OK	Monitor is OK
msALERT	Alert	Monitor is in alert state because of what it found
msALERT_GREEN	Alert (Green)	The monitor is in Alert state, but has been configured to remain green anyway.
msALERT_RED	Alert (Red)	The monitor is in Alert state, but has been configured to turn red.
msSUPPRESSED_ALERT	Suppressed Alert	The monitor is in Alert state, but actions are being suppressed via Alert Suppression settings.
msUNACKNOWLEDGED	Unacknowledged Alerts	OK state, except there are unacknowledged errors and Error Acknowledgement is enabled
msERROR	Internal Error	The product is not functioning correctly. This is not usually a monitor status, but used for global problem broadcasts.
msSUPPRESSED_ERROR	Suppressed Error	The monitor is in ERROR state, but Alert Suppression settings are keeping it from firing actions.
msCANTMONITOR	Can't Run!	The monitor is unable to perform its function, possibly because of lack of rights or access.
msDISABLED	Disabled	The monitor is currently disabled
msRUNNING	Running	Monitor is currently running.
msINIT	Scheduled	All monitors are set to this status when the service first starts
msPAUSING	Initial Pause	If the monitoring service is set to wait at startup (via Settings), the monitors will use this status
msUNLICENSED	Not Enough Licenses	Set if more servers are being monitored than licenses allow
msSKIPPINGACTIONS	Skipping Actions	If alerts should not be fired at startup, as specified in Settings
msCANTMONITORNOW	Monitor Busy	Usually happens if a monitor is constrained and has to wait a little longer before it can run. Not an error.
msTRAINING	Training Period	The monitor is collecting data for automatic training purposes, and will not alert.
msMAINTENANCE	Server Maintenance	The server is in maintenance mode, so the monitor will not run
msWRONG_EDITION	Wrong Product Edition	This monitor is not supported with the installed license.
msEXCLUSION_PERIOD	Exclusion Period	The monitor is configured not allowed to run at this time.
msDEPENDENCY_NOT_MET	Dependency Not Met	Monitor dependencies are not met, so this monitor will not run.
msSERVER_DISABLED	Server Disabled	The server is disabled, so the monitors will not run.
msOWNING_SATELLITE_DISCONNECTED	Satellite Disconnected	The satellite that runs this monitor has not reported in, so the monitor status is unknown

Custom Properties

[Custom Properties](#) can be used as expansion variables by using them in this form:

\$CustomProp(*propertyName*)\$

Row Variables

In addition to the values that are always available, the following values are available depending on which monitor type is sending the alert. The additional information is reported in rows for those monitors that can report information on a number of items (such as a list of changed files and directories). The number in parenthesis (the x) should therefore be replaced with a 1 for the first row of results, 2 for the second, etc. (Example: \$Item(1)\$, \$Item(2)\$, \$State(1)\$...).

NOTE: It is possible to not have any extra row data, especially in the emergency alert cases shown above.

Monitors	Row Variables
Actions Scheduler	<i>\$Item(x)\$</i> - Unused <i>\$State(x)\$</i> - OK or PROBLEM
Calculated Status	<i>\$Item(x)\$</i> - Unused <i>\$State(x)\$</i> - OK or PROBLEM
Directory Quota Monitor	<i>\$CurrentValue(x)\$</i> - Directory size in MB <i>\$Item(x)\$</i> - Directory being checked <i>\$ItemType(x)\$</i> - Constant value always equal to 'Directory' <i>\$LimitValue(x)\$</i> - Configured threshold directory size in MB <i>\$State(x)\$</i> - OK or PROBLEM
Disk Space Monitor	<i>\$CurrentValue(x)\$</i> - Number of free MB on the drive <i>\$Item(x)\$</i> - The drive whose free disk space is being checked <i>\$ItemType(x)\$</i> - Constant value equal to 'Disk', or 'Error' <i>\$LimitValue(x)\$</i> - Configured threshold (could be in % or an absolute size and unit) <i>\$State(x)\$</i> - OK or PROBLEM
Dynamic Server List	<i>\$CurrentValue(x)\$</i> - "ADDED" or "REMOVED" <i>\$Item(x)\$</i> - IP address of the computer/device <i>\$ItemType(x)\$</i> - Constant value of "DEVICE" <i>\$LimitValue(x)\$</i> - DNS name if it can be determined <i>\$State(x)\$</i> - OK or PROBLEM
Execute Script	<i>\$Item(x)\$</i> - Unused <i>\$State(x)\$</i> - OK or PROBLEM
File & Directory Change Monitor (CIFS)	<i>\$CurrentValue(x)\$</i> - Type of change that occurred. One of: 'Created', 'Deleted', or 'Changed'. <i>\$Item(x)\$</i> - File or directory path that changed <i>\$ItemType(x)\$</i> - Constant value always equal to 'File' or 'Directory' <i>\$State(x)\$</i> - OK or PROBLEM
File Age Monitor	<i>\$CurrentValue(x)\$</i> - Age of the file in minutes <i>\$Extra1(x)\$</i> - File path (file & directory) that is too old <i>\$Item(x)\$</i> - File name (not path) that is too old <i>\$ItemType(x)\$</i> - Constant value always equal to 'File' <i>\$State(x)\$</i> - OK or PROBLEM
File/Directory Size Monitor	<i>\$CurrentValue(x)\$</i> - Current size of the file/directory <i>\$Item(x)\$</i> - The directory or file that has grown beyond the threshold <i>\$ItemType(x)\$</i> - Constant value always equal to 'Directory' or 'File' <i>\$LimitValue(x)\$</i> - Threshold for the file/directory before firing actions <i>\$State(x)\$</i> - OK or PROBLEM
File System Analyzer	<i>\$CurrentValue(x)\$</i> - Current size the user or directory is using <i>\$Item(x)\$</i> - The user or directory that is being reported on <i>\$ItemType(x)\$</i> - Constant value always equal to 'User' or 'Directory' <i>\$State(x)\$</i> - OK or PROBLEM
Inventory Collector	<i>\$CurrentValue(x)\$</i> - Not Set <i>\$Item(x)\$</i> - Not Set <i>\$ItemType(x)\$</i> - Not Set <i>\$LimitValue(x)\$</i> - Not Set <i>\$State(x)\$</i> - OK or PROBLEM
User Quota Monitor	<i>\$CurrentValue(x)\$</i> - Current size being used by the user <i>\$Item(x)\$</i> - The user who is over or under their quote <i>\$ItemType(x)\$</i> - Constant value always equal to 'User' <i>\$LimitValue(x)\$</i> - Maximum size allowed before alert actions are fired

$\$State(x)\$$ - OK or PROBLEM

External API

PA Storage Monitor has a simple API for automating some basic operations.

Security

To protect the system from un-authorized requests, there are two security precautions that are required:

SSL - SSL must be enabled for the embedded HTTP server. This can be done on the [HTTP Settings](#) dialog.

API Key - The API Key registry setting must be set. This is analogous to a username/password. Under HKEY_LOCAL_MACHINE\software\PAStorageMonitor, create a value named API_KEY. Set it to a long string value of random characters.

Requests are made via HTTPS. The format of the requests is:

```
https://{server}:{port}?KEY={API Key}&API={command}
```

Additional optional parameters can be appended to the URL using the pattern:

```
&{param_name}={value}
```

Return Values

All API commands return data as simple text. Successful commands return as XML, or in the following format:

```
:START:  
{returned data  
can be multiple lines}  
:END:
```

All errors are returned as:

```
:ERROR:{error text}
```



IDs: Some of the requests below take a Group ID, Computer ID and/or Monitor ID. You can get IDs via:

In the Console by enabling View > Show Object IDs in Navigation Tree

Get them programatically by using the following requests:

Group IDs : GET_GROUP_LIST

Computer IDs: GET_SERVER_LIST

Monitor IDs: GET_MONITOR_INFO

Querying the ConfigComputerInfo or ConfigGroupInfo tables in the database. Monitor IDs are not available this way.

API Commands

Below are the supported commands. The command name should be inserted where {command} is shown in the example above.

[Group Commands](#)

[Server/Device Commands](#)

[Monitor Commands](#)

[Action Commands](#)

[Miscellaneous Commands](#)

Group Commands

GET_GROUP_LIST

Returns a list of groups, with their name, full path name, group ID, and group ID for the group's parent.

Optional Parameters

XML = {0|1} - defaults to 0

Example

```
https://server:81?KEY=mysecretkey&API=GET_GROUP_LIST
```

Output (name|full path|id|parentID)

```
:START:
Servers/Devices|Servers/Devices|0|-1
Boston|Servers/Devices^Boston|1|0
Office|Servers/Devices^Office|2|0
Dev|Servers/Devices^Office^Dev|3|2
:END:
```

XML Example

```
https://server:81?KEY=mysecretkey&API=GET_GROUP_LIST&XML=1
```

XML Output

```
<?xml version="1.0" ?>
<groups>
  <group name="Servers/Devices" path="Servers/Devices" id="0" parentID="-1" />
  <group name="Boston" group="Servers/Devices^Boston" id="1" parentID="0" />
  <group name="Office" group="Servers/Devices^Office" id="2" parentID="0" />
  <group name="Dev" group="Servers/Devices^Office^Dev" id="3" parentID="2" />
</groups>
```

ADD_GROUP

Add the given group if it doesn't already exist

Required Parameters

NAME - Full of the group name. For example, a group named "Exchange Servers" under the top "Servers\Devices" would set NAME to Servers\Devices^Exchange%20Servers (delimit groups with ^, URL encode, so a space becomes %20)

Example

```
https://server:81?KEY=mysecretkey&API=ADD_GROUP&NAME=Servers\Devices^New%20York^Web
```

Output

```
:OK:
123
```

The 123 above is the new Group ID (referred to as GID in some other functions)

DELETE_GROUP

Delete the named group. If it contains child groups or servers, they will become orphaned and moved to the top Servers\Devices group the next time the monitoring service is restarted.

Required Parameters

NAME - Full of the group name. For example, a group named "Exchange Servers" under the top "Servers\Devices" would set NAME to Servers\Devices^Exchange%20Servers (delimit groups with ^, URL encode, so a space becomes %20)

Example

```
https://server:81?KEY=mysecretkey&API=DELETE_GROUP
&NAME=Servers\Devices^New%20York^Web
```

Output

```
:OK:
```

GET_GROUP_PROP

Retrieves a custom property on a group. If the property is not defined, an empty value is returned.

Required Parameters

GID - Group ID for the group to target for the operation.

PROPNAME - Name of the property to retrieve

Example

```
https://server:81?KEY=mysecretkey&API=GET_GROUP_PROP&GID=0&PROPNAME=ONCALL
```

Output

```
:START:  
555-555-1234  
:END:
```

SET_GROUP_PROP

Sets a custom property on a group. If the property value is empty, the custom property is removed.

Required Parameters

GID - Group ID for the group to target for the operation.

PROPNAME - Name of the property to set

PROPVAL - Value of the property to set

Example

```
https://server:81?KEY=mysecretkey&API=SET_GROUP_PROP&GID=0  
&PROPNAME=ONCALL&PROPVAL=555-555-1234
```

Output

```
:OK:
```

GET_NOTES

Gets the Notes from a Server/Device or from a Group

Required Parameters

CID - Computer ID for the computer to retrieve notes from.

- or -

GID - Group ID for the group to retrieve notes from.

PATH - File that the notes will be saved into. This needs to be accessible to the Central Monitoring Service (a local file).

Example

```
https://server:81?KEY=mysecretkey&API=GET_NOTES&CID=125&PATH=C:\Notes\Comp125Notes.txt
```

Output

```
:OK:
```

SET_NOTES

Sets the Notes for a Server/Device or for a Group

Required Parameters

CID - Computer ID for the computer to retrieve notes from.

- or -

GID - Group ID for the group to retrieve notes from.

PATH - File that the notes will be read from. This needs to be accessible to the Central Monitoring Service (a local file).

Example

```
https://server:81?KEY=mysecretkey&API=SET_NOTES&CID=125&PATH=C:\Notes\Comp125Notes.txt
```

Output

```
:OK:
```

START_MAINTENANCE

Put server(s) or a monitor into immediate maintenance mode.

Required Parameters

CID - Computer ID for the computer to target for the operation.

- or -

GID - Group ID for the group that contains target computers (including those in child-groups).

- or -

MID - Monitor ID for the specific monitor that should be affected.

MINUTES - time in minutes that the server should remain in maintenance mode before it automatically reverts to normal monitoring

Optional Parameters

FORCE - 1 to allow the maintenance window to be shortened. Defaults to 0

Example

```
https://server:81?KEY=mysecretkey&API=START_MAINTENANCE&CID=37&MINUTES=15&FORCE=1
```

Output

```
:OK:
```

END_MAINTENANCE

Put server(s) or a monitor back into normal monitoring mode.

Required Parameters

CID - Computer ID for the computer to target for the operation.

- or -

GID - Group ID for the group that contains target computers (including those in child-groups).

- or -

MID - Monitor ID for the specific monitor that should be affected.

Example

```
https://server:81?KEY=mysecretkey&API=END_MAINTENANCE&CID=37
```

Output

```
:OK:
```

Server/Device Commands

GET_SERVER_LIST

Returns a list of servers and the group that the server is in. The XML version also shows the computer's internal ID.

Optional Parameters

XML = {0|1} - defaults to 0

GID = {group ID}, defaults to 0 (top Servers/Devices group).

ALL = {0|1} - 0 means just return the servers directly in the group, 1 returns all servers in all sub-groups as well

Example

```
https://server:81?KEY=mysecretkey&API=GET_SERVER_LIST
```

Output (server|group^group)

```
:START:  
DNVISTA|Servers/Devices  
192.168.2.5|Servers/Devices  
POWERADMIN.COM|Servers/Devices^Boston  
OPSMON02|Servers/Devices^Servers^Office  
ARCHIVE|Servers/Devices  
:END:
```

XML Example

```
https://server:81?KEY=mysecretkey&API=GET_SERVER_LIST&XML=1
```

XML Output

```
<?xml version="1.0" ?>  
<servers>  
  <server name="DNVISTA" group="Servers/Devices^Boston^Servers" id="1" groupID="1" alias="DNVISTA" status="ok" />  
  <server name="192.168.2.5" group="Servers/Devices^Kansas City" id="2" groupID="2" alias="EXCHANGE" status="maintenance" />  
  <server name="POWERADMIN.COM" group="Servers/Devices^External" id="4" groupID="3" alias="POWERADMIN.COM" status="disabled" />  
  <server name="OPSMON02" group="Servers/Devices^Boston^Servers" id="5" groupID="1" alias="OPS" status="unlicensed" />  
  <server name="ARCHIVE" group="Servers/Devices^Boston^Servers" id="8" groupID="1" alias="ARCHIVE"
```

```
status="sat_disconnected" />
</servers>
```

Note that all possible values of 'status' are shown above

LOOKUP_CID

Given a device hostname or IP address, looks up the device and returns the Computer ID (CID) which is used in many other API calls.

Required Parameters

NAME - Host name or IP address of the target server.

Example

```
https://server:81?KEY=mysecretkey&API=LOOKUP_CID&NAME=FS01
```

Output

```
:OK:
42
```

ADD_SERVER

Add and optionally configure the named server

Required Parameters

SERVER - name of the server that should be added. If the server already exists, it will be operated on (WIN, WMI and GROUP will not have an effect in that case).

Optional Parameters

ALIAS={new alias|CLEAR_ALIAS} - If set to CLEAR_ALIAS, deletes the alias. Otherwise sets the alias to the new value. If the value is blank or ALIAS is not sent, no changes to the alias are made.

WIN={0|1} - defaults to 0. Set to 1 if this is a Windows server.

WMI={0|1} - defaults to 0. Set to 1 if WMI polling should happen to collect System Details information for the server status report

CONFIG_PATH - defaults to none. Full path to a .xml config file that specifies a configuration that should be applied to the new server. .xml files are created by [exporting a computer's configuration](#), or by using the EXPORT_SERVER API below. The file must be on the same computer as PA Storage Monitor is running on.

GROUP - defaults to none (which implies the top level group). The full path to the group that the server should be placed in, for example: Servers/Devices^Seattle^Exchange Servers (where the ^ delimits group names).

SATID - Satellite ID. Defaults to the Central Service. Satellite IDs can be obtained in the Console by looking at the Satellite's status report. They generally look something like: 51fa284a-58d6-41a0-870e-1cbd7db6c12a

GETID={0|1} - defaults to 0. If set to 1, this function will wait (possibly a long time) until the new device is added so the Computer ID (CID) value can be returned.

Example

```
https://server:81?KEY=mysecretkey&API=ADD_SERVER&SERVER=MAILSRV2&WIN=1&WMI=1&GETID=1
&CONFIG_PATH=C:\Configs\Mail+Config.cxml
```

Output

```
:OK:
471
```

The 471 above is the newly created Computer ID (CID) that is returned because GETID=1. Without GETID=1, the Output would simply be :OK:

DELETE_SERVER

Delete the named server, along with all of its monitors

Required Parameters

CID - Computer ID for the computer to target for the operation.

(deprecated) SERVER - name of the server that should be deleted

Example

```
https://server:81?KEY=mysecretkey&API=DELETE_SERVER&CID=125
```

Output

```
:OK:
```

EXPORT_SERVER

Exports the configuration of the specified server in a .cxml file. Per-server passwords (if any) are NOT exported.

Required Parameters

CID - Computer ID for the computer to target for the operation.

- or -

SERVER - Name of the computer to target. If there are multiple computers with the same name (perhaps at different locations), which one is returned is not defined.

Optional Parameters

PATH - Full path to the output file. If this is not given, the file will be saved to C:\Program Files\PA Storage Monitor\Config\Backup\Export_Computer_{CID}.cxml

Note: Be careful where these files are saved as some monitor configurations might contain sensitive information.

Example

```
https://server:81?KEY=mysecretkey&API=EXPORT_SERVER&CID=125
```

Output

```
:OK:
```

GET_SERVER_PROP

Retrieves a custom property on a server. If the property is not defined, an empty value is returned.

Required Parameters

CID - Computer ID for the computer to target for the operation.

- or -

SERVER - Name of the computer to target. If there are multiple computers with the same name (perhaps at different locations), which one is returned is not defined.

PROPNAME - Name of the property to retrieve Multiple properties can be passed in a comma separated list.

Example (single property)

```
https://server:81?KEY=mysecretkey&API=GET_SERVER_PROP&CID=125&PROPNAME=Customer
```

Example (multiple properties)

```
https://server:81?KEY=mysecretkey&API=GET_SERVER_PROP&CID=125&PROPNAME=Customer, ID, Phone
```

Output

```
:START:  
IBM  
51434  
555-555-1234  
:END:
```

Example (ID property not defined on target)

```
https://server:81?KEY=mysecretkey&API=GET_SERVER_PROP&CID=125&PROPNAME=Customer, ID, Phone
```

Output

```
:START:  
IBM  
  
555-555-1234  
:END:
```

Output

```
:START:  
IBM  
:END:
```

SET_SERVER_PROP

Sets a custom property on a server. If the property value is empty, the custom property is removed.

Required Parameters

CID - Computer ID for the computer to target for the operation.

- or -

SERVER - Name of the computer to target. If there are multiple computers with the same name (perhaps at different locations), which one is returned is not defined.

PROPNAME - Name of the property to set

PROPVAL - Value of the property to set

Example

```
https://server:81?KEY=mysecretkey&API=SET_SERVER_PROP&CID=125  
&PROPNAME=Customer&PROPVAL=IBM
```

Output

```
:OK:
```



The Custom Property DISPLAYED_NOTES is the value you can set by right-clicking a computer and selecting Notes. Notes show up at the top of a Server Status Report.

GET_NOTES

Gets the Notes from a Server/Device or from a Group

Required Parameters

CID - Computer ID for the computer to retrieve notes from.

- or -

GID - Group ID for the group to retrieve notes from.

PATH - File that the notes will be saved into. This needs to be accessible to the Central Monitoring Service (a local file).

Example

```
https://server:81?KEY=mysecretkey&API=GET_NOTES&CID=125&PATH=C:\Notes\Comp125Notes.txt
```

Output

```
:OK:
```

SET_NOTES

Sets the Notes for a Server/Device or for a Group

Required Parameters

CID - Computer ID for the computer to retrieve notes from.

- or -

GID - Group ID for the group to retrieve notes from.

PATH - File that the notes will be read from. This needs to be accessible to the Central Monitoring Service (a local file).

Example

```
https://server:81?KEY=mysecretkey&API=SET_NOTES&CID=125&PATH=C:\Notes\Comp125Notes.txt
```

Output

```
:OK:
```

START_MAINTENANCE

Put server(s) or a monitor into immediate maintenance mode.

Required Parameters

CID - Computer ID for the computer to target for the operation.

- or -

GID - Group ID for the group that contains target computers (including those in child-groups).

- or -

MID - Monitor ID for the specific monitor that should be affected.

MINUTES - time in minutes that the server should remain in maintenance mode before it automatically reverts to normal monitoring

Optional Parameters

FORCE - 1 to allow the maintenance window to be shortened. Defaults to 0

Example

```
https://server:81?KEY=mysecretkey&API=START_MAINTENANCE&CID=37&MINUTES=15&FORCE=1
```

Output

```
:OK:
```

END_MAINTENANCE

Put server(s) or a monitor back into normal monitoring mode.

Required Parameters

CID - Computer ID for the computer to target for the operation.

- or -

GID - Group ID for the group that contains target computers (including those in child-groups).

- or -

MID - Monitor ID for the specific monitor that should be affected.

Example

```
https://server:81?KEY=mysecretkey&API=END_MAINTENANCE&CID=37
```

Output

```
:OK:
```

SERVER_ENABLE

Enables or disables the server (disabling a server disables all monitors for that device)

Required Parameters

CID - Computer ID for the computer to target for the operation.

ENABLE - Set to 1 to enable monitoring, or 0 to disable monitoring

Example

```
https://server:81?KEY=mysecretkey&API=SERVER_ENABLE&CID=42&ENABLE=0
```

Output

```
:OK:
```

GOTO_SERVER_REPORT

Pass a server name and get forwarded to that server's status report

Required Parameters

CID - Computer ID for the computer to target for the operation.

(deprecated) SERVER - name of the server

Example

```
https://server:81?KEY=mysecretkey&API=GOTO_SERVER_REPORT&CID=362
```

Output

Browser gets redirected to the given server's status report page

Monitor Commands

GET_MONITOR_INFO

Returns information about all monitors owned by a particular computer.

Required Parameters

CID - Computer ID for the computer to target for the operation. **ALL** can be used to return information all monitors

Optional Parameters

FORMAT_DATE - 0 to always output as dd-mm-yyyy hh:mm:ss (24 hour hh), or 1 to use the same format that the existing reports use (which can be customized). Defaults to 0.

STATUS - a comma separated list of monitor statuses. Only monitors that are currently the specified status will be returned. See status values in the table at the bottom of the page.

Example

```
https://server:81?KEY=mysecretkey&API=GET_MONITOR_INFO&CID=371  
&FORMAT_DATE=1
```

```
https://server:81?KEY=mysecretkey&API=GET_MONITOR_INFO&CID=ALL
&STATUS=2,10,17,18,19
```

Output (XML)

```
<?xml version="1.0" ?>
<monitors>
  <monitor id="105047" status="OK" depends_on="" title="DNS Check: Yahoo" lastRun="24-02-2023
11:22:45" nextRun="24-02-2023 11:23:45" errText="[yahoo.com resolving to 74.6.143.26] "
errActionIDs="12" fixedActionIDs="12" inErrSeconds="0" monitorType="DNS Monitor" monitorKind="M"
owningCompID="31" owningGroupID="0"/>
  <monitor id="111981" status="OK" depends_on=""
title="Check directory size at E:\Hyper-V" lastRun="24-02-2023 11:19:06" nextRun="24-02-2023
11:24:06" errText="[Last size: 112 GB] " errActionIDs="" fixedActionIDs="" inErrSeconds="0"
monitorType="File/Dir Size" monitorKind="M" owningCompID="31" owningGroupID="0"/>
  <monitor id="118722" status="OK" depends_on="" title="Core - Ping Monitor" lastRun="" nextRun="" errText=""
errActionIDs="" fixedActionIDs="" inErrSeconds="0" monitorType="Ping" monitorKind="T"
owningCompID="0" owningGroupID="98"/>
</monitors>
```

Notes:

- * monitorKind can be "M" for a typical monitor, "T" for a monitor template, "MT" for a monitor that derives from a template, or "G" for a global monitor.
- * owningComputerID will be 0 for templates (T) and global monitors (G)
- * owningGroupID will only be non-zero for monitor templates (T)

GET_MONITOR_CONFIG

Retrieves a monitor's XML configuration. This can also be retrieve manually in the Console by first enabling the Console_ShowExportMonitor option in Advanced Services > Advanced Settings. Once that is done, you can right-click a monitor and click the new Export Monitor Configuration menu option.

Required Parameters

MID - Monitor ID for the target monitor

Example

```
https://server:81?KEY=mysecretkey&API=GET_MONITOR_CONFIG&MID=198709
```

Output

The XML configuration data is returned which will look similar to:

```
<?xml version="1.0"?><checksum value="3272823308">
<Obj-Monitor2 ver="3">
...
```

SET_MONITOR_CONFIG

Set the configuration of a monitor to new values. Often this XML would have been retrieved using GET_MONITOR_CONFIG or from the Console.

Required Parameters

MID - Monitor ID for the target monitor

CONFIG - The monitor configuration XML



Important: If the XML is not valid, there is a chance the monitoring service will crash when loading the monitor. Great care should be used in manipulating the XML. If the service crashes, you may need to restore from the configuration backup which is stored in the Config\Backup folder.

In addition, because of the format and size of the typical monitor XML, this API usually needs to be called via a POST rather than a GET.

Example

```
wget.exe --no-check-certificate --post-file=C:\Data\SetMonitor.txt https://localhost:81
```

See the contents of [SetMonitor.txt](#) to see the URL-encoded content that is sent as a form post.

Note that at the top you'll see the familiar

```
KEY=mysecretkey&API=SET_MONITOR_CONFIG&MID=198709&CONFIG={encoded XML}
```

Output

```
:OK:
```

ADD_MONITOR

Adds a new monitor to a server. Often this XML would have been retrieved using GET_MONITOR_CONFIG or from the Console.

Required Parameters

CID - Target Computer ID for the computer that the monitor will be added to

CONFIG - The monitor configuration XML



Important: If the XML is not valid, there is a chance the monitoring service will crash when loading the monitor. Great care should be used in manipulating the XML. If the service crashes, you may need to restore from the configuration backup which is stored in the Config\Backup folder.

In addition, because of the format and size of the typical monitor XML, this API usually needs to be called via a POST rather than a GET.

Example

```
wget.exe --no-check-certificate --post-file=C:\Data\AddMonitor.txt https://localhost:81
```

See the contents of [AddMonitor.txt](#) to see the URL-encoded content that is sent as a form post.

Note that at the top you'll see the familiar

```
KEY=mysecretkey&API=ADD_MONITOR&CID=3579&CONFIG={encoded XML}
```

Output

```
:OK:  
456
```

The 456 above is the newly added Monitor ID (referred to as MID in other functions)

MONITOR_ENABLE

Enables or disables the monitor

Required Parameters

MID - Monitor ID for the monitor to target for the operation.

ENABLE - Set to 1 to enable monitoring, or 0 to disable monitoring

Example

```
https://server:81?KEY=mysecretkey&API=MONITOR_ENABLE&MID=1312&ENABLE=0
```

Output

```
:OK:
```

START_MAINTENANCE

Put server(s) or a monitor into immediate maintenance mode.

Required Parameters

CID - Computer ID for the computer to target for the operation.

- or -

GID - Group ID for the group that contains target computers (including those in child-groups).

- or -

MID - Monitor ID for the specific monitor that should be affected.

MINUTES - time in minutes that the server should remain in maintenance mode before it automatically reverts to normal monitoring

Optional Parameters

FORCE - 1 to allow the maintenance window to be shortened. Defaults to 0

Example

```
https://server:81?KEY=mysecretkey&API=START_MAINTENANCE&CID=37&MINUTES=15&FORCE=1
```

Output

```
:OK:
```

END_MAINTENANCE

Put server(s) or a monitor back into normal monitoring mode.

Required Parameters

CID - Computer ID for the computer to target for the operation.

- or -

GID - Group ID for the group that contains target computers (including those in child-groups).

- or -

MID - Monitor ID for the specific monitor that should be affected.

Example

```
https://server:81?KEY=mysecretkey&API=END_MAINTENANCE&CID=37
```

Output

```
:OK:
```

RUN_NOW

Request the specified monitor be run immediately

Required Parameters

MID - Monitor ID for the monitor to run immediately.

Optional Parameters

FORCE - 1 to run the monitor even if it's disabled or the server is in maintenance. Defaults to 0

Example

```
https://server:81?KEY=mysecretkey&API=RUN_NOW&MID=4721&FORCE=1
```

Output

```
:OK:
```

Action Commands

GET_ACTION_INFO

Returns a list describing all the actions in the system (these IDs are used in the errorActionIDs and fixedActionIDs attributes returned from GET_MONITOR_INFO)

Example

```
https://server:81?KEY=mysecretkey&API=GET_ACTION_INFO
```

Output (XML)

```
<?xml version="1.0" ?>
<actions>
  <action id="1" type="Message Box" typeID="3" title="Message Box" />
  <action id="2" type="Write to a Text Log File" typeID="6" title="Write to ServerEvents.txt log
file" />
  <action id="6" type="Start, Stop or Restart a Service" typeID="5" title="Restart stopped service
on monitored computer" />
</actions>
```

Miscellaneous Commands

ACK_ALERT

Acknowledge an alert

Required Parameters

ERRID - The Error ID for the alert. This can be shown in Error Audit reports, or shown on the Server Status report

Optional Parameters

ACKALERTS - 1 to send any Acknowledge alerts attached to the monitor, or 0 to suppress sending them. Defaults to 0.

ACKBY - Name to list as the person doing the acknowledgement. By default it will show "External API". The IP address of the caller will be appended.

Example

```
https://server:81?KEY=mysecretkey&API=ACK_ALERT&ERRID=4172&ACKBY=Robert
```

Output

```
:OK:
```

CREATE_CHART

Creates a chart jpeg file similar to those shown in the server status reports. The chart image will be in the Reports\Temp folder. The caller is responsible for deleting the file when done using it.

Required Parameters

STATID - statistic ID to be charted. The StatID value can be found in the Statistic table, StatID column.

MONTYPE - Monitor type. This is the value from the OwnerType column in the Statistic table.

Optional Parameters

NONZEROBASE - The y-axis of most charts starts at 0. Set this to 1 to indicate the chart should pick a better axis starting point. Defaults to 0

MINUTES - The number of minutes back to chart. Defaults to 1440 (one day)

SUMMARIZATION - Control how the data is summarized, using a value from the below chart. Defaults to 25 (5-minute maximum)

Chart raw values 0

Minute minimum	15
Minute average	14
Minute maximum	16
5-Minute minimum	24
5-Minute average	23
5-Minute maximum	25
Hourly minimum	5
Hourly average	1
Hourly maximum	6
Daily minimum	7
Daily average	2
Daily maximum	8
Weekly minimum	9
Weekly average	3
Weekly maximum	10
Monthly minimum	11
Monthly average	4
Monthly maximum	12
Yearly minimum	18
Yearly average	17
Yearly maximum	19

UNIT - The unit from the table below. Used for display and scaling if needed. Defaults to 15 (generic number)

Generic number	15
Bytes	1
KB	2
MB	3
GB	4
TB	12
PB	13
EB	14
Bps	11
Kbps	17
Mbps	18
Gbps	19
Tbps	20
Scale dynamically	5
Percentage	6
milliseconds	7
Temperature in C	9
Lux	10

COLOR - HTML color for the line. Defaults to #000080

TITLE - Override the title for the chart. Uses the statistic's name by default

FILENAME - Filename only (no path). All files are stored in the Reports\Temp folder. A default name will be chosen if one is not given.

WIDTH - width in pixels. Defaults to 345 wide x 175 high. Either both WIDTH and HEIGHT need to be given, or neither should be given.

HEIGHT - height in pixels.

Example

```
https://server:81?KEY=mysecretkey&API=CREATE_CHART&STATID=4812&MONTYPE=8
&MINUTES=180&COLOR=008000&WIDTH=1000&HEIGHT=500&TITLE=My+Chart+Title
```

Output

```
:OK:  
C:\Program Files\PA Storage Monitor\Reports\Temp\SingleChart_48127.jpg
```

GET_PERF_STATS

Returns *internal* monitoring system performance metrics.

Note that these can also be enabled and retrieved as Windows performance counters. For the list of values returned, the first column is the performance ID, the second column is the name, and the third column is the performance value.

To see what statistics are available, call the API without an IDS parameter.

Required Parameters

NONE

Optional Parameters

IDS - comma separated list of performance IDs to return. If IDS is not give, all performance values are returned.

Example

```
https://server:81?KEY=mysecretkey&API=GET_PERF_STATS&IDS=68,69
```

Output

```
:OK:  
68 FileSightRecsHandled 3289  
69 TotalMonitorsRun 1070110
```

DISCOVERY_CONFIG

Scan an IP address range for new servers that aren't being monitored, and run Smart Config for the new servers. The Discovery and Smart Config procedures can take some time, so an OK result means that the process has been started.

Required Parameters

START - Start of IP address range

END - End of IP address range

Example

```
https://server:81?KEY=mysecretkey&API=DISCOVERY_CONFIG&START=192.168.0.1  
&END=192.168.0.254
```

Output

```
:OK:
```

DO_BACKUP

Once a day and any time the monitoring service starts, the configuration is backed up to C:\Program Files\PA Storage Monitor\Config\Backup. Using this API command, you can force the backup to happen on demand.

Optional Parameters

EXPORTCREDS - Backups normally do NOT contain all of the credentials that a system might have (credentials for accessing other servers, SMTP mail account credentials, database connection string, etc). If you must backup the credentials, you can append &EXPORTCREDS=1 to the end of the URL below and credentials will be saved in plain text in the backup file.



Note: Be VERY careful about using this option. Exporting credentials can be globally disabled by setting

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor\Protected  
[DWORD] DisablePasswordExport = 1
```

Example

```
https://server:81?KEY=mysecretkey&API=DO_BACKUP
```

Output

A new backup file named Backup1.xml is created in C:\Program Files\PA Storage Monitor\Config\Backup

TUNNEL_CREATE

Creates a [SNAP Tunnel](#) based on configuration properties that are passed.

Required Parameters

LPORT - Listen side port (port that you will connect to).

SATID - Satellite where the tunnel will be created to/from. Satellite IDs can be seen in the Console on the Satellite's status report page.

DADDR - Destination hostname/IP address. This is where data will be sent/read from at the Satellite side. It can be the Satellite itself (127.0.0.1 for example) or a host on the remote Satellite's network.

DPORT - Destination port - this is the port where data will be sent to on the destination host.

USERNAME - The user whose credentials will be used to create the tunnel. This user's access will be used to confirm they have access to the destination address. See [Remote User Access](#). To use the legacy mode of not requiring a login, see

SNAP_AllowTunnelFromAnonAPI on [this page](#).

PASSWORD - The password for the user specified by the USERNAME credential

Optional Parameters

SVC_LISTENS - 1 or 0 (defaults to 1). If 1 indicates whether the Central Server will listen on the port specified by LPORT. If 0, the Satellite will listen on the LPORT port.

Example

This will create a listening port on port 9000 on the Central Service which forwards to the RDP port (3389) on 192.168.7.4 on the Satellite's remote network. You could then launch the Remote Desktop application using: mstsc.exe /v:{IP of central service}:9000

```
https://server:81?KEY=mysecretkey&API=TUNNEL_CREATE&LPORT=9000&SATID=f7edb5fe-3aa6-4687-b686-  
9ecaa9094893&DADDR=192.168.7.4&DPORT=3389
```

Output

```
:OK:  
Listening Port: 9000
```

TUNNEL_CLOSE

Closes a [SNAP Tunnel](#) based on configuration properties that are passed. These are the same parameters that would have been passed when the tunnel was created.

Required Parameters

LPORT - Listen side port (port that you will connect to).

SATID - Satellite where the tunnel will be created to/from. Satellite IDs can be seen in the Console on the Satellite's status report page.

DADDR - Destination hostname/IP address. This is where data will be sent/read from at the Satellite side.

DPORT - Destination port - this is the port where data will be sent to on the destination host.

Optional Parameters

SVC_LISTENS - 1 or 0 (defaults to 1). If 1 indicates whether the Central Server will listen on the port specified by LPORT. If 0, the Satellite will listen on the LPORT port.

Example

This will close the tunnel that was created in the TUNNEL_CREATE example above.

```
https://server:81?KEY=mysecretkey&API=TUNNEL_CLOSE&LPORT=9000&SATID=f7edb5fe-3aa6-4687-b686-9ecaa9094893&DADDR=192.168.7.4&DPORT=3389
```

Output

```
:OK:
```

TUNNELS_LIST

Lists SNAP Tunnels that exist to the target Satellite.

Required Parameters

SATID - Satellite for which the tunnel list is requested.

Example

```
https://server:81?KEY=mysecretkey&API=TUNNELS_LIST&SATID=f7edb5fe-3aa6-4687-b686-9ecaa9094893
```

Output

```
<?xml version="1.0"?>  
<tunnels count="1">  
  <tunnel>  
    <listen>9000</listen>  
    <destPort>3389</destPort>  
    <destAddr>192.168.7.4</destAddr>  
    <bServiceIsListener>1</bServiceIsListener>  
    <satelliteID>f7edb5fe-3aa6-4687-b686-9ecaa9094893</satelliteID>  
  </tunnel>  
</tunnels>
```

Monitor Statuses

Alert	2
Alert - Skipping Actions	10
Alert - Green	17
Alert - Red	18
Alert - Suppressing	19
Bad License	14
Can't Run	4
Dependency Not Met	16
Disabled	6
Error	3
Error - Suppressed	21
OK	1
OK - Unacknowledged Alerts - Yellow	20
OK - Unacknowledged Alerts - Red	24
OK - Unacknowledged Alerts - Green	25
Monitor Busy	11
Monitor Maintenance Mode	13
Satellite Disconnected	23
Scheduled	7
Server Disabled	22
Server Maintenance Mode	26
Startup Pause	8
Training	12
Unlicensed	9

File Locations

PA Storage Monitor stores a variety of files under the product directory. This will explain what and where they are.

- C:\Program Files\PA Storage Monitor
Product executable and DLL files
- C:\Program Files\PA Storage Monitor\CA
Self-signed SSL certificate files
- C:\Program Files\PA Storage Monitor\Config
Database containing computer, monitor, action, and report configuration. A Backup directory below this contains periodic exports of the configuration which you can use to go back to a previous point if needed. The backups do not contain password information.
- C:\Program Files\PA Storage Monitor\Databases
Database files which hold monitor findings as well as some system management data. If you choose to use MS SQL Server instead of the embedded database, only a few system management database files will exist here. This directory is configurable via [Database Settings](#).
- C:\Program Files\PA Storage Monitor\Install
The PA Storage Monitor installer will copy itself here, along with a few files to help Satellites upgrade themselves. When you download the Console installer from the product's main report page, it comes from this directory.
- C:\Program Files\PA Storage Monitor\Logs
Default location for internal product log files. This can be changed in [Global Settings](#).
- C:\Program Files\PA Storage Monitor\Maps
The [Visual Status Map](#) report pulls initial maps graphics during configuration from this folder. You can add your own map graphics here if you wish.
- C:\Program Files\PA Storage Monitor\Reports
All reports are generated and stored in this directory. The Shared directory contains files used by all reports. You can delete this directory and everything will be recreated as needed. This directory is configurable via [Report Settings](#).

Ignore Folders

It is highly recommended to add exceptions to file scanning application such as anti-virus, backup and search indexers to ignore the following folders:

- C:\Program Files\PA Storage Monitor\Config
- C:\Program Files\PA Storage Monitor\Databases
- C:\Program Files\PA Storage Monitor\Logs
- C:\Program Files\PA Storage Monitor\Reports

That will protect these folders from any possible file corruption that might happen from files accessed simultaneously from multiple processes.

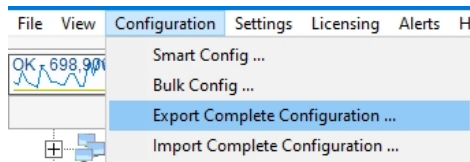
Importing and Exporting Configurations

PA Storage Monitor supports a simple and effective way to transfer your complex monitoring configuration from one installation of the product to another. This is what exporting and importing configurations does.

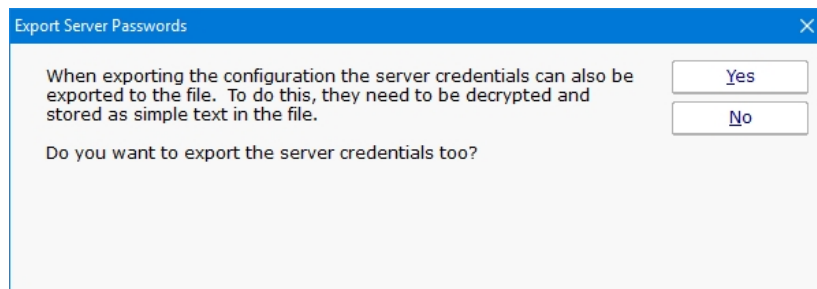
Exporting saves PA Storage Monitor configuration data to a XML formatted file. Importing is loading the PA Storage Monitor XML file in and restoring the configuration.

Exporting Complete Configuration

To get started, select the following menu setting:



The next dialog that you will see will ask you if you would like to export any server passwords that were entered previously:



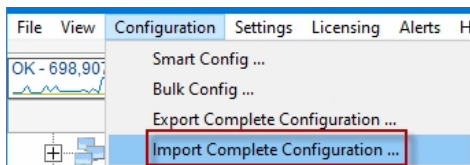
The credentials will be decrypted and visible as plain text in the output file, so you may wish to answer "No" to this prompt.

A standard "File Save" Windows dialog will let you choose a file name, and a location to save the configuration file at. When you export a Complete Configuration, the default file name will be PA Storage Monitor App Configuration.axml.

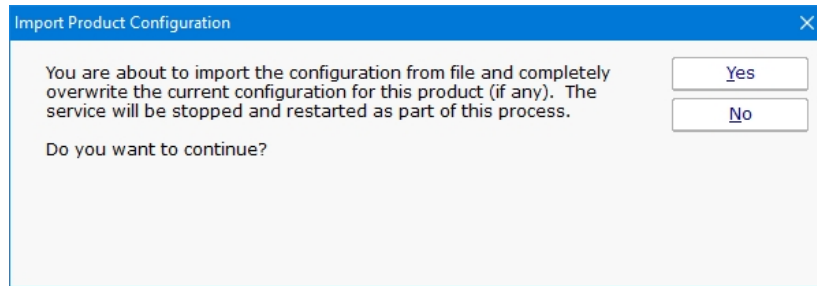
Importing Complete Configuration

Importing a saved PA Storage Monitor configuration from file is a simple process. Note: Importing a complete configuration will erase all existing settings. This is an overwrite operation, not a merge.

Use the following menu selection to choose Import Complete Configuration:



The first prompt that you will see will be a message box indicating that you are about to erase all configured settings in the current instance of PA Storage Monitor and replace them with the contents of the configuration file.



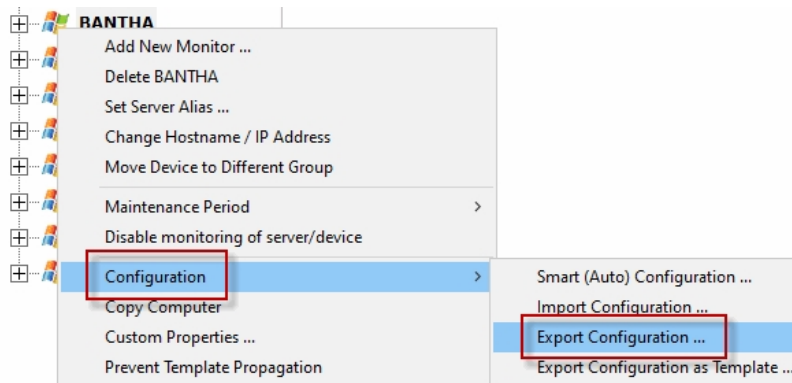
If you answered "Yes" to the question above you will see the standard File Open dialog to select a .xml file that you saved to previously.

At the end of the import, you should see the list of servers restored to the Navigation Pane. A message box will appear at the end of the import process indicating the success of the operation, as well as any monitors or actions that could not be restored.

Exporting Individual Server Configuration

You may export the settings (monitors and actions) that are associated with an individual computer. This operation is very similar to that of exporting the complete configuration of this product as shown above.

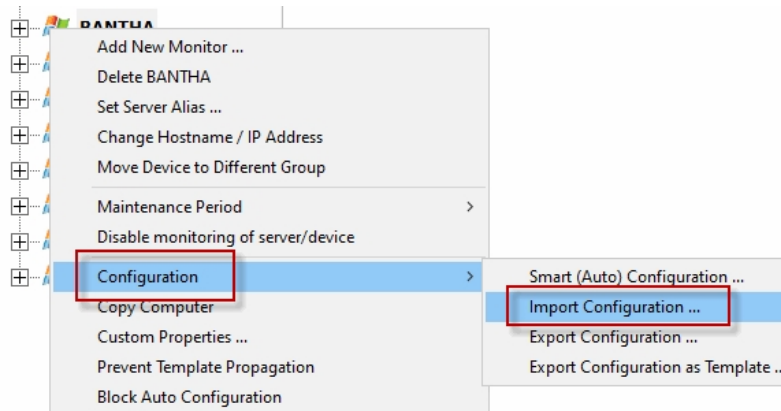
The menu item that selects the export server operation is accessed by right clicking a server or device whose configuration you wish to export. The menu appears as follows.



The series of dialog boxes and the options that appear is similar to that shown above for exporting a complete PA Storage Monitor configuration.

Importing Individual Server Configuration

You may import the settings (monitors and actions) that are associated with an individual computer. The Import Server operation assumes that they exist already from a previous export operation.



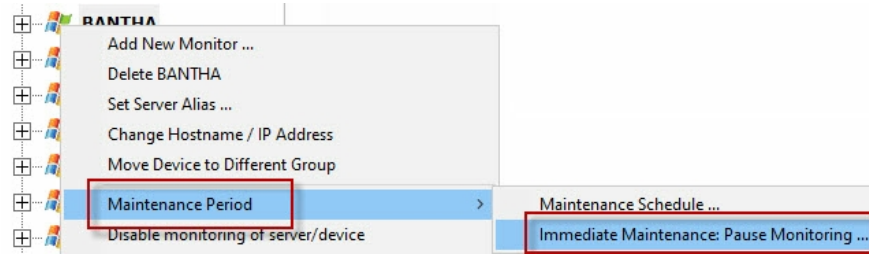
This operation is identical to that of importing the complete configuration of this product as shown above, with the following exception. An import of a server configuration must be applied to an existing computer object that you have already created in PA Storage Monitor.

Maintenance Mode

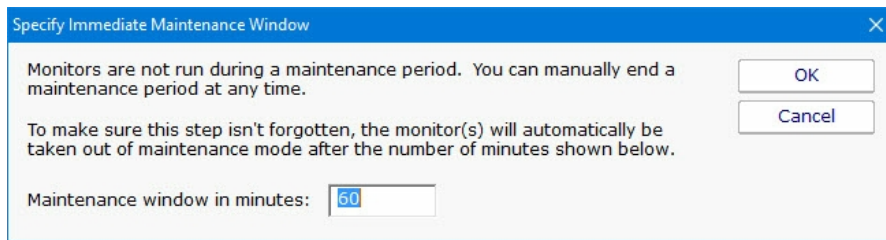
Maintenance Mode is very useful when you'll be working on a computer that is being monitored. Naturally you don't want to receive alerts or have the monitoring service try to correct things that you are working on. Instead of stopping the monitoring service (and potentially forgetting to start it again), you can indicate the monitored computer is being worked on with Maintenance Mode.

Manual Maintenance

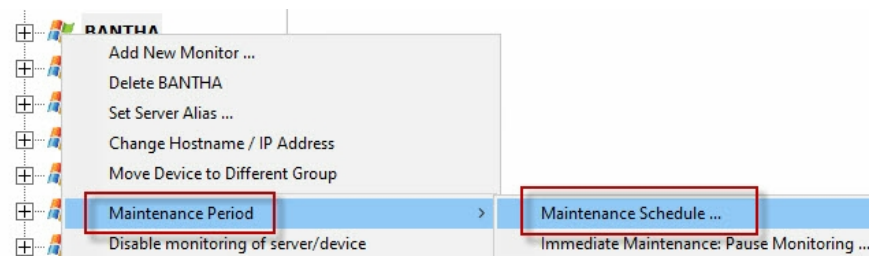
You manually put a server into maintenance mode immediately by right clicking on the computer and choosing Maintenance Period -> Immediate Maintenance: Pause Monitoring.



When you enter Maintenance Mode, you specify how long you expect to be working on the server. No further monitoring of the server will take place until that amount of time has past. Then active monitoring of the server begins again automatically.




Scheduled Maintenance



In addition to the manual maintenance mode mentioned above, scheduled maintenance is also available. With this feature you can have the monitoring service automatically place a server into maintenance mode based on your schedule. This is often useful when some normal process (a nightly backup process for example) might exceed some of the monitors' normal thresholds.

Automatic Maintenance Scheduling

 You can schedule a server to automatically enter maintenance mode. During maintenance mode, no monitors run. At the end of maintenance mode, monitoring begins again automatically.

OK
Cancel

Maintenance is scheduled to begin:
No schedule set

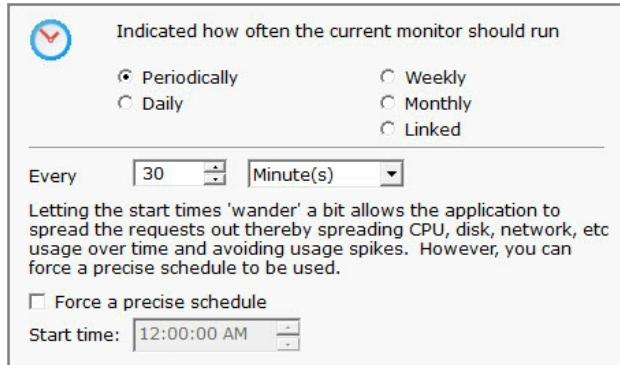
Set Schedule Clear Schedule

Maintenance will last: 1 Hour(s)

Next maintenance period: Automatic maintenance not set

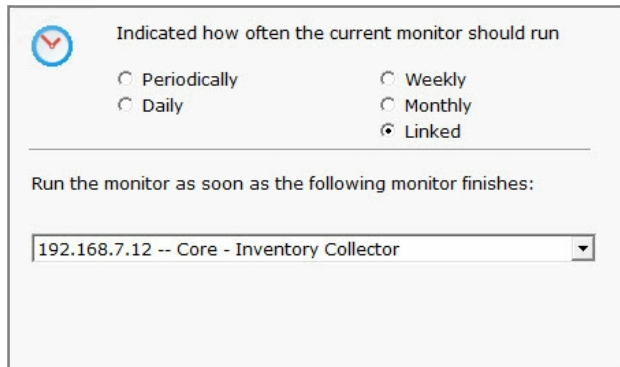
Monitor Schedule

Most monitors have a Schedule button in the lower right corner of their configuration dialog. When the mouse hovers over the Schedule button, the Schedule window is shown below:



You can schedule the monitor to run using a time-based period, on a daily, weekly or monthly schedule.

An additional option, Linked, lets you specify that a monitor should run immediately after another monitor finishes. This is useful in cases where two monitors need to work together, or perhaps see the same underlying system state.



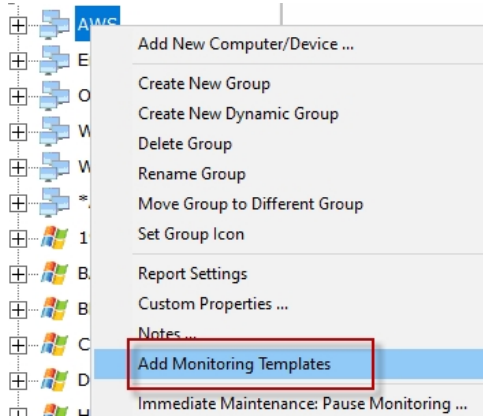
[Advanced Options](#) for most monitors will also let you specify a time during the week (in 30 minute increments) when a specific monitor should not be run. This might be useful during system backup for example.

Monitor Templates

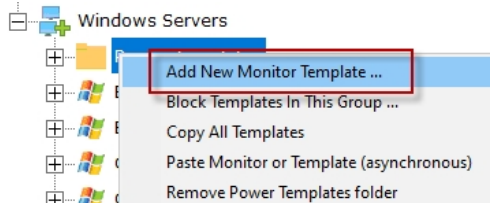
PA Storage Monitor has a powerful templating system which can be used in a few ways, and which has features that show up in a couple of different places in the Console application.

Power Templates

Power Templates are templates that can be configured at a group level, and which are then inherited by monitors contained within that group or sub-groups. The first step is to add a Power Templates folder to the group by selecting Add Monitoring Templates from the group's right-click menu.



Once that is done, a new Power Templates folder will exist in the group.

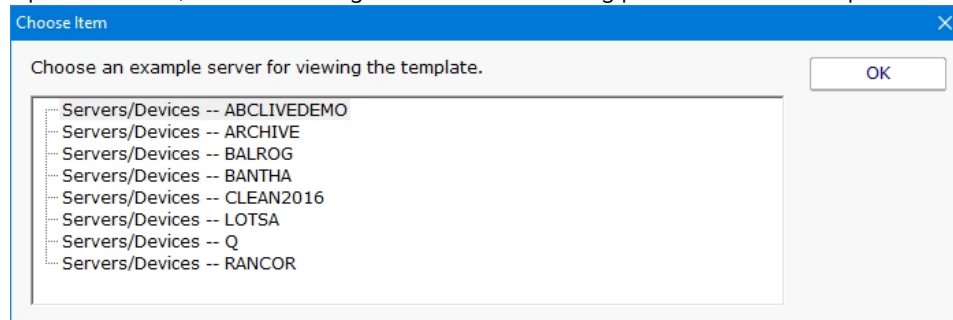


Right-clicking the Power Templates folder reveals a few options:

Add New Power Template

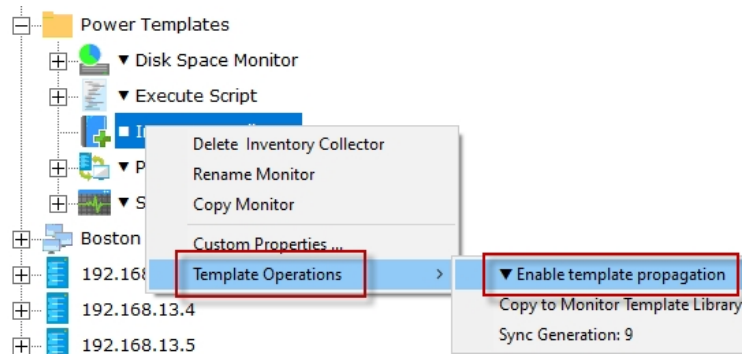
Adding new monitor templates consists of:

1. Choosing an initial computer for the monitor to refer to. This computer is only referred to during monitor configuration. Any time a monitor template is edited, this same dialog is shown so the editing procedure has a computer to refer to if needed.



2. Configuring the monitor normally

Once a template is configured, you'll notice there is one of two symbols before the monitor name. These symbols mean:



■ - The template is not currently propagating down to servers in this group. This is the default state of a new template.

▼ - The template is actively being propagated down to all servers in this group, or within sub-groups. Changes made to the template will also be propagated down.

▲ - This isn't on the template itself, but if you look at a server and see a monitor with this symbol, it indicates this monitor is from a template defined above and cannot be modified directly.

Template Propagation

Monitors that are derived from templates can not be edited -- the monitor configuration is defined by the template. If a template-derived monitor needs to be changed, it can be disconnected from the template, and then edited directly. Changes in the template will no longer change the disconnected monitor. If the disconnected monitor is ever deleted, the template will propagate down to the server again and create a new monitor.

Copying new templates or template updates down to computers within the group happens approximately every minute. If there are many computers within a group the propagation process can take a little while as the template is checked for each computer before it is added.

If a template is deleted, monitors that are derived from it will automatically get deleted within a few minutes.

Remove Power Templates Folder

This option simply removes the Power Templates folder. The folder must be empty before it can be deleted.

Copy All Templates

This command will copy all of the templates in the folder into the clipboard. You can then go to a server or the [Template Library](#) and paste all of them at once.

Paste Monitor or Template (asynchronous)

Pasting a monitor to a Power Template folder will create a new template from the source monitor. Anything specific to the original source computer is removed so that the template can work with any server it is propagated to. It's also possible to paste templates that were copied from other Power Template folders, or from the [Template Library](#).

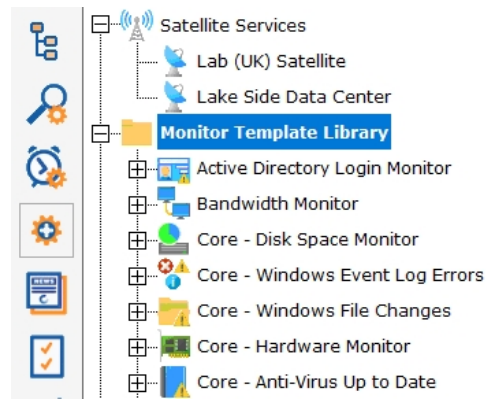
Template Library

Besides the Power Templates that can exist at a group level, there is a Template Library under Advanced Services in the Console. This list of templates is useful for:

A convenient place to store monitor templates that you can copy/paste from

When Smart Config is run, besides showing the normal default monitor options, templates in the Template Library are also listed and

can be used for the [Smart Config](#) process.



Security Protected Settings

There are many settings for PA Storage Monitor which are available under:

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor
```

There are a few settings that are important enough that some customers don't even want administrators to be able to make changes to them. For these cases, there are a few settings in:

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor\Protected
```

A separate registry key is used so you can set additional access protections using the operating system to control who can change these settings. Be sure that the PA Storage Monitor service can read these settings.

Settings

All settings below can be set to 1 or 0.

AllowLegacyMobileAppSkip2FA

Older versions of the mobile application didn't support requesting a 2FA PIN. Set this to 1 to allow them to login without the PIN. Setting to 0 will require a PIN if 2FA is enabled for the user (see [User Access](#)).

DisableBlankLocalLogin

When the Console on the Central Monitoring Service is run, if the user is a local administrator they are able to login without a username/password. To disable this, set this value to 1. See [Remote Users](#) for defining logins.

DisablePasswordExport

When exporting configuration data, sometimes passwords can be exported as well. Setting this value to 1 will disable exporting passwords.

EnableScriptCredentialAccess

The [Execute Script](#) monitor can request configured passwords for the device the script is running for. This can be disabled by setting this value to 0, or enabled by setting to 1.

SNAP_AllowTunnel2

[SNAP Tunnels](#) allow tunneling a connection to a remote device across the communication link between the Central Monitoring Service and a Satellite Monitoring Service. This is useful for getting to an RDP session on a remote device. Tunnels can be disabled completely by setting this value to 0 on the Central Monitoring Service, or set it to 0 on a Satellite to disable tunnels to that specific Satellite.

SNAP_AccessUnmonDevices

When a [SNAP Tunnel](#) is created, the creating user's access is checked to confirm they have access to the device. If connecting to an unmonitored device (perhaps by creating a tunnel from the [External API](#)) set this value to 1 to disable access checks.

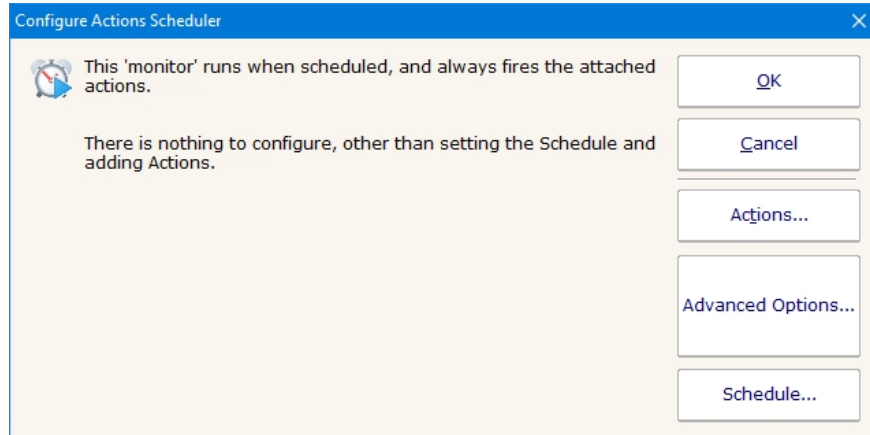
SNAP_AllowTunnelFromAnonAPI

The External API can create SNAP Tunnels and requires a username and password. To enable the legacy mode of not requiring credentials, set this value to 1.

Actions Scheduler 'Monitor'

The Actions Scheduler 'monitor' is not really a monitor like all others. It does not check for a condition and alert if that condition is found. Instead, every time the monitor runs, it executes all actions that are attached.

This 'monitor' makes it very easy to schedule IT automation tasks by simply setting the schedule for when the tasks should run, and adding the Actions that you want to run.



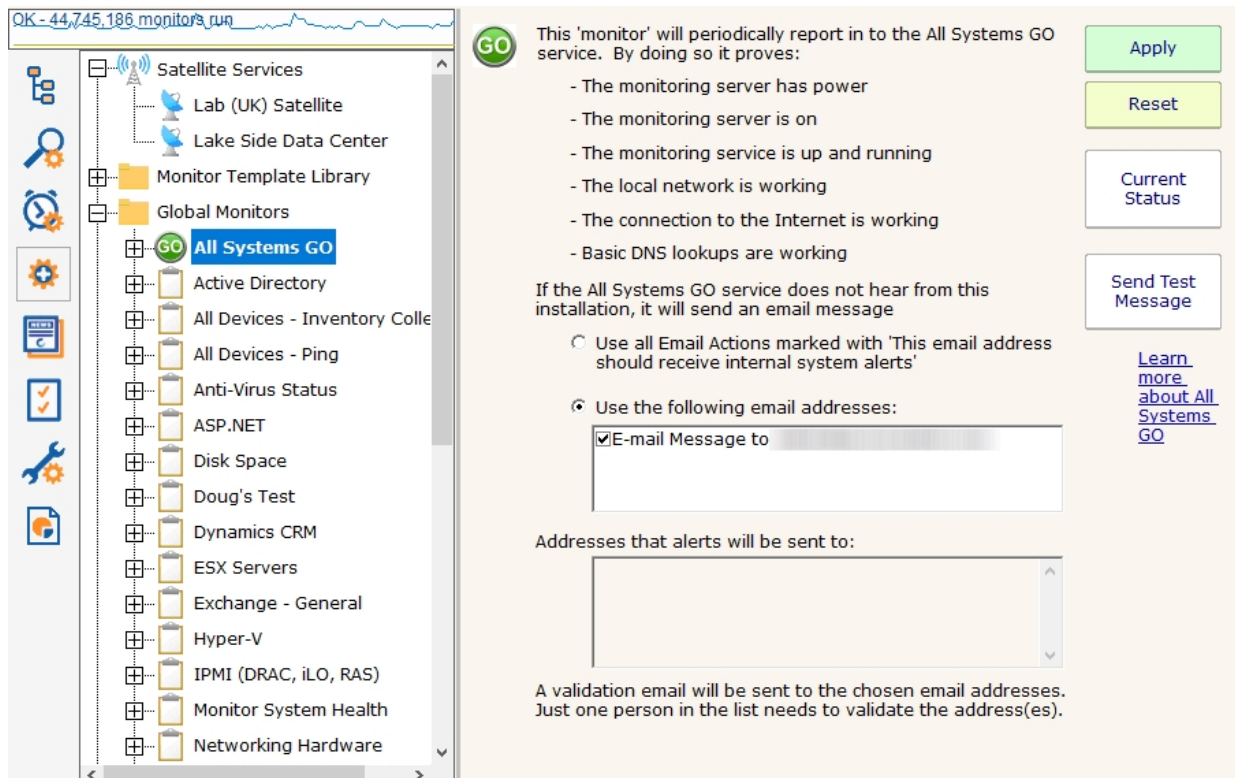
Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

All-Systems-GO Monitor

The All-Systems-GO 'monitor' is a monitor in name only. It is actually a way to get your monitoring installation to check in to the [All-Systems-GO service](#) (a free service) to make sure if anything happens with your monitoring server, or the infrastructure/environment that it uses, you find out about it. It's a monitor for the monitor.

The All-Systems-GO Monitor is a Global Monitor, and only one ever needs to be created.



The only thing to configure in the monitor are which email addresses (from email actions) should be emailed if the monitoring service does not check in with the All-Systems-GO service.

When the monitor is setup, an activation email will get sent to the email addresses that were specified. Just one of those addresses needs to click the link in the activation email to indicate this installation is participating in All-Systems-GO. Email actions can be added or removed from this configuration screen to control which email addresses would receive notifications should the installation not check in.

The **Current Status** button indicates if this installation is successfully connecting to the All-Systems-GO service.

The button colors indicate the connection status with the All-System-GO service:

Green - everything is OK

Yellow - the email addresses have probably not been validated. Click the button to see more information.

Red - the All-Systems-GO service doesn't know anything about this installation. **The button will be red when the monitor is first created**, and will turn yellow or green once the monitor has run.

Pressing the Current Status button will display more details, as well as the most recent times and email addresses where alerts were

sent.

If the link in the activation email mentioned above was never clicked, pressing the Current Status button will trigger another email to get sent out.

Calculated Status Monitor

There are sometimes situations where you want a monitor to report on the combined status of a few different monitors. Or perhaps you need the exact opposite of a monitor (for example, to be alerted when a Ping is successful on a back-up line that ought to be down most of the time). The Calculated Status monitor was created for these situations.

The Calculated Status Monitor is a script that uses the statuses of one or more input monitors. Once you have those input statuses, you can combine, compare or do any other operation that you like using either the VBScript or Javascript language. You can select the language to use in the **Script Language** dropdown box. The final output is the status for the monitor. For example, look at the example script below (a somewhat similar default script is created for you automatically):

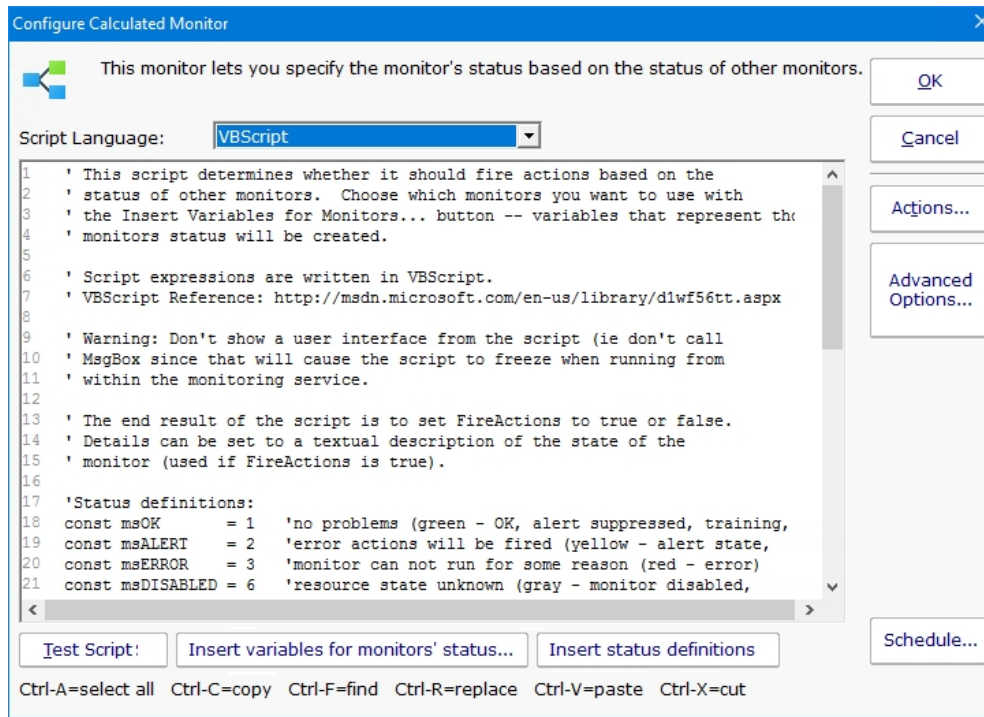
```
Dim statusB
statusB = GetMonitorStatus("DNVISTA", "Ping Backup Link", 7)
Dim statusA
statusA = GetMonitorStatus("DNVISTA", "Backup Failed Event Log Check", 2)

const msOK = 1 'no problems (green - OK, alert suppressed, training, etc)
const msALERT = 2 'error actions will be fired (yellow - alert state)
const msERROR = 3 'monitor can not run for some reason (red - error)
const msDISABLED = 6 'resource state unknown (gray - disabled, maintenance, etc)

'Combined status check example:
'if (statusA = msOK) AND (statusB = msOK) then
' FireActions = false
'else
' FireActions = true
' Details = "Double-monitor check failed"
'end if

'Opposite status example:
'if (statusA = msALERT) then
' FireActions = false
'else
' FireActions = true
' Details = "Put a detailed error message here"
'end if
```

In the example above, the GetMonitorStatus function gets the current status of the monitor listed in the parameters. The numbers 7 and 2 in the example are monitor types that are used internally. You don't need to guess what those values are -- if you want to operate on the status of a monitor, click the **Insert variables for monitors' status...** button. That will present a user interface where you can choose the monitor status to insert.



In the example script above, you'll also see definitions for msOK, msALERT, etc. If you accidentally delete those and need to get them back, press **Insert status definitions** and the code will be added back to your script.

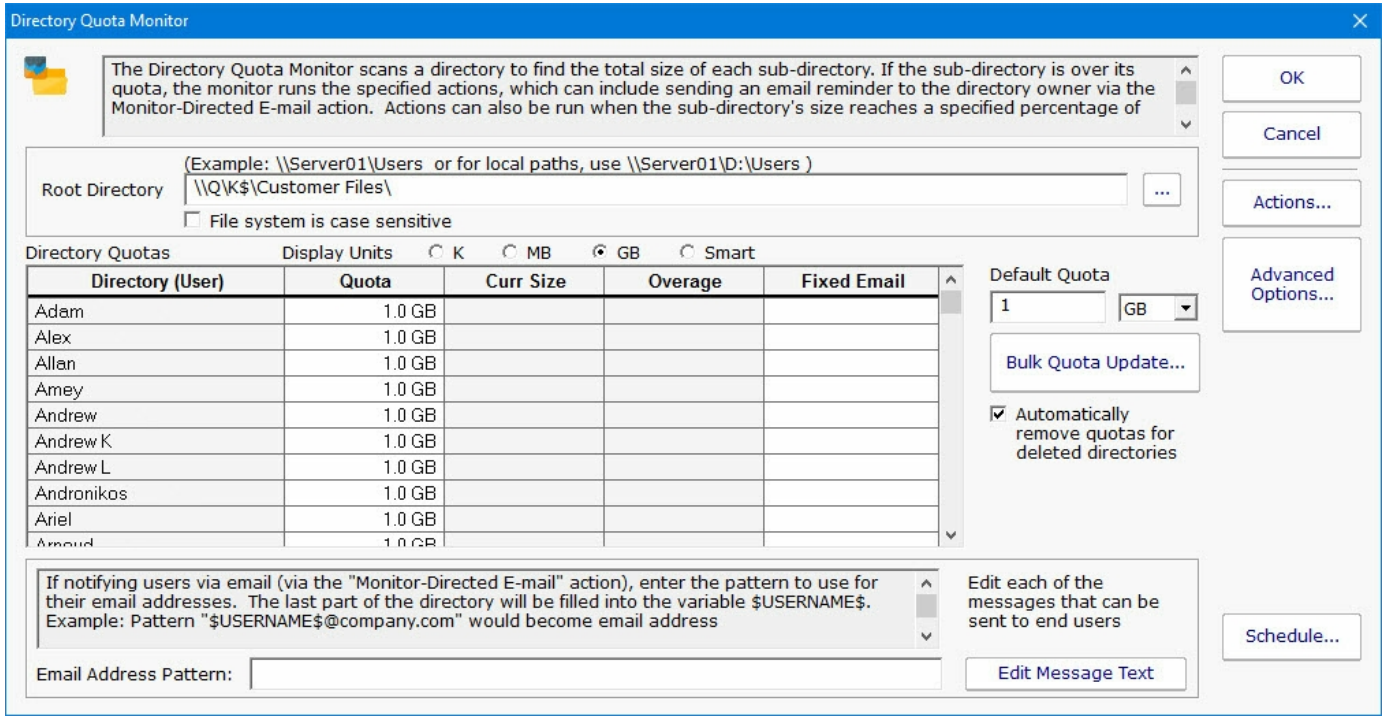
In the example above, the "Ping Backup Link" is checking a backup link that should always be down, except when the primary link is down (in that case the backup should be up). That means we normally want the "Ping Backup Link" to be down (which would make it yellow in the status reports). Since this monitor is really just an input value, and we don't want its normal yellow state to show yellow on all the status charts, it would make sense to go to that monitor, press Advanced Monitor Options, go to the Status tab, and indicate the monitor should always remain green.

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

Directory Quota Monitor

The Directory Quota Monitor watches a the set of directories directly below a starting directory. Each sub-directory's total size is calculated (by summing up the sizes of all files in all sub-directories) and is then compared against the configured quota.



There are three ways to set the quota for each directory:

Set the default quota which will be used for any directory that doesn't have a quota already specified (including new directories discovered during a scan)

Manually enter quota values in the Quota column for any individual directory (specify units of K, MB or GB)

Use the Bulk Quota Update mechanism which makes it easy to set many directories to quotas in a flexible way.

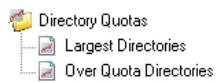
If you want end users (directory owners) to receive email quota reminders, be sure to add the Monitor Directed-Email action. The Directory Quota Monitor will need to determine an email address for each user to notify. You can either enter an email address for each directory in the Fixed Email column or create an Email Address Pattern for combining the directory name with some text to come up with an SMTP email address (this scenario assumes the directory name is closely related to a username). You can also edit the message that is sent to the user which can include simple replacement variables indicating quota sizes, directories, etc.

Note: If the specified directory is monitored by a Satellite, the true directory names will be retrieved from the Satellite during the configuration step.

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

Supported Reports



The monitor supports reports that detail which directories are over their quota, as well as the largest directories.

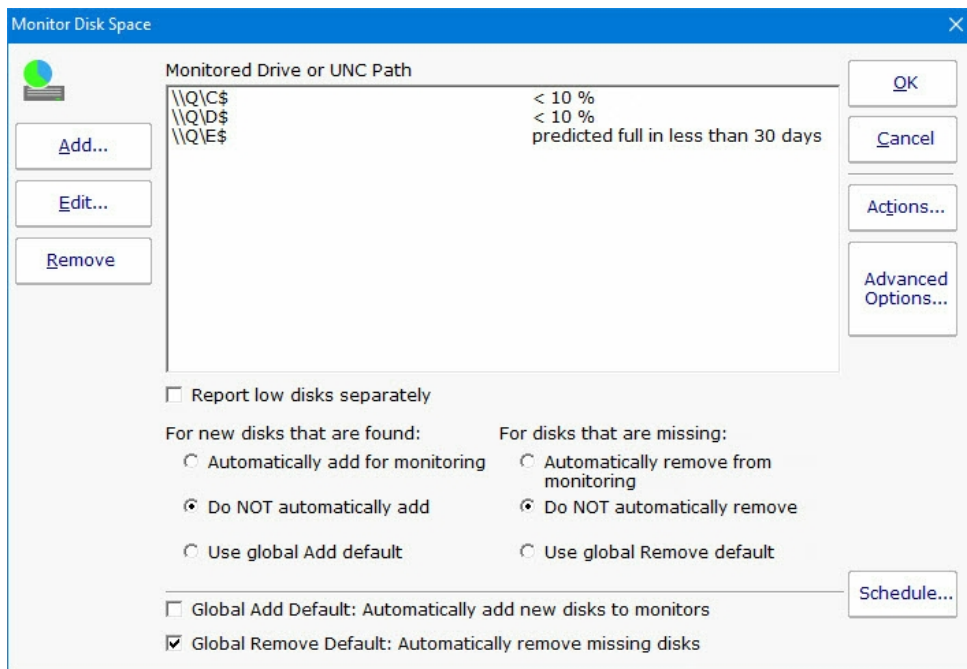
Disk Space Monitor

The Disk Space monitor is simple to setup. You just add the drives that you want to monitor and the alert threshold (as an absolute size or as a percentage of the total disk size). You can also monitor specific folders if they are a volume mounted from another server / device.



Watch the training video [How to Monitor Disk Space](#).

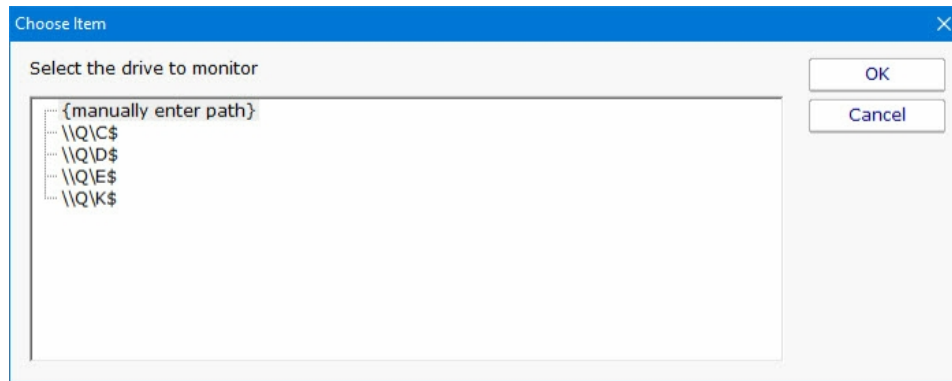
The Add, Edit and Remove buttons on the left will let you change the disks that are being monitored.



The radio buttons at the bottom of the dialog let you indicate what should happen if new unmonitored drives are detected during a scan. You can automatically add them, not add them, or do whatever the global (shared among all Disk Space monitors) default is. The default is shown and changed with the check box below the radio buttons.

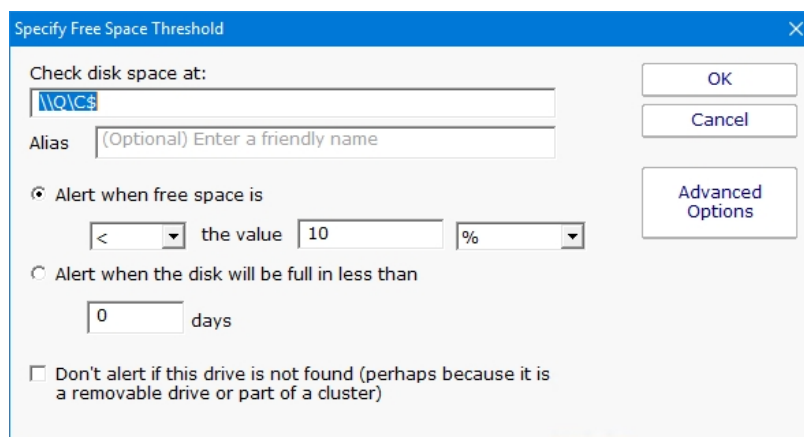
If a new drive is found and added to the monitor, the average threshold for existing disks will be used for the new disk.

Drives (volumes) on non-Windows machines are shown in the Add dialog as well. PA Storage Monitor uses SNMP behind the scenes to get drive information from the hrStorage table. If drive/volume information is not showing up, make sure that the correct [SNMP credentials](#) have been specified.



Note: If the target server is monitored by a Satellite, the drive names will be retrieved from the Satellite during the configuration step.

If a drive\share\volume that you want to monitor does not show up, choose {manually enter path}, and then enter the UNC path to be monitored on the next dialog.



The Advanced Options button will let you give separate thresholds based on disk size. This is helpful when creating Monitor Templates that can be applied to multiple servers.

Once the drive to monitor is selected, specify the free space threshold.



When monitoring remote drives it is important to remember that the monitoring service will probably run as a different user than you are currently logged in with, and will most likely not be able to access mapped drives. The best way to specify a disk in this case is via UNC paths.

Disk Full Predictions

Note that one of the alert threshold options is to be alerted when a disk is predicted to be X days away from being full. This uses historical disk readings and trend analysis to predict when the disk will be full. This is very helpful for capacity planning.

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

Supported Reports

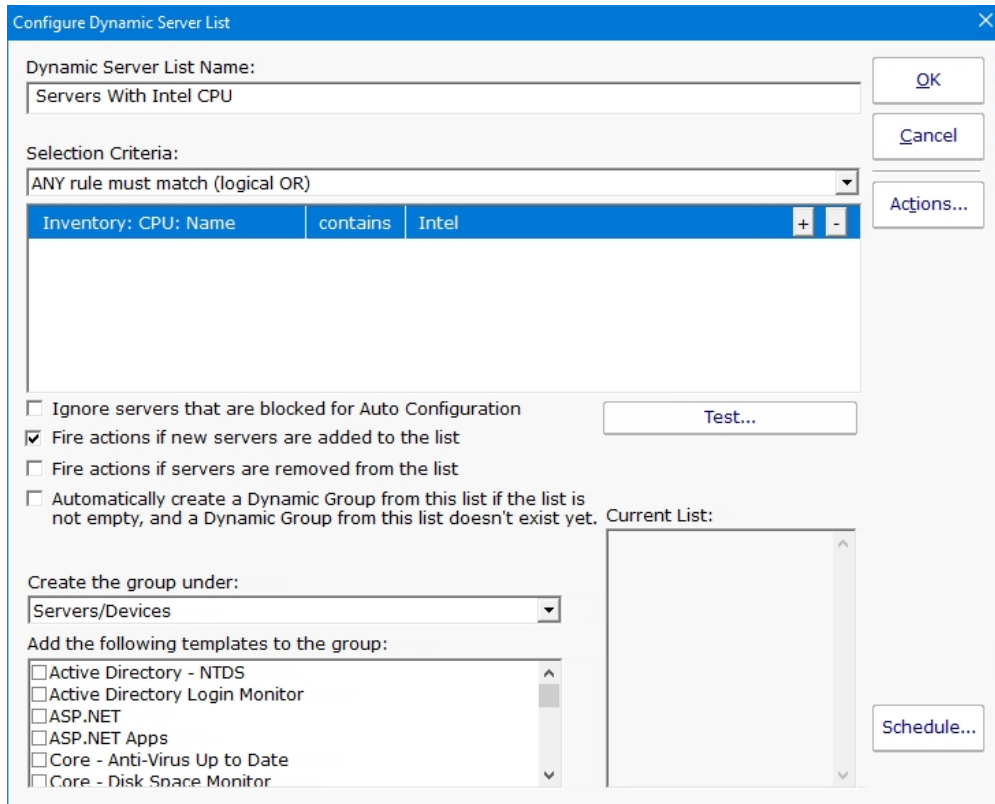
- Free Disk Space
 - Disk Space Summary
 - Free Space
 - Free Space On All Scanned Drives
 - Free Space Percent
 - Free Space Percent On All Scanned Drives
 - Used Space
 - Used Space On All Scanned Drives
 - Used Space Percent
 - Used Space Percent On All Scanned Drives

The Disk Space monitor supports a number of disk space related reports. The Disk Space Summary is a good way to keep an eye on all disk space -- by default it shows a list of all servers with those with the least amount of free space at the top. Most of the reports can create bar and line charts, as well as tabular HTML and .CSV output.

[See how to predict when disks will fill up](#)

Dynamic Server List

The Dynamic Server List monitor is a [Global Monitor](#) that runs outside of any server. It periodically checks servers to see which ones belong in a list determined by your criteria.



This monitor is very powerful and lets you select servers by:

Calculated status values (disk space, CPU usage, SNMP values, etc.)

Event Log entries

Group membership

Installed Windows services

Inventory values

Monitor types assigned

Monitored by Satellite

Name matching

Running processes

For example, you could define a list of:

Servers with average CPU usage over 10%

Servers with no anti-virus protection

Servers running IIS

You can receive alerts when servers enter and/or leave the list.

Rule Information

Each of the rules available gather information from different places and have specific behaviors, which will be documented below.

Blocked From Auto Configuration

This is a setting that is applied to Servers/Devices when they are first created. It can be updated via the Bulk Config operation Computers: Set/Reset Block From Auto Configuration.

Contained in Group

This rule will return all computer that are in the specified group, or within a sub-group of the specified group.

Contained Monitor Names

This rule is a string search, that will check the names of monitors within a server/device, and if the name search matches, the server/device is added to the list.

Contains Monitor Type

Checks the server for all monitors it contains and if any are of the specified monitor type, the server is added to the list.

Custom Property

Custom Properties on the server/device are checked for a match. Note that Customer Properties are inherited from groups 'above' the server/device in the group hierarchy, so Custom Properties set directly on the server/device as well as inherited properties are checked.

Has Process

Checks the database for a list of Processes on servers/devices that were monitored by a Process Monitor.

Has Windows Service

Checks the database for any services that were monitored by a Service Monitor on the target server. Removing a Service Monitor from a server does not automatically remove the database entries for that server. This is a powerful way to make Dynamic Groups based on the software installed on a server.

Inventory

This will check values collected and stored in the database by the Inventory Collection monitor. Things such as Anti-Virus product, IP Address, OS version, installed CPU and memory, etc can be queried. Note that not all inventory fields are found/collected for all devices.

Is Device Type

This works on the property that can be set on servers/devices via Type & Credentials > Set Computer/Device Type in the Console. This can also be set by the Bulk Config operation Computers: Set Credentials (Windows, SNMP, ESX, IPMI).

Monitored By

This allows you to create a list of devices that are monitored by the Central Monitoring Service, or by particular Satellites. This can be useful for creating lists of servers owned by a particular customer or in a specific geography if your other groups are arranged this way.

Monitoring Software is Installed

This property is true for servers where the Central Monitoring Service or a Satellite Monitoring Service is installed and running.

Registry

This rule reads a particular registry value and compares it to the criteria you set. If the criteria match, the server is added to the list.

Server/Device Name

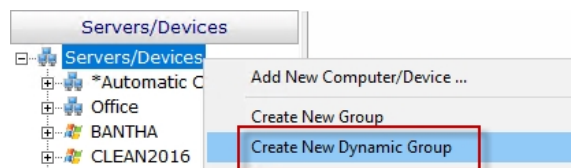
The name (including any alias that is set) is compared to the given rule to determine servers/devices that match.

Statistic

Statistics from most monitor types can be targeted with this rule. Once a specific statistic is chosen, values from that statistic are checked, and servers for which the statistic meets the checks are added to the list.

Dynamic Groups

Once you've defined a server list and how often it should update, you can use it further by defining a Dynamic Group.



The Dynamic Group is defined by choosing an existing Dynamic Server List. Any server/device that shows up in the Dynamic Server List will belong to the group.

Because the Dynamic Group is defined by the server list, servers/devices can not be manually added or removed from the group. Other than that, these groups behave similar to other groups. That means you can:

Define status reports for the group, showing specific information for your chosen servers

Use Dynamic Groups in Bulk Config as a selection criteria for servers to operate on (for example, a group with all Windows 2012 R2 servers)

Run Ad-Hoc or Scheduled Reports for the servers in the group

[Grant access](#) to servers in the group

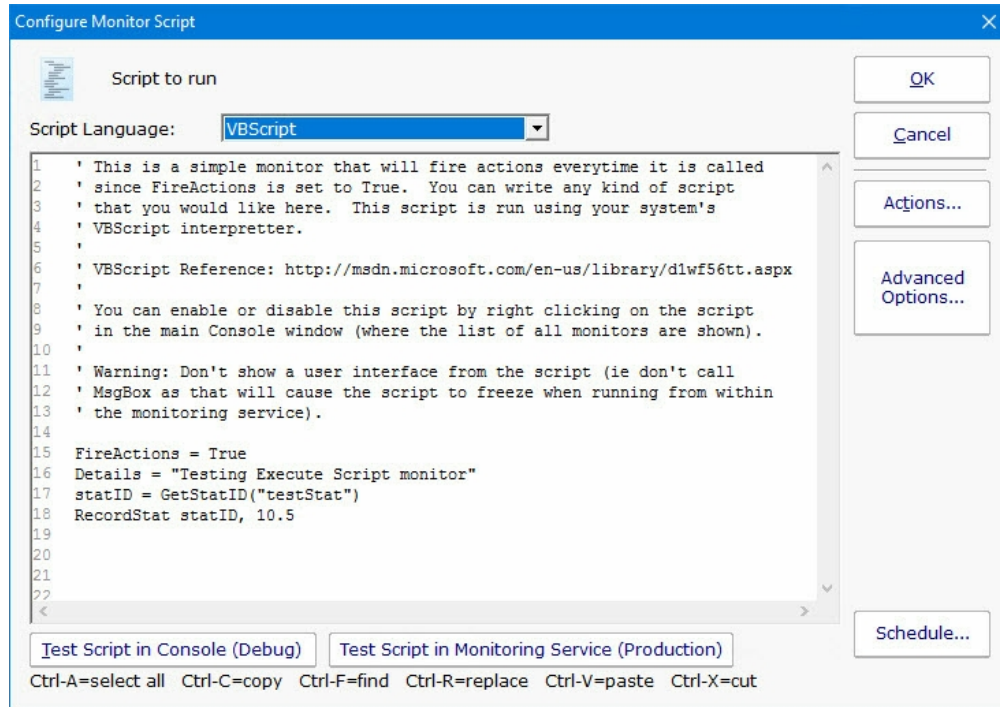
Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#) and setting the [Monitor Schedule](#).

Execute Script Monitor

The Execute Script Monitor allows you to write your own custom scripts in the VBScript, JavaScript, PowerShell languages, or via an SSH connection to a host. You can check anything that your script can access. For VBScript, JavaScript and PowerShell, this monitor makes use of the applicable scripting engine that is already installed on nearly all Windows computers.

The script window is where you enter your script. The script can do anything that can be done in the selected language (including creating external components if available) with all the standard restrictions.



There are two Test buttons. One will run the script within the Console. The other will send the script to the monitoring service that is monitoring the target computer (Central Monitoring Service or a Satellite) and run the script there. This helps find any problems that might come up from the script possibly running on a different machine, or running as a different user (the service Log As user).



Keep in mind that when the script runs, it might run on a different computer than where you are editing it. That means drive mappings, HKEY_CURRENT_USER registry hive, Internet Explorer settings and the currently running user will often be different.

IMPORTANT: Do not show any user interface elements in the script -- they will not be visible in the monitoring service and will block the script from ever completing.

Topics

VBScript

[Documentation - Examples](#)

Javascript

[Documentation - Examples](#)

PowerShell

[Documentation - Examples](#)

SSH

[Documentation - Examples](#)

Additional Script Elements

Besides the scripting language's own objects and elements, the following additional global variables and methods are available within each scripting environment:

VBScript

A good VBScript reference is available at: <http://msdn.microsoft.com/en-us/library/d1wf56tt.aspx>

ComputerName

This read-only string variable is the name of the computer that the monitor is attached to.

Example:

```
myStr = ComputerName
```

CustomProp

This function retrieves the named value of a custom property. It checks the Monitor first, and if not found, checks the monitor's owning computer, and then the computer's group, and then the group's parent group, etc. Custom properties can be set on Groups, Computers and Monitors by right-clicking on the item and choosing the Custom Properties menu.

Example:

```
myStr = CustomProp("NotifyGroupID")
```

Details

This is a string value. This value is passed to any attached actions as the details for the action (ie the content of an email notification for example).

Example:

```
Details = "Alert! Can't contact remote system"
```

FireActions

This is a boolean value. If the value is set to True, actions attached to the monitor will fire. If it is False, they will not fire. The value defaults to False.

Example:

```
FireActions = true
```

GetStatID

RecordStat

GetStatID and RecordStat are used together to record numeric data values to the database for reports.

GetStatID is a function that takes a single string value and returns an integer statID. The string value should be a useful name to you, such as the name of the thing you're probing with the script. Including the server/device name in the string would be a good idea if a similar script will run on multiple computers -- it will make it easier to choose the specific data that you want when you create reports.

Example:

```
statID = GetStatID("ftpSvr1-myObject")
```

RecordStat is a method that takes two inputs -- the statID obtained from GetStatID above, and the numeric value to record to the database. The time the value is recorded also gets saved to the database for use in line charts, etc.

Example:

```
RecordStat statID, objectValue
```

GetValue

StoreValue

GetValue method takes a text name and returns the value that was stored earlier via the StoreValue call described below. If nothing was ever stored with that name, an empty string is returned.

Example:

```
prevState = GetValue("LastState")
```

The StoreValue method takes a text name, and a text value and stores it. This named value can be retrieved later (even when the script runs next) via GetValue. Note that these values will be persisted in the configuration database and kept in memory with the monitor, so they should be kept relatively small (a few hundred characters long or less).

Example:

```
StoreValue "LastState", "1|15|OK"
```

InventoryValue

Request an inventory value for the current computer, or a different one. An inventory propertyID must be used to specify which inventory value to retrieve. An optional ComputerID value can be used to get the inventory value from a computer other than the current computer. If a property can have multiple values (CPU Names for example), each one will have a newline character appended.

Example:

```
'returns the Operating System (18) for the current computer myStr = InventoryValue(18)
'returns the Operating System (18) for the current computer (0 means use default) myStr =
InventoryValue(18, 0)
'returns the Operating System (18) for computerID 238 myStr = InventoryValue(18, 238)
```

The inventoryID values are given below. Note that not all computers/devices will have all inventory values, and some may have none (especially if an [Inventory Collector](#) monitor is not added to the computer).

Anti-virus Version	38
Anti-virus Pattern File	39
Anti-virus Pattern File Date	40
Anti-virus Status	41
Operating System	18
OS Architecture	19
OS Version	20
OS Last Boot Time (_time_t UTC value)	21
OS Current Time (_time_t UTC value)	22
CPU Count	13
CPU Name (multi value)	15
CPU Number of Cores (multi value)	16
CPU Clock Speed (multi value)	17
Display Name	6
Drive Status (multi value)	23
Domain	9
Manufacturer	10
Page File size in MB	24
RAM in MB	14
System Architecture	12
System Model	11
Time Zone Offset	8
Uptime % this month	28
Uptime % last month	29

MachineID

Returns the numeric value that uniquely identifies this computer (Computer ID - CID) within the application. Useful in conjunction with the [External API](#).

Example:

```
myID = MachineID
```

GroupPath

The name of the group that the computer the monitor is attached to belongs in, with child groups delimited with a > (ie, Servers/Devices > Austin > Lab)

Example:

```
myStr = GroupPath
```

ReportResults

This method will take the current value of FireActions and Details and report the result as though the monitor had finished. This is a way for a monitor to report multiple individual errors, similarly to how some other monitors have a "report each event separately" check box.

Example:

```
ReportResults
```


SendMail

This method sends an email message to the recipient that you choose. This method can also send the email in HTML format if it sees the <!DOCTYPE in the body of the message.

Example:

```
SendMail "to_address@host.com", "from_address@host.com", "Subject of message", "Body of email message"
```

SetComputerCustomPropByID

Custom Properties can be used in directory paths, email messages, scripts and other places. Your script can set a Custom Property on a computer by giving it's ID (first parameter). If the ID is 0, the computer the monitor is running on will be targeted.

Example:

```
SetComputerCustomPropByID 0, "DEVICEID", "BSQL"
```



The Custom Property DISPLAYED_NOTES is the value you can set by right-clicking a computer and selecting Notes. Notes show up at the top of a Server Status Report.

Sleep

This VBScript method takes a single integer value, which is the number of milliseconds that the script should stop and sleep. Be careful about using this: causing too many monitors to sleep for very long means other monitors may not get run.

Example:

```
Sleep 1500
```

ToLog

This method takes a string value and appends it to the service's log file (useful for debugging scripts). The line will start with MONITOR_SCRIPT_LOG.

Example:

```
ToLog "Arrived at first loop"
```

ToLog resultVal

JavaScript

ComputerName

This read-only string variable is the name of the computer that the monitor is attached to.

Example:

```
myStr = ComputerName;
```

CustomProp

This function retrieves the named value of a custom property. It checks the Monitor first, and if not found, checks the monitor's owning computer, and then the computer's group, and then the group's parent group, etc. Custom properties can be set on Groups, Computers and Monitors by right-clicking on the item and choosing the Custom Properties menu.

Example:

```
myStr = CustomProp("NotifyGroupID");
```

Details

This is a string value. This value is passed to any attached actions as the details for the action (ie the content of an email notification for example).

Example:

```
Details = "Alert! Can't contact remote system";
```

FireActions

This is a boolean value. If the value is set to True, actions attached to the monitor will fire. If it is False, they will not fire. The value defaults to False.

Example:

```
FireActions = true;
```

GetStatID

RecordStat

GetStatID and RecordStat are used together to record numeric data values to the database for reports.

GetStatID is a function that takes a single string value and returns an integer statID. The string value should be a useful name to you, such as the name of the thing you're probing with the script. Including the server/device name in the string would be a good idea if a similar script will run on multiple computers -- it will make it easier to choose the specific data that you want when you create reports.

Example:

```
statID = GetStatID("ftpSvrl-myObject");
```

RecordStat is a method that takes two inputs -- the statID obtained from GetStatID above, and the numeric value to record to the database. The time the value is recorded also gets saved to the database for use in line charts, etc.

Example:

```
RecordStat(statID, objectValue);
```

GetValue

StoreValue

GetValue method takes a text name and returns the value that was stored earlier via the StoreValue call described below. If nothing was ever stored with that name, an empty string is returned.

Example:

```
prevState = GetValue("LastState");
```

The StoreValue method takes a text name, and a text value and stores it. This named value can be retrieved later (even when the script runs next) via GetValue. Note that these values will be persisted in the configuration database and kept in memory with the monitor, so they should be kept relatively small (a few hundred characters long or less).

Example:

```
StoreValue("LastState", "1|15|OK");
```

InventoryValue

Request an inventory value for the current computer, or a different one. An inventory propertyID must be used to specify which inventory value to retrieve. An optional ComputerID value can be used to get the inventory value from a computer other than the current computer. If a property can have multiple values (CPU Names for example), each one will have a newline character appended.

Example:

```
//returns the Operating System (18) for the current computer myStr = InventoryValue(18);  
//returns the Operating System (18) for the current computer (0 means use default) myStr =  
InventoryValue(18, 0);  
//returns the Operating System (18) for computerID 238 myStr = InventoryValue(18, 238);
```

The inventoryID values are given below. Note that not all computers/devices will have all inventory values, and some may have none (especially if an [Inventory Collector](#) monitor is not added to the computer).

Anti-virus Version	38
Anti-virus Pattern File	39
Anti-virus Pattern File Date	40
Anti-virus Status	41
Operating System	18
OS Architecture	19
OS Version	20
OS Last Boot Time (_time_t UTC value)	21
OS Current Time (_time_t UTC value)	22
CPU Count	13
CPU Name (multi value)	15
CPU Number of Cores (multi value)	16
CPU Clock Speed (multi value)	17
Display Name	6
Drive Status (multi value)	23
Domain	9
Manufacturer	10
Page File size in MB	24

RAM in MB	14
System Architecture	12
System Model	11
Time Zone Offset	8
Uptime % this month	28
Uptime % last month	29

MachineID

Returns the numeric value that uniquely identifies this computer (Computer ID - CID) within the application. Useful in conjunction with the [External API](#).

Example:

```
myID = MachineID;
```

GroupPath

The name of the group that the computer the monitor is attached to belongs in, with child groups delimited with a > (ie, Servers/Devices > Austin > Lab)

Example:

```
myStr = GroupPath
```

ReportResults

This method will take the current value of FireActions and Details and report the result as though the monitor had finished. This is a way for a monitor to report multiple individual errors, similarly to how some other monitors have a "report each event separately" check box.

Example:

```
ReportResults();
```

SendMail

This method sends an email message to the recipient that you choose. This method can also send the email in HTML format if it sees the <!DOCTYPE in the body of the message.

Example:

```
SendMail("to_address@host.com", "from_address@host.com", "Subject of message", "Body of email message");
```

SetComputerCustomPropByID

Custom Properties can be used in directory paths, email messages, scripts and other places. Your script can set a Custom Property on the computer whose ID is given (first parameter), or use 0 to indicate the computer the monitor is running on should be targeted.

Example:

```
SetComputerCustomPropByID(0, "DEVICEID", "BSQL");
```



The Custom Property DISPLAYED_NOTES is the value you can set by right-clicking a computer and selecting Notes. Notes show up at the top of a Server Status Report.

Sleep

This method takes a single integer value, which is the number of milliseconds that the script should stop and sleep. Be careful about using this: causing too many monitors to sleep for very long means other monitors may not get run.

Example:

```
Sleep(1500);
```

ToLog

This method takes a string value and appends it to the service's log file (useful for debugging scripts). The line will start with MONITOR_SCRIPT_LOG.

Example:

```
ToLog "Arrived at first loop"
```

ToLog resultVal

PowerShell

PowerShell interaction happens via the \$mon object.

\$mon.ChangeMonitorStatus

SetMonitorStatus is a function that sets the status of any monitor. This function takes three values: Monitor ID, Monitor Status, and Status Text. The Monitor ID is assigned in the monitoring service and you can find the ID value by showing the IDs from the View menu and then looking in the navigation column. If you use 0 for the Monitor ID the function will change the status of the monitor the action is attached to. There are four statuses that are available: msOK, msAlert, msError, and msDISABLED. The Status Text is the message that you can supply that is listed for the monitor and will be shown in reports.

Example:

```
$mon.ChangeMonitorStatus(43, $mon.msAlert, "Status changed for monitor")
```

Possible values:

Monitor Status	Values
OK	\$mon.msOK
Alert	\$mon.msAlert
Error	\$mon.msError
Disabled	\$mon.msDISABLED
Alert Show as Green	\$mon.msALERT_GREEN
Alert Show as Red	\$mon.msALERT_RED

\$mon.ComputerName

This read-only string variable is the name of the computer that the monitor is attached to.

Example:

```
$myStr = $mon.ComputerName
```

\$mon.CustomProp

This function retrieves the named value of a custom property. It checks the Monitor first, and if not found, checks the monitor's owning computer, and then the computer's group, and then the group's parent group, etc. Custom properties can be set on Groups, Computers and Monitors by right-clicking on the item and choosing the Custom Properties menu.

Example:

```
$myStr = $mon.CustomProp("NotifyGroupID")
```

\$mon.Details

This is a string value. This value is passed to any attached actions as the details for the action (ie the content of an email notification for example).

Example:

```
$mon.Details = "Alert! Can't contact remote system"
```

\$mon.FireActions

This is a boolean value. If the value is set to True, actions attached to the monitor will fire. If it is False, they will not fire. The value defaults to False.

Example:

```
$mon.FireActions = $true
```

\$mon.GetMonitorList

GetMonitorList is a function that uses the Server ID to return a list of monitors assigned to the server and the monitor's attributes. The server ID can be for any server and if no server is given the default will be the current server that this monitor is assigned to. The returned value is a Hashtable that can be iterated through to find the value needed.

Example:

```
$myTable = $mon.GetMonitorList(1)
```

The monitor's attributes values:

Status	status
Error Text	errText
Dependency	depends_on
Title	title
Error Action IDs	errActionIDs
Scheduled Next Run Time	nextRun

Time in Error (seconds)	inErrSeconds
Fixed Action ID	fixedActionIDs
Last Run Time	lastRun

`$mon.GetServerList`

`GetServerList` is a function that returns a list of servers assigned to a group and the server's attributes. Two parameters are needed for this function; `GroupID` and `include Child Groups`. If no `GroupID` is used the default 0 is used, which is the entire list of servers at the root level. The second parameter is a switch used to return or not return servers that are in child groups under the starting group. Use 0 to return all servers and 1 to return servers at the parent level only. The returned value is a Hashtable that can be iterated through to find the value needed.

Example:

```
$myTable = $mon.GetServerList(2, 1)
```

The server's attributes values:

Server Name	name
Group Level	group
Group ID	groupID
Status	status
Alias for Server	alias

`$mon.GetStatID`

`$mon.RecordStat`

`GetStatID` and `RecordStat` are used together to record numeric data values to the database for reports.

`GetStatID` is a function that takes a single string value and returns an integer `statID`. The string value should be a useful name to you, such as the name of the thing you're probing with the script. Including the server/device name in the string would be a good idea if a similar script will run on multiple computers -- it will make it easier to choose the specific data that you want when you create reports.

Example:

```
$statID = $mon.GetStatID("ftpSvr1-myObject")
```

`RecordStat` is a method that takes two inputs -- the `statID` obtained from `GetStatID` above, and the numeric value to record to the database. The time the value is recorded also gets saved to the database for use in line charts, etc.

Example:

```
$mon.RecordStat($statID, $objectValue)
```

`$mon.GetValue`

`$mon.StoreValue`

The `GetValue` method takes a text name and returns the value that was stored earlier via the `StoreValue` call described below. If nothing was ever stored with that name, an empty string is returned.

Example:

```
$prevState = $mon.GetValue("LastState")
```

The StoreValue method takes a text name, and a text value and stores it. This named value can be retrieved later (even when the script runs next) via GetValue. Note that these values will be persisted in the configuration database and kept in memory with the monitor, so they should be kept relatively small (a few hundred characters long or less).

Example:

```
$mon.StoreValue("LastState", "1|15|OK")
```

\$mon.GroupPath

The name of the group that the computer the monitor is attached to belongs in, with child groups delimited with a > (ie, Servers/Devices > Austin > Lab)

Example:

```
myStr = $mon.GroupPath
```

\$mon.InventoryValue

Request an inventory value for the current computer, or a different one. An inventory propertyID must be used to specify which inventory value to retrieve. An optional ComputerID value can be used to get the inventory value from a computer other than the current computer. If a property can have multiple values (CPU Names for example), each one will have a newline character appended.

Example:

```
//returns the Operating System (18) for the current computer myStr = $mon.InventoryValue(18);  
//returns the Operating System (18) for the current computer (0 means use default) myStr =  
$mon.InventoryValue(18, 0);  
//returns the Operating System (18) for computerID 238 myStr = $mon.InventoryValue(18, 238);
```

The inventoryID values are given below. Note that not all computers/devices will have all inventory values, and some may have none (especially if an [Inventory Collector](#) monitor is not added to the computer).

Anti-virus Version	38
Anti-virus Pattern File	39
Anti-virus Pattern File Date	40
Anti-virus Status	41
Operating System	18
OS Architecture	19
OS Version	20
OS Last Boot Time (_time_t UTC value)	21
OS Current Time (_time_t UTC value)	22
CPU Count	13
CPU Name (multi value)	15
CPU Number of Cores (multi value)	16
CPU Clock Speed (multi value)	17
Display Name	6
Drive Status (multi value)	23
Domain	9
Manufacturer	10
Page File size in MB	24
RAM in MB	14

System Architecture	12
System Model	11
Time Zone Offset	8
Uptime % this month	28
Uptime % last month	29

\$mon.MachineID

Returns the numeric value that uniquely identifies this computer (Computer ID - CID) within the application. Useful in conjunction with the [External API](#).

Example:

```
$myID = $mon.MachineID
```

\$mon.ReportResults

This method will take the current value of FireActions and Details and report the result as though the monitor had finished. This is a way for a monitor to report multiple individual errors, similarly to how some other monitors have a "report each event separately" check box.

Example:

```
$mon.ReportResults()
```

\$mon.SendMail

This method sends an email message to the recipient that you choose.

Example:

```
$mon.SendMail("to_address@host.com", "from_address@host.com", "Subject of message", "Body of email message")
```

\$mon.SetComputerCustomPropByID

Custom Properties exist on groups, computers and monitors. This function lets you set the custom property on a computer. You can specify the computer ID in the first parameter, or set it to 0 to indicate the computer the monitor is running on should be targeted.

Example:

```
$mon.SetComputerCustomPropByID(0, "DEVICEID", "BSQL")
```



The Custom Property DISPLAYED_NOTES is the value you can set by right-clicking a computer and selecting Notes. Notes show up at the top of a Server Status Report.

\$mon.SetMonitorStatus

SetMonitorStatus is a function that sets the status of the Excute Script monitor if FireActions is set to true (this function is ignored if FireActions is false). There are three statuses that are available: msOK, msAlert, and msError. The default is msAlert.

Example:

```
$mon.SetMonitorStatus($mon.msAlert)
```

Possible values:

Monitor Status Value

OK \$mon.msOK

Alert \$mon.msAlert

Error \$mon.msError

\$mon.ToLog

This method takes a string value and appends it to the service's log file (useful for debugging scripts). The line will start with MONITOR_SCRIPT_LOG.

Example:

```
$mon.ToLog "Arrived at first loop"  
$mon.ToLog $resultVal
```

\$mon.TargetUsername

\$mon.TargetDomain

\$mon.TargetPassword

These values return username, domain and password for the target server if BOTH of the below conditions are met:

- [Per-server credentials](#) have been added for the server
- The *EnableScriptCredentialAccess* value at HKEY_LOCAL_MACHINE\software\PAStorageMonitor\Protected must be set to 1

Example:

```
MyLoginFunc($mon.TargetDomain, $mon.TargetUsername, $mon.TargetPassword)
```

Start-Sleep

The PowerShell cmdlet takes two parameters. The first parameter specifies timer in seconds (-s) or milliseconds (-m) and the second is an integer that specifies period of time.

Example:

```
Start-Sleep -s 10
```

SSH

SSH is a little different than the others. In this case, your script will be sent to the remote computer/device to run. The resulting terminal output is scanned for the special keywords below, and they will be 'executed' in the monitoring service when the script finishes. The keywords [must start in the very first column](#) to be recognized. One way to achieve this is to output the line with a new line character right before the keyword, as in this example below:

```
\nPA_Details("There is a problem")
```

PA_Details

This is a string value. This value is passed to any attached actions as the details for the action (ie the content of an email notification for example). This particular value can span multiple lines. The value is terminated when a ") is seen.

Example:

```
PA_Details("Alert! Can't contact remote system")
```

PA_FireActions

This is a boolean value. If the value is set to true, actions attached to the monitor will fire. If it is false, they will not fire. The value defaults to false.

Example:

```
PA_FireActions(true)
```

PA_RecordStat

This 'function' will record a statistic returned from the script to the database. It is equivalent to GetStatID and RecordStat in the other languages above.

The first parameter is a string value. The string value should be a useful name to you, such as the name of the thing you're probing with the script. The second value is a numeric value that will be stored.

Example:

```
PA_RecordStat("Scans_Per_Second", 45.6)
```

PA_SendMail

This method sends an email message to the recipient that you choose.

Example:

```
PA_SendMail("to_address@host.com", "from_address@host.com", "Subject of message", "Body of email message")
```

The SSH script can also use replacement variables that are replaced before the script is sent to the host. These include the following:

\$CustomProp(propName)\$

\$CustomProp(*propertyName*)\$ will be replaced with the value of *propertyName* which came from from the source monitor, source computer or a parent group. It will be blank if the property is not defined.

\$Date\$

Date in a human-readable format

\$Group\$

Name of the group that the owning monitor is in (i.e. could be a value like "Routers").

\$GroupPath\$

Full path name of the group that the owning monitor is in (i.e. could be a value like "Servers/Devices > Boston > Routers")

\$Machine\$

Name of the target server

\$MachineAlias\$

Alias of the target server if one has been set. There will be no value (meaning an empty string) if no alias has been set.

\$MachineID\$

Internal ID representing the target server. These IDs can be obtained using the [External API](#).

\$MachineIP\$

IP address of the target server

\$MonitorType\$

Textual name of the monitor type (i.e. "Event Log Monitor")

\$NL\$

Value that gets turned into a carriage return-newline pair.

\$Time\$

Human readable time on the monitoring server.

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

VBScript Examples

[Check a database value](#)

[Check files in a directory](#)

[Check the size of a specific file and record to a database](#)

[Check if the newest file is older than 6 hours old](#)

[Launch a program and check the result code](#)

[Check for text in a file](#)

[Check a database value](#)

```
Option Explicit
Dim objconnection
Dim objrecordset
Dim strDetails
Dim valToCheck

Const adOpenStatic = 3
Const adLockOptimistic = 3

FireActions = False

Set objconnection = CreateObject("ADODB.Connection")
Set objrecordset = CreateObject("ADODB.Recordset")

objconnection.Open _
  "Provider=SQLOLEDB;Data Source=<data_base_server>;" & _
  "Initial Catalog=<database_name>;" & _
  "User ID=<username>;Password=<password>;"

'ensure there are at least 1000 rows
objrecordset.Open "SELECT COUNT(*) FROM <database_name>", _
  objconnection, adOpenStatic, adLockOptimistic

If objrecordset.RecordCount <> 0 Then
  objrecordset.MoveFirst
  valToCheck = objrecordset.Fields(0)

  If valToCheck < 1000 Then
    strDetails = "There are only " & valToCheck & " rows in the table!"
```

```

        FireActions = True
    End If
Else
    strDetails = "CODE RED !!!! Failed to get result!"
    FireActions = True
End If

Details = strDetails

```

[Check files in a directory](#)

```

dim highCount
highCount = 1000
Set fso = CreateObject("Scripting.FileSystemObject")
Set oSrcFolder = fso.GetFolder("\\server\dir\tocheck")
fileCount = oSrcFolder.Files.Count

if fileCount > highCount then
    FireActions = True
else
    FireActions = False
end if

```

[Check the size of a specific file and record to a database](#)

```

FileToCheck = "C:\Files\Backup\dump.db"

Set objFSO = CreateObject("Scripting.FileSystemObject")

If objFSO.FileExists(FileToCheck) Then
    Set objFile = objFSO.GetFile(FileToCheck)

    statID = GetStatID(FileToCheck)
    RecordStat statID, objFile.Size

    If objFile.Size < 1000 Then
        FireActions = True
        Details = FileToCheck & " is too small!"
    Else
        FireActions = False
    End If
Else
    FireActions = True
    Details = FileToCheck & " does not exist!"
End If

```

[Check if the newest file is older than 6 hours old \(to ensure new files are being created\)](#)

```

DirToCheck = "C:\Logs"
Dim fNewest
set oFolder=createobject("scripting.filesystemobject").getfolder(DirToCheck)
For Each aFile In oFolder.Files
    If fNewest = "" Then
        Set fNewest = aFile
    Else
        If fNewest.DateCreated < aFile.DateCreated Then
            Set fNewest = aFile
        End If
    End If
End If
Next

if fNewest.DateCreated < (DateAdd("h",-6,Now())) then
    FireActions = True
    Details = "NEWEST LOG FILE older than 6 hours (latest file " & fNewest.DateCreated & ")"

```

```
else
    FireActions = False
end if
```

[Launch a program and check the result code](#)

```
Dim objShell
Set objShell = CreateObject("WScript.Shell")
'Spaces in the path below can cause trouble for the Run method
exitCode = objShell.Run("C:\Test\App.exe", 1, True)
Set objShell = Nothing

if (exitCode = 0) then 'assuming 0 means OK in this case
    FireActions = false
    Details = "Everything is OK"
Else
    FireActions = true
    Details = "Test app returned " + exitCode
End If
```

[Check for text in a file](#)

```
Option Explicit
Dim oFSO, sFile, oFile, sText
Set oFSO = CreateObject("Scripting.FileSystemObject")
sFile = "\\machine\share\textfile.txt"
If oFSO.FileExists(sFile) Then
    Set oFile = oFSO.OpenTextFile(sFile, 1)
    Do While Not oFile.AtEndOfStream
        sText = oFile.ReadLine
        If Trim(sText) = "ERROR" Then
            FireActions = True
        Else
            FireActions = False
        End If
    Loop
    oFile.Close
Else
    FireActions = True
End If
```

Thanks goes out to Seth Johnson at Williams for this

[Monitor UDP ports using Microsoft PortQry](#)

```
Set p = CreateObject("WScript.Shell").Exec("%COMSPEC% /c c:\portqry.exe -n <server_name> -e 443 -p udp")
Do While p.Status = 0
    Sleep "100"
Loop
Details = p.StdOut.ReadAll
if inStr(Details, "NOT LISTENING") then
    FireActions = True
else
    FireActions = false
end if
```

Thanks goes out to Darrell Swafford at Hardee County Schools for this

Javascript Examples

The Javascript and VBScript scripting engines are identical, other than the syntax of the language. That means you can look at all of the VBScript examples and make simple changes so it uses Javascript syntax. For example:

```
VBScript:
Set p = CreateObject("WScript.Shell")
FireActions = True
Sleep "100"

Javascript:
object p = CreateObject("WScript.Shell");
FireActions = True;
Sleep(100);
```

With that in mind, [go to the VBScript examples](#).

PowerShell Examples

[Check files in a directory](#)

[Launch a PS program and record results](#)

[Monitor AD Sysvol](#)

[Monitor AD Replication](#)

[Monitor Window's License Activations](#)

[Check files in a directory](#)

```
$mon.FireActions = $false
$mon.Details = ""
$highCount = 1000
$folder = "C:\Temp"
$files = Get-ChildItem $folder -Force

if ($files.Count -gt $highCount)
{
    $mon.FireActions = $true
    $mon.Details = "File Count is " + $files.Count
}
```

[Launch a PS program and record results](#)

```
$mon.FireActions = $false
$statID = $mon.GetStatID("VMGUEST1_5z_free")
$mon.Details= &powershell.exe "c:\skripte\VM_LUN_Freeperc.ps1 VC1 vmguest1_5z"
$mon.RecordStat($statID, $mon.Details)
```

Thanks goes out to Peter Strauss at KELAG-K&fA~Ä,Ä&Ä,Ä½rntner for this

[Monitor AD Sysvol](#)

```
$Mon.FireActions = $False
$Name = $Mon.ComputerName
$Mon.Details = ""
```

```

$Folder = "\\\" + $Name + "\Sysvol"

If ((Test-Path $Folder) -eq $False)
{
$Mon.FireActions = $true
$Mon.Details = "SYSVOL is not accessible on " + $Name
}
Else
{
$Mon.Details = "SYSVOL is accessible on " + $Name
$Mon.FireActions = $False
}

```

Thanks goes out to Joel Ashman at Progeny Systems Corporation for this

[Monitor AD Replication](#)

#Note: Requires AD RSAT tools on PA Server for RepAdmin.exe

```

$Mon.FireActions = $False
$Mon.Details = ""

$Name = $Mon.ComputerName

$Replication = Repadmin /ShowRepl $Name /CSV | ConvertFrom-CSV | Where {$_. 'Number of Failures' -gt 0 }
| Select -Unique 'Source DSA' | Sort 'Source DSA'

If ($Replication)
{
$String = ""
$String += "The Domain Controller $($Name.ToUpper()) is having difficulty replicating The following
servers:`n`n"
$String += " Server`n"
$String += " -----`n"

ForEach ($ReplError in ($Replication))
{
$Source = $ReplError.'Source DSA'
$String += " " + $Source + "`n"
}
$Mon.FireActions = $True
$Mon.Details = $String
}
Else
{
$Mon.FireActions = $False
$Mon.Details = "Replication is now functioning for Domain Controller " + $Name
}

```

Thanks goes out to Joel Ashman at Progeny Systems Corporation for this

[Monitor Window's License Activations](#)

```

$mon.FireActions = $true
$mon.Details = "Windows OS is NOT activated"

$DNSHostName = $mon.ComputerName
try {
$wpa = Get-WmiObject SoftwareLicensingProduct -ComputerName $DNSHostName `
-Filter "ApplicationID = '55c92734-d682-4d71-983e-d6ec3f16059f'" `
-Property LicenseStatus -ErrorAction Stop
}
catch {
$status = New-Object ComponentModel.Win32Exception ($_.Exception.ErrorCode)
$wpa = $null
}

```



```

$out = New-Object psobject -Property @(
ComputerName = $DNSHostName;
Status = [string]::Empty;
)

[bool] $fireAction = $true

if ($wpa) {
:outer foreach($item in $wpa) {
switch ($item.LicenseStatus) {
0 {$out.Status = "Unlicensed"}
1 {$out.Status = "Licensed"; $fireAction = $false; break outer}
2 {$out.Status = "Out-Of-Box Grace Period"; break outer}
3 {$out.Status = "Out-Of-Tolerance Grace Period"; break outer}
4 {$out.Status = "Non-Genuine Grace Period"; break outer}
5 {$out.Status = "Notification"; break outer}
6 {$out.Status = "Extended Grace"; break outer}
default {$out.Status = "Unknown value"}
}
}
}
else {$out.Status = $status.Message}

if(!$fireAction)
{
$mon.FireActions = $fireAction
$mon.Details = $DNSHostName + ": Windows OS is activated"
}

```

Thanks goes out to Joel Ashman at Progeny Systems Corporation for this

SSH Examples

Monitor process memory usage

```

# The lines highlighted in red are where the SSH script returns information back to the monitor

#--- Set variables here ---

PROCESS_NAME="???" # Run ps -eo comm,pmem to find this
THRESHOLD="30.0" # The percentage memory usage to start firing actions

#-----
AWK_SCRIPT="\$2 ~ /${PROCESS_NAME}/ {memoryusage += \$1} END {print memoryusage}"
MEMUSAGE=`/bin/ps -eo pmem,comm | /usr/bin/awk "${AWK_SCRIPT}"`
TEST_RESULT=`echo "${MEMUSAGE} > ${THRESHOLD}" | /usr/bin/bc -q`
PREPOSITION="below"
if [ ${TEST_RESULT} == "1" ]; then
    echo "PA_FireActions(true)"
    PREPOSITION="above";
fi

echo "PA_Details(\"Memory usage of ${PROCESS_NAME} is ${PREPOSITION} ${THRESHOLD}% (${MEMUSAGE}%)\")"
echo "PA_RecordStat(\"Memory Usage/${PROCESS_NAME}\", ${MEMUSAGE})"

```

- Monitor memory of service

Your Script

If you would like to share your script, please [contact us](#).

File Age Monitor

Configuring the File Age monitor consists of the following simple steps:

Specify a pattern that defines which set of files will be watched. You may use wildcards in the file specification.

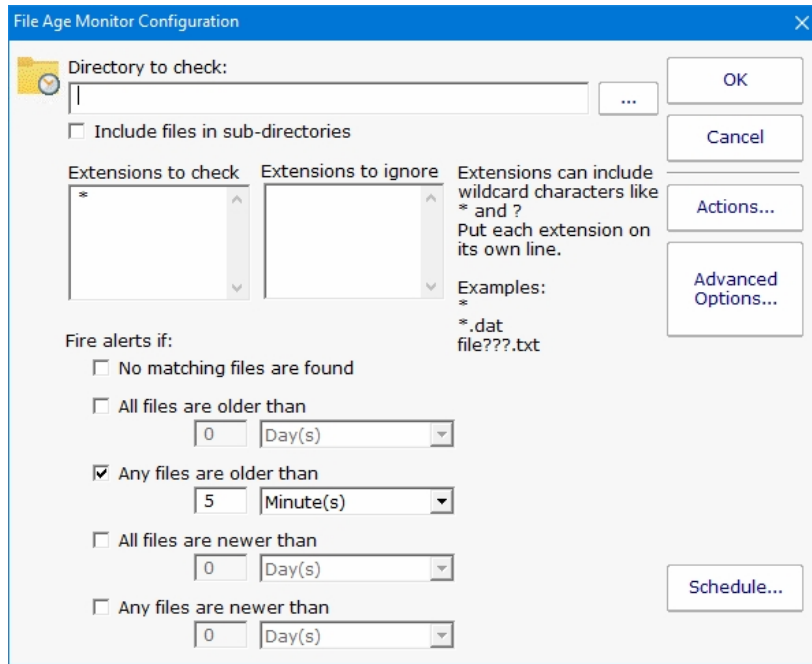
As shown below, indicate the condition when you want to be notified. This can include:

Indicating the extension(s) to check for or to ignore

No files of the specified type found

Any or all files are too old

Any or all files are too new



Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

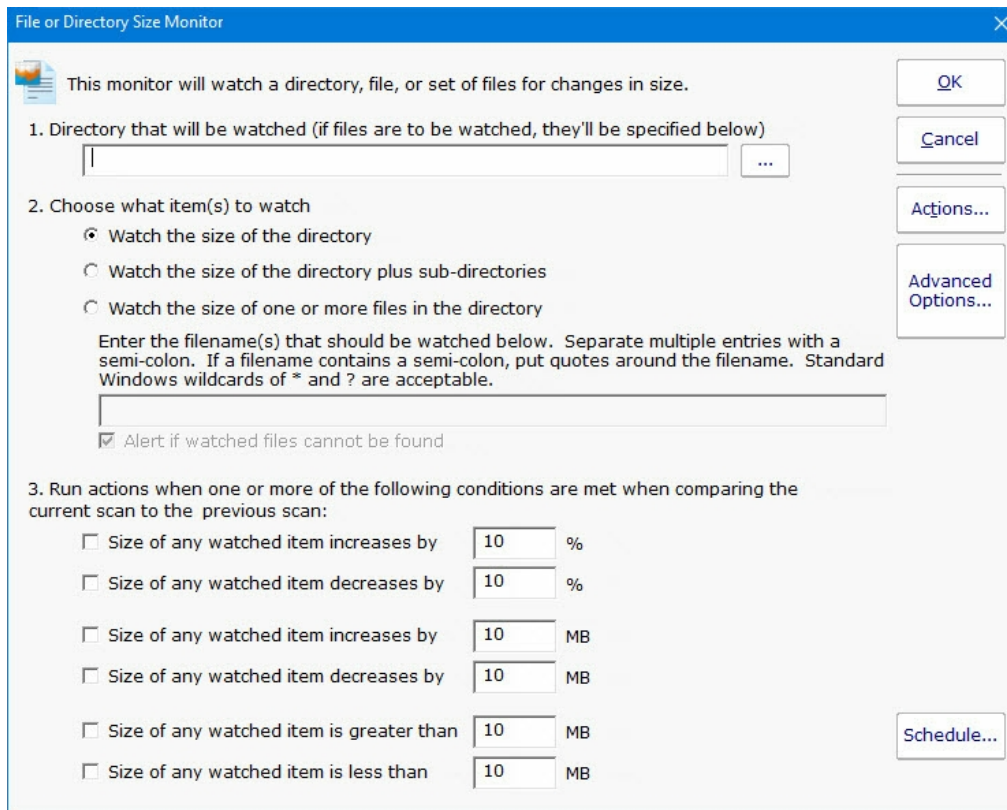
File/Directory Size Monitor

The File/Directory Size Monitor is designed to watch an individual file, a set of files, or an individual directory and execute actions (such as notifying you) if it grows too large.

To specify what should be watched, first choose a starting directory. If you are watching remote files/directories, it is important to remember that the monitoring service will most likely not have access to shared drives, so use UNC paths.

Next select whether a directory, directory with its child sub-directories, or a one or more files should be watched. To watch multiple files, use standard wild cards (ex: *.db for instance).

Last choose the growth conditions that should trigger the configured actions. They can include growth beyond a pre-set limit, or growth of a certain amount from one scan to the next.



Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

Supported Reports

- File/Directory Size
 - Directory Size
 - Directory Size (including Subdirectories)
 - File Size

When this monitor runs, it records the measured value (directory size, directory size plus subdirectories, or file size) into a database. Those values can be charted or output to a .CSV file or tabular HTML report. You can specify the date range as well as summarization level (hourly, daily, weekly, monthly).

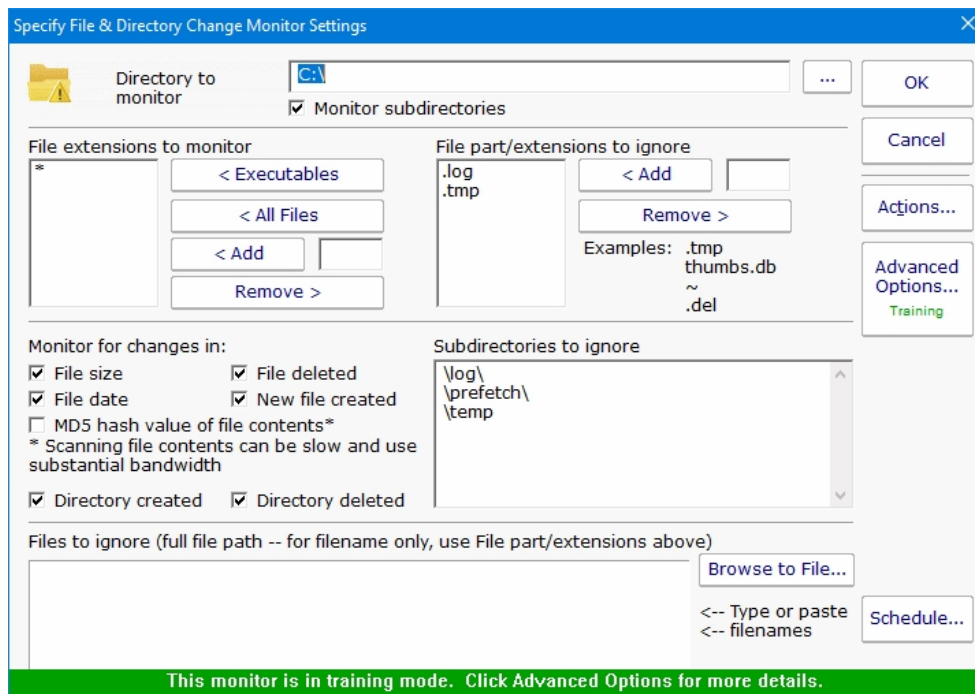
File & Directory Change Monitor

(aka CIFS Monitoring, File Integrity Monitoring, FIM)

The File & Directory Change Monitor is a very powerful monitor that can watch changes to files and directories on a server including file and directory creation and deletion. It can aid you in keeping track of changes to your systems, and even act as an intrusion detection system. In particular, this monitor can help fulfill the requirements of several mandated security practices, such as file integrity monitoring (FIM) as described in the ["Payment Card Industry Data Security Standard" \(PCI DSS\)](#) (part 11.5).

When configuring the File & Directory Change Monitor, specify the starting directory and whether the subdirectories should also be checked. If the directory is not local to the computer, using UNC paths is required since mapped drives are usually not available to the service when it runs.

The File & Directory Change Monitor can watch any CIFS share, which includes Windows shares, shares on a NAS device, and shares on Linux/Unix computer that were shared with the Samba daemon.



You can specify which file types (by file extension) should be monitored. There are buttons that let you quickly add common executable file types, all files, or you can manually add individual file types that you care about.

If you select All Files, you can then filter out certain file types by extension. For example, knowing that temporary (.tmp) files have changed is often not helpful.

The **Monitor files for changes...** is where you specify what aspects of the files and directories you'd like to monitor. If you select File Contents the file is opened and its entire contents are read and a checksum is generated for later comparison. This can be resource intensive, and should generally only be done for the smallest subset of files that will accomplish your needs.

If you indicate that subdirectories should be monitored, you have the ability to filter out some of the subdirectories. The pattern-matching algorithm is very simple: Before a path is scanned, a backslash "\ " is appended to the end of the path. Then the list of ignored directories is scanned and if the text of any ignored directory can be completely found within the path to be scanned, that

directory (and all of its subdirectories) is skipped. The check is not case sensitive.

Some files are always changing (some system files for example), but not enough that you can ignore all files of that extension. You can specify individual files to ignore during the scan.

About "Files to ignore" and Training

"Files to ignore" is a text box where you can enter the names of files that are to be ignored by the File and Directory Change Monitor. This feature operates in conjunction with the Training feature in order to customize the behavior of PA Storage Monitor easily.

Training is a powerful feature available on many monitors. With the File & Directory Change monitor, the monitor will watch for changes over a period of time. Everything that changes within that period of time is automatically added to the Files to Ignore list.

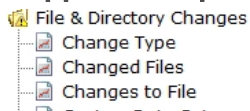
After the training period ends, the monitor automatically switches into its normal scanning pattern.

Because "Files to ignore" is a text box, you can remove any files or add new files as you require by editing the list of files by hand.

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

Supported Reports



All file and directory changes that can be alerted on are also recorded to a database. This database allows you to run reports on types of changes, changes to particular files or directories, etc.

File System Analyzer

The File System Analyzer is a very powerful monitor that inspects a volume (local drive, network drive, etc) and records information about each directory, and optionally each file and file owner. Very rich reports are possible including:

Directory growth over time

Duplicate files on the file system

File age, size and type distribution

Largest files

Largest storage users

Custom file searches by name, type, age, size, owner, etc

and more...

The data sets generated by the File System Analyzer can also be consumed by the User Quota monitor.

Configuring the File System Analyzer is as easy as selecting a starting directory and deciding how much information you would like to store in the local database. You can keep multiple data sets.

Scanning an entire file system, especially a large file system over a network can take a considerable amount of CPU, network bandwidth and disk I/O. In order to not impact the performance of the monitored file system server, the File System Analyzer throttles its scans. The trade off is that scans of a very large file system can take a few hours. Typically this isn't a problem because you can create automated reports, and optionally have the report URL emailed to you when the report is ready.

Configure File System Monitor

This monitor collects data about a directory structure and saves it to a database. The data can be used for scheduled and ad hoc reports, and for querying by dependent monitors to alert you of data-driven events.

Directory to monitor: ...

File system is case sensitive

In addition to tracking directory sizes, you can also monitor individual file information (file creation time, size, extension, etc). Doing so causes scans to take longer, but allows much richer reporting about and queries of your storage system.

Track individual file information

Track file ownership information

PERFORMANCE NOTE: Since this monitor scans a very large volume of data and could intensively consume CPU cycles, disk I/O and network bandwidth, it purposely runs slowly to ensure it doesn't impact the monitored servers.

Fire error actions if:

A particular user's usage is at least MB and it grows by % between two scans

Any directory is at least MB and it grows by % from one scan to the next

Subdirectories to ignore [\(More information\)](#)

C:\Documents and Settings\
C:\ProgramData\
C:\System Volume Information*

Buttons: OK, Cancel, Actions..., Advanced Options..., Schedule...

The File System Analyzer has some basic alerting on usage growth, but most users tend to use this monitor almost exclusively for it's

reporting power.

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

Supported Reports

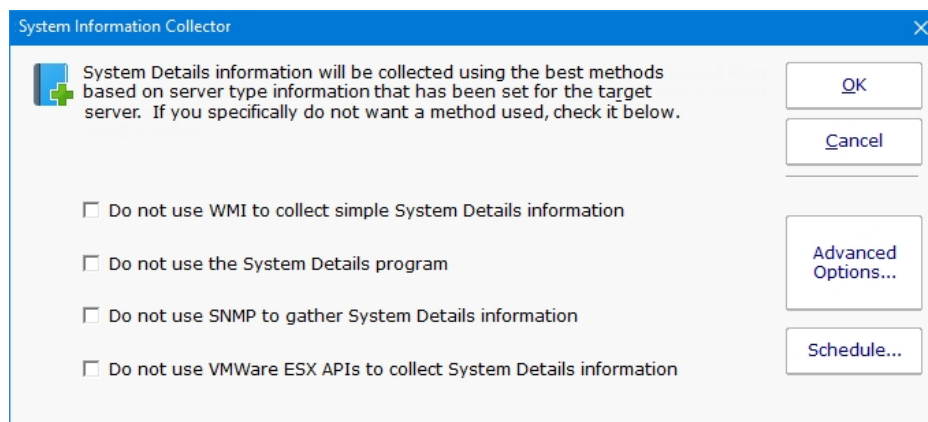
The power of the File System Analyzer is in its reports. There are a wide variety of report types available.

Archive Report	Find the folders that can be backed up based on all files and child folders being at least X days old.
Custom File Set	A powerful report that will let you specify the types of files that you want to find base on age, file type, file owner, size, etc.
Directory Growth	A popular report that shows the size of directories over time, with an optional percent change column between them
Duplicate Files	Useful for finding files that have the exact same name, size and date across a volume
File Age Distribution	Breaks down the ages of files into days, months and years old. Age is based on Last Accessed, Last Modified or Create Date
File Size Distribution	Breaks files into different size categories to help you understand what is being stored
File Type Distribution	Useful for finding out what types of files are using the most space on your servers
Find Directory Changes	This report will search and find directories that have changed in size. Great for discovering where free disk space has disappeared to.
Largest Files	Finds the largest files that have been scanned
Largest Files by Owner	Displays the largest files that each person owns (based on file owner property)
Largest Storage Users	Shows you who is using the most space on the storage volume (based on file owner property)
Database Statistics	General information about how much data and what type is stored in the database

Inventory Collector

The Inventory Collector monitor collects the basic machine information that is shown in the System Details box on the [Server Status Report](#). Most of the collected information does not change often, so the monitor defaults to running every few hours.

To configure the monitor, indicate what techniques should be used to collect inventory information. The available techniques are based on the [server type](#) of the target device. Selecting the inventory technique is as simple as checking the available box(es). (Note that some products will have different sets of check boxes available)



System Details and Inventory Probe

The System Details and Inventory probe has a few extra system requirements to allow the probe to be able to scan the server. If you are receiving error messages about installing .NET or Powershell, you can resolve the error by installing the necessary items or by unchecking the second option, "Collecting System Details and Inventory data with the System Details program".

System Details Probe Requirements

Powershell Version	1.0 or 2.0
.NET	2.0/3.5

Anti-Virus Detection

The System Details program (second check box from the top) can collect information about anti-virus applications installed on Windows computers. Supported applications and versions are listed below.

Product	Tested Version
ESET NOD32	4.0
McAfee Virusscan Enterprise	2013
Microsoft Security Essentials	4.1
Norton Internet Security	
Symantec Endpoint Protection	12.0
Trend Micro	7.0

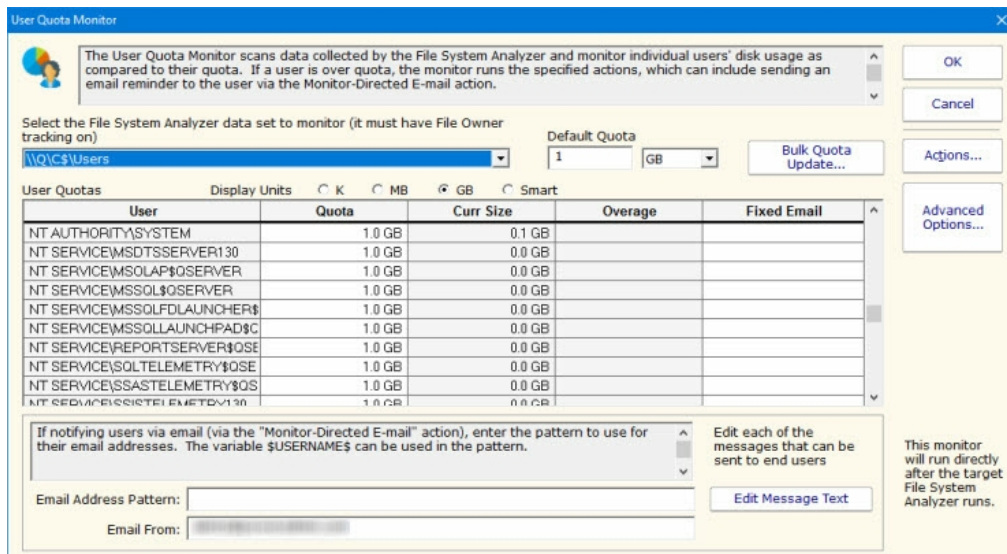
Depending on how the anti-virus manufacturers change or don't change their settings, other versions might also be successfully detected.

User Quota Monitor

User Quota Monitor is built to look at how much space each user is taking up on a volume and comparing that against their quota. If they are over the quota, actions get fired. The Directed-Email Action is especially useful in this case since it can send clean up reminders to the end users.

The User Quota Monitor inspects data sets collected by the File System Analyzer. This will make sense when you notice that you specify where you want the quotas to be checked by selecting an existing File System Analyzer data set. By doing this, the User Quota Monitor becomes dependent on the File System Analyzer, and is automatically run when at the end of the analysis (note that this monitor does not have the means to select its scan period--it runs after each run of the selected File System Analyzer).

Configuration of this monitor works best by letting the File System Analyzer complete one scan first. That way the User and Curr Size columns will be filled in automatically.



There are three ways to set the quota for each user:

1. Set the default quota which will be used for any user that doesn't have a quota already specified
2. Manually enter quota values in the Quota column for any individual user (specify units of K, MB or GB)
3. Use the Bulk Quota Update mechanism which makes it easy to set many users to quotas in a flexible way.

If you want the users to receive email quota reminders, be sure to add the Monitor Directed-Email action. The User Quota Monitor will need to determine an email address for each user to notify. You can either enter an email address for each user in the Fixed Email column or create an Email Address Pattern for combining the username with some text to come up with an SMTP email address. You can also edit the message that is sent to the user which can include simple replacement variables indicating quota sizes, directories, etc.

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#) and setting [Advanced Options](#).

Action Lists

Action Lists are useful for creating a standard notification pattern for monitors. Possible ideas for actions lists:

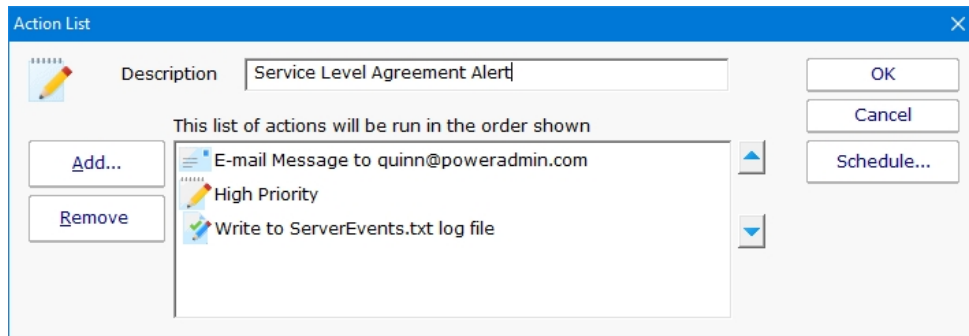
During hours, and after hours notification lists

On-call notification list (easily add or remove someone from one list rather than from many individual monitors)

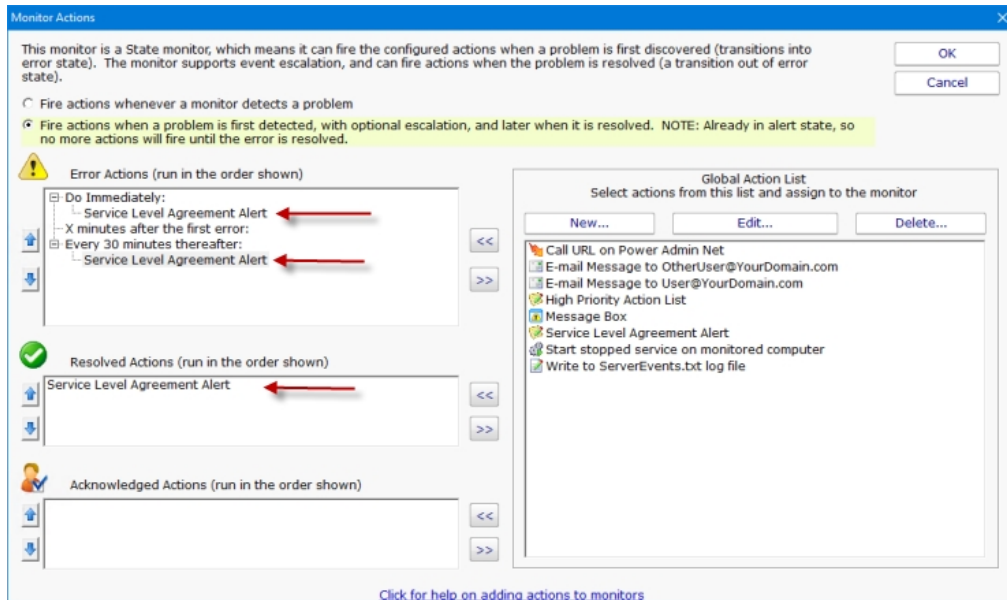
Procedures to run for high priority problems

Standard procedures for specific problems (IIS being down for example)

Action Lists are normal system actions that can be added to any monitor. The only configuration needed is to add the actions that will be called by this action when it is called.



For an example monitor below, the action list shown above is assigned to this monitor and many others like it. When any of these monitors detects a problem, they will run all of the actions defined in the "Service Level Agreement Alert" action list.



Scheduling

If the action should not be used 24/7 you can use the Schedule button to specify when notifications should be sent to the given pager. On off hours the action acts as though it isn't configured at all. The dark green below indicates 'on hours' and the lighter grey specifies 'off hours'.

Specify Availability Times

Select the times (in this computer's local time zone) when this action can be activated. Left-click (and drag) to set or clear one or more hours.

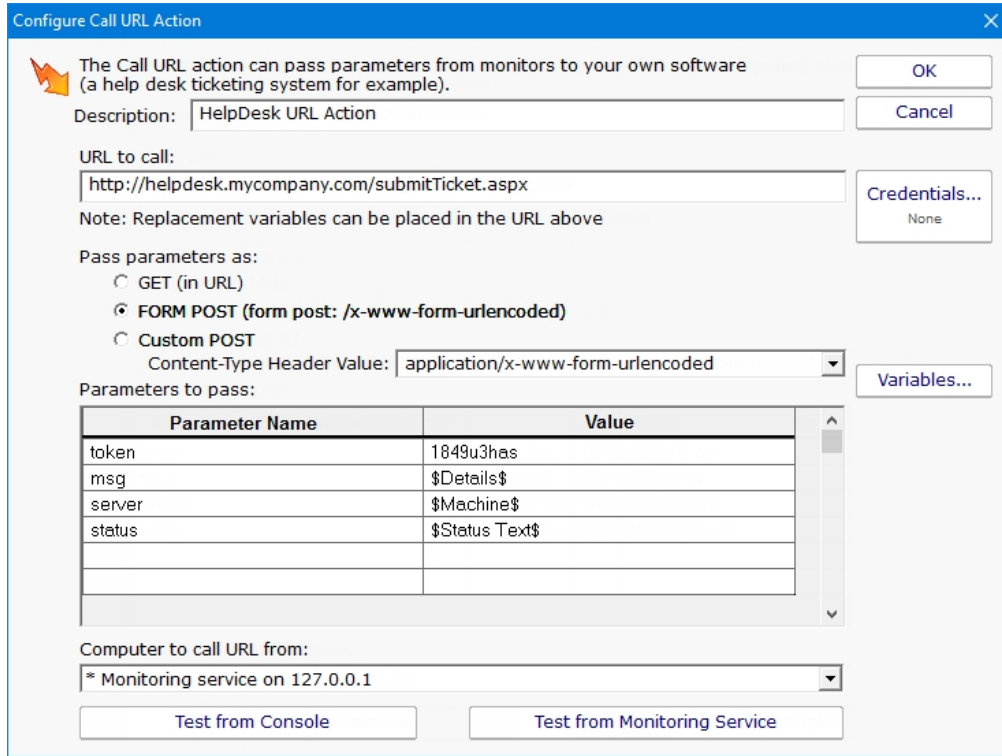
Green squares indicate hours when this activity can be activated.

Set All Clear All OK Cancel

	12a	1a	2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p
Sun																								
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								

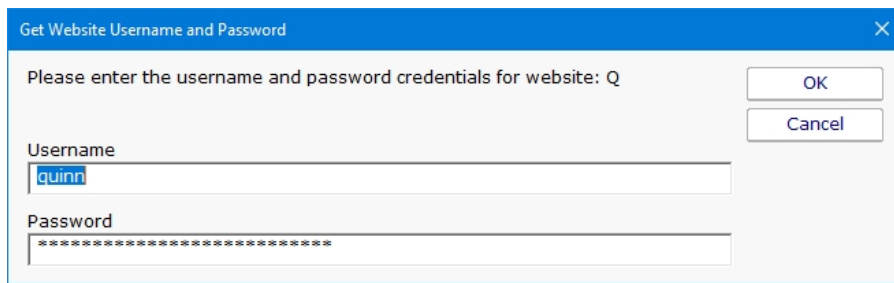
Call URL Action

This action will call a URL that you specify, possibly passing additional information about the alert via GET or POST variables.



Specify the URL to call, and whether it should be called with GET (with parameters added to the URL), or with POST (with parameters being form posted).

Specify any additional parameters that you want added in the field list below. The Parameter Name should be something the web page is looking for, and the parameter value can be whatever value you want. Click the [Variables](#) button to see a list of replacement variables that can be used for passing information about the alert to the web page.

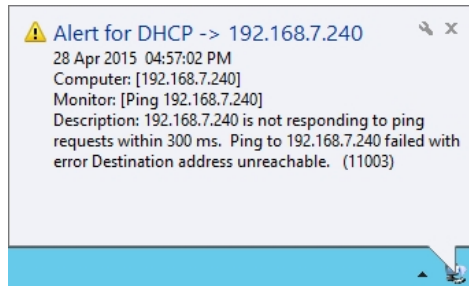


Click on the Credentials button to enter the username and password credentials for the website.

When you press one of the Test buttons, the appropriate HTTP request is built (with parameters appended to the URL, or built into a form post) and sent to the web page. One caution for the GET setting -- most web servers have a limit on the amount of data that can be sent via a GET request. A 2KB limit is not uncommon.

Desktop Notifier Action

The Desktop Notifier Action is small application that runs in the Windows task bar. It connects to your central server and listens for notifications to display.



Installation

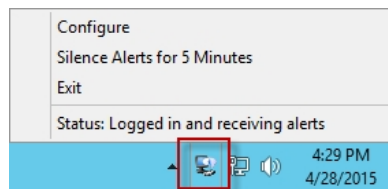
To install the Desktop Notifier to a computer, copy all of the files from the folder below to your target computer:

```
C:\Program Files\PA Storage Monitor\DesktopNotifier
```

Once copied, run PADesktopNotifier.exe by double-clicking on it.

Configuration

The very first time the PA Desktop Notifier is run, the configuration dialog will be shown below. It is also shown if you right-click the application icon in the task bar and choose Configure.



Specify the Central Monitoring Server's hostname/IP address and the port it uses for HTTPS communication. This can be determined by looking in the Console at the [HTTP Settings](#).

A username and password also need to be specified. This is the same username and password a user might use to login to the web-based reports or a remote Console. Click to see [more information on managing user accounts](#).

PA Desktop Notifier (Not Responding)

Central monitoring service address: Enter the external server name or IP address, and port, of the central monitoring service. Example: 192.168.1.5:81 The port can be found in the Console in Settings -> HTTP Server Settings.

10.174.7.4:81

Test connection to service...

OK

Cancel

Username: Username and password are configured in the Console in Settings -> Remote Access.

desktop

Password:

Test Login

Show alerts as pop-up message boxes

Show alerts as taskbar slide-up boxes

Automatically start this application when you login to Windows

The settings entered will be saved in:

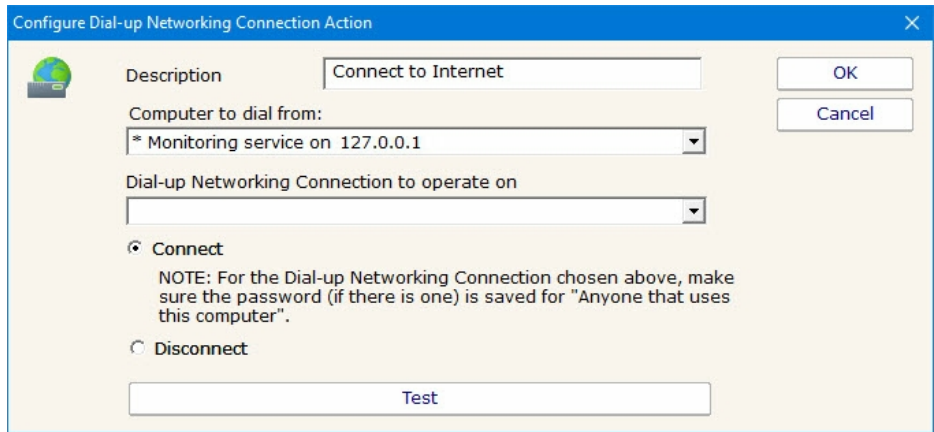
```
C:\Users\{user account}\AppData\Roaming\PADesktopNotifier.ini
```

The username and password are encrypted using the recommended Windows encryption functions. This file can be deleted if you want to reset the configuration.

Once the user has logged in, a new Desktop Notification action will appear in the Console application and can be assigned to monitors just like any other action.

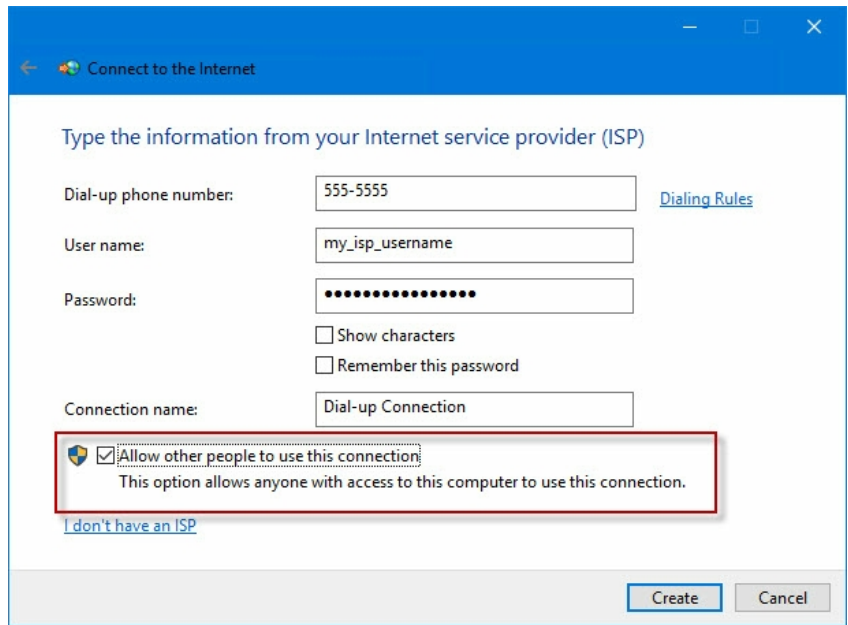
Dial-up Connection Action

The Dial-up Connection action dials and connects a Windows Dial-up Networking Connection.



Previous to configuring this action, you need to manually create and configure the Dial-up Networking Connection in Windows. This typically involves specifying a phone number to dial, a modem to use, and a username and password to send to the ISP.

Also note that this action can dial a Dial-up Networking Connection that is created on the Central Monitoring Service, or on a remote Satellite. Naturally the Dial-up Network Connection must be created at the location that you want to dial it.



When you create the Dial-up Networking Connection, it is important that you save the username and password, and save it for "Anyone who uses this computer" since the account used to run the monitoring service will very often not be the same account that is used when the Dial-up Networking Connection is created.

E-mail Message Action

The E-mail Message Action is the standard way for monitors to notify you via SMTP email messages. This allows for typical email messages as well as messages sent to cell phones and pagers if your cell/pager provider has an SMTP gateway (most providers do). There are some hints about that in the [SMS FAQ](#).

To configure this action, give the target SMTP email address. You can add multiple email addresses (comma separate them) for sending alerts to the same addresses, and/or create multiple E-mail Message Actions and attaching them to different monitors for more customized alerting.

E-mail alerts are always sent from the Central Monitoring Service. In the case where a monitor running on a remote Satellite detects an issue and runs an attached E-mail Message Action, the alert message will be sent to the Central Monitoring Service for ultimate delivery.

There are two ways to send a message: Direct, or via a standard SMTP server.

The screenshot shows a 'Configure Email Notification' dialog box with the following elements:

- Email Address:** ops@yourdomain.com (with a note that multiple addresses can be comma separated).
- From Address:** alerts@yourdomain.com (with a note that it must be a single valid email address).
- Checkboxes:** A checked box for 'Send message directly without using an SMTP server' and a note that the target SMTP server needs to be accessible via port 25.
- Buttons:** OK, Cancel, Advanced Options..., Message..., Schedule..., and Test Send.
- Global SMTP Server Settings (shared by all Email actions):**
 - SMTP Server Name: [Empty field]
 - Port: 25
 - Encryption: Don't Know (dropdown)
 - Optional Username for SMTP Server: [Empty field]
 - Password for SMTP Server: [Empty field]
 - Retype password: [Empty field]
 - Test Primary Server button.
- Backup SMTP Server Settings:**
 - Backup SMTP Server Name: [Empty field]
 - Port: 25
 - Encryption: Don't Know (dropdown)
 - Optional Username for SMTP Server: [Empty field]
 - Password for SMTP Server: [Empty field]
 - Retype password: [Empty field]
 - Test Backup Server button.

Direct Send

PA Storage Monitor can act like a simple SMTP server and send messages directly to the recipient's receiving SMTP server. That means a connection to the destination server via port 25 needs to be possible (sometimes Internet Service Providers block outgoing port 25 to help limit spam, but if PA Storage Monitor is on the same network as your mail server, it will probably work). The other requirement is that an MX DSN lookup returns a name for the target mail server that is resolvable from the machine hosting PA Storage Monitor.

The easiest way to determine if all the above requirements are met is to just try it. Click the "Send message directly..." checkbox and then press the "Test Send" button. If the message is successfully sent, the configuration is complete. If it is not sent, uncheck the

checkbox and continue to configure the SMTP server settings.

Send via SMTP Server

SMTP server settings are shared among all E-mail Message Actions. You can specify a primary SMTP server and a backup which will be used if sending via the primary fails. Unless using Direct Send, a primary SMTP server must be specified; the backup is optional.

The settings for each SMTP server (primary and secondary) can be validated by the program. You can do this by pressing the "Test Primary Server" and "Test Backup Server" buttons respectively. This test sends a short email message as a test to the email address(es) that were entered in the "Email address" field at the top of the form. If sending the email succeeds and you successfully receive the message, then the SMTP server settings that you have entered are correct. If the message is not received but you are sure the settings are correct, see the [Troubleshooting Missing Email Alerts](#) FAQ for help.



The E-mail Message Action supports using SSL for logging into the SMTP server. If you don't know which SSL option to use, leave the setting on Don't Know -- the Test button will figure it out for you.



Exchange

For sending via a Microsoft Exchange server, check the Exchange configuration to ensure SMTP relaying is allowed from the Central Monitoring Service computer.



Office365

For sending email with Office365 with "modern authentication" (OAuth 2.0) please see [this help document](#).



GMail

To send alerts using a GMail account a security setting change is needed. [How To Enable Gmail Access](#)

Troubleshooting

If email alerts are not showing up as expected, check out the [Troubleshooting Missing Email Alerts](#) FAQ for help.

Additional Configuration Options

Advanced Options

The Advanced Options button will display the dialog below. Each of these options is specific to the E-mail Message Action that you are currently configuring.

Advanced Email Options

These advanced options only apply to this email action.

Enable 'Message Digests' for this address. Message Digests combine multiple alerts that are received within a short period of time into a single message when reasonable.

Source Combining Options
Only combine from the same server/device

Send message as High Priority

On delivery failure, broadcast message via all other notification actions

On delivery failure, queue message to send later

Reverse the primary/backup SMTP servers that are used (ie try sending using the backup first, and the primary second)

Action name
E-mail Message to OtherUser@YourDomain.com

Max message body length in characters (0 means no limit)
0

Mail encoding (global setting for all email actions)
Unicode (UTF-8) -- utf-8

OK
Cancel

Messages Digests - To reduce possible message overload, you can specify that multiple messages to be sent within a short time (about 1 minute) combine into a single message.

Send as High Priority - Self explanatory

Broadcast on Delivery Failure - If an alert can't be sent via the Primary or Secondary SMTP servers, this option instructs PA Storage Monitor to send the message out using all other configured notification mechanisms. Only notification actions (like SMS, Pager, etc) will be tried in this fallback scenario.

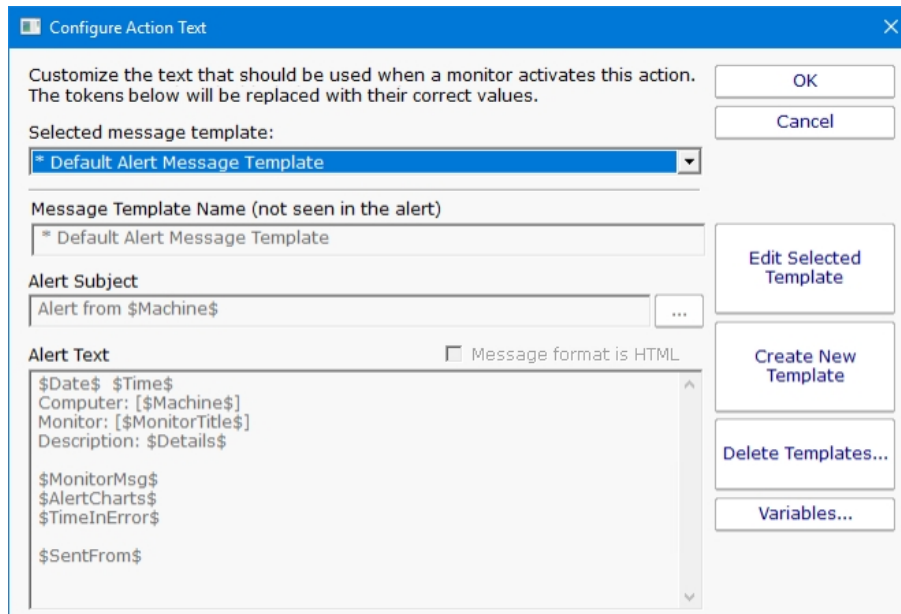
Queue for Later - If a message can't be sent (perhaps because there is no connection to the server), you can specify that the message be queued for later delivery. Periodically PA Storage Monitor will try to send any messages that are in the queue.

Reverse Primary/Secondary - For testing purposes it is sometimes desirable to send via the Secondary SMTP server just to make sure it is working as expected.

If the message will be going to a device with limited capabilities (perhaps a pager via SMS for example), you can specify that only the first 200 characters (for example) get sent.

Message Template

Pressing the Message button displays the configuration dialog below. This lets you customize message text, select different templates to use, and to create new templates. This is most useful when sending alerts to devices like pagers and cell phones which might only accept the first sentence or two of a message. Also, having the ability to use different message templates will help you get the right information to the right groups.



Select message template dropdown - Allows the option to use different message templates for individual actions that use message templating.

Edit Selected Template - Select and then edit the message template that you wish to change.

Create New Template - Create a new template by supplying the new template with a template name, alert subject, and alert text.

Delete Templates - Delete templates that are no longer needed. Select the Delete Template button and then select the templates that you wish to delete.

Variables - Using [replacement variables](#) allow you to insert details into your message templates.

You can also specify specify that the message is HTML, and enter an HTML message template. Enclose the template in an <html> tag. Don't bother with a <head> tag as most email clients will strip it out.

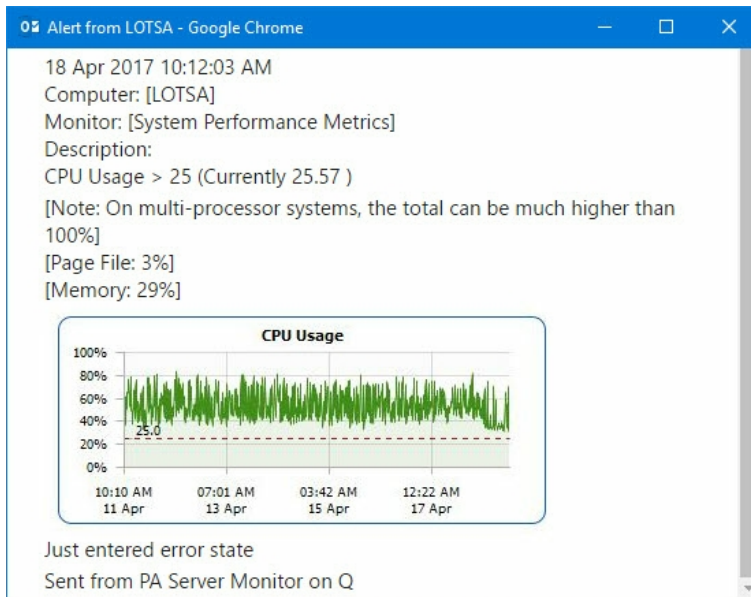


Some good hints and tips about HTML email are available here:

<http://www.mailchimp.com/resources/guides/email-marketing-field-guide/>

You can also rename the action as it shows up in the various action lists (for example to give the email action a group name). You can reset the action to its original/default name by simply clearing the name field.

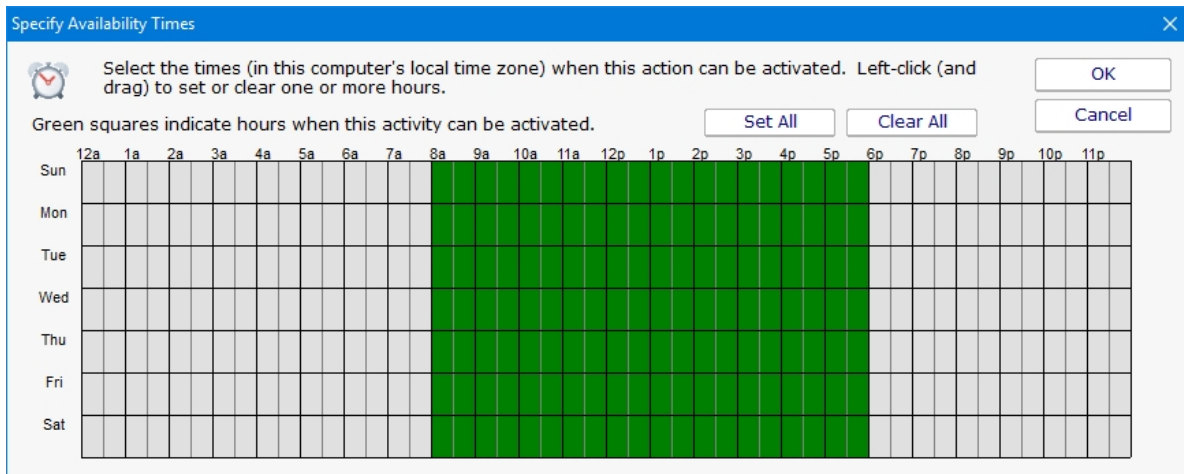
A typical alert email could look something like this:



Note: Actual message content will vary depending on the product being used, and the monitor which fires the actions.

Scheduling

If the action should not be used 24/7 you can use the Schedule button to specify when notifications should be sent to the given pager. On off hours the action acts as though it isn't configured at all. The dark green below indicates 'on hours' and the lighter grey specifies 'off hours'.



Advanced: Scripting Options

Scripting the Recipients

The Email Action can determine who to send the email to on the fly by calling a script. To access that feature, click the ... button next to the Email Address field.

Inventory Details

Inventory Details

Created 01 Apr 2020 10:20 AM

All Reports

PDF Version

10 records

Inventory Details

Server/Device	OS: Name	OS: Ver.	Uptime.	Windows Upd.
DOMAIN2	Microsoft Windows Server 2012 R2 Standard	6.3.9600	99.998	0
WAMPA	Microsoft Windows Server 2012 R2 Standard	6.3.9600	99.998	3
ABCLIVEDEMO	Microsoft Windows Server 2012 R2 Standard	6.3.9600	99.998	0
CLEAN2016	Microsoft Windows Server 2016 Standard	10.0.143...	99.998	0
ARCHIVE	Microsoft Windows Server 2019 Standard	10.0.177...	99.882	1
MOSEISLEY	Microsoft Windows Server 2019 Standard	10.0.177...	99.321	1
FINN	Microsoft Windows Server 2016 Standard	10.0.143...	99.323	0
HONEYPOT-2019	Microsoft Windows Server 2019 Standard	10.0.177...	99.993	3
BEDROCK	Microsoft Windows Server 2019 Standard	10.0.177...	99.997	4
DOMAIN3	Microsoft Windows Server 2019 Standard	10.0.177...	99.915	3

Here you can specify a script that will run. The results of the script must be assigned to the variable EmailList, and should consist of a simple text string of one or more email addresses. Each email address should be on a separate line, or on the same line and separated by commas. The script can do anything you want to get the email list, like reading from a database, from a URL or from a text file. If the script determines that the email should not be sent, set the EmailList variable to the string "NO_SEND".

Configure Dynamic Email List

Specify the email address(es) that will be used for this action. Separate multiple email addresses with a comma or new line.

Use specified email addresses

Run script to get email addresses. Final email address list should be assigned to "EmailList". Separate addresses with a comma or new line.

Script Language:

```
1 'List from URL example:
2 'EmailList = CallURL("http://localhost/emailList.php")
3
4 'List from file example:
5 'Set oFSO = CreateObject("Scripting.FileSystemObject")
6 'Set oFile = oFSO.OpenTextFile("C:\EmailList.txt", 1)
7 'EmailList = oFile.ReadAll
8
9
10
11
```

All of the same values available to the Execute Script action are available here.

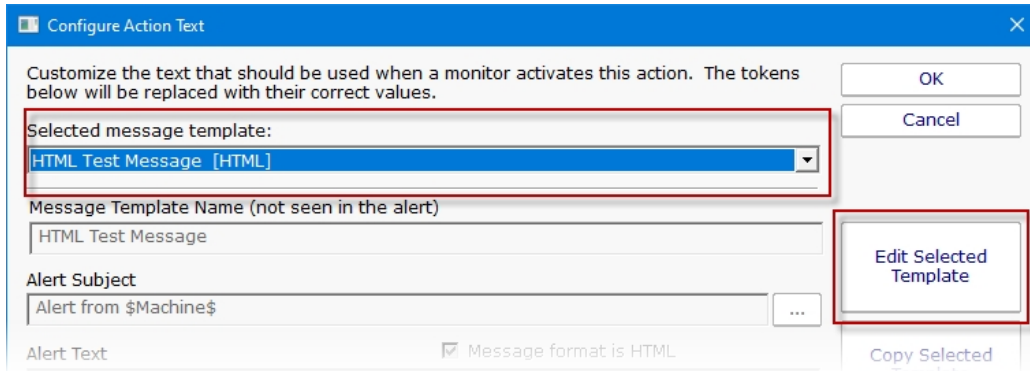
OK

Cancel

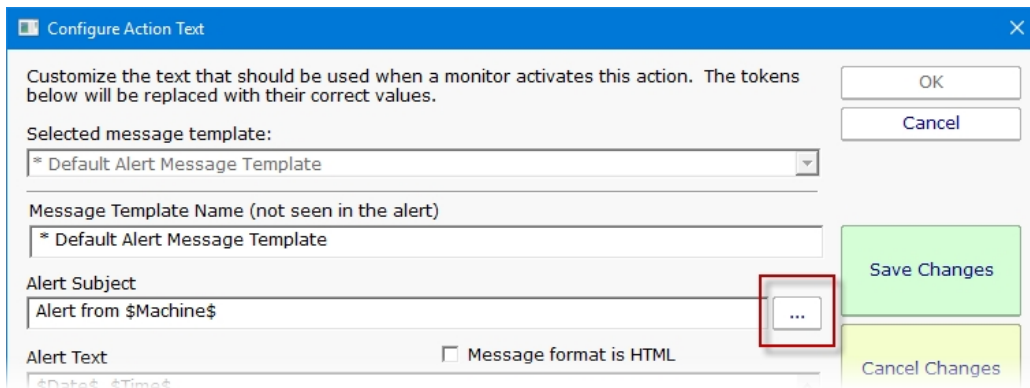
Test Script in Monitoring Service (Production)

Overriding the Subject or Body via Script

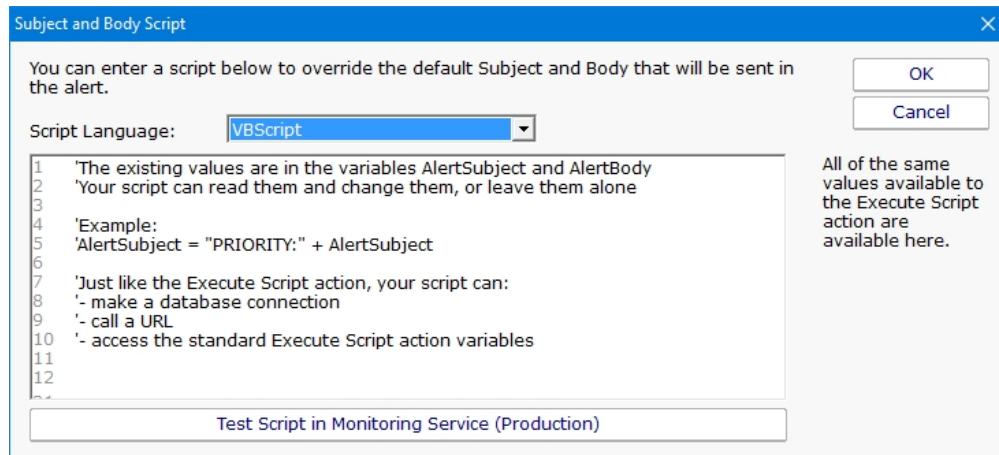
The Subject or Body of an email message can be changed on-the-fly as an alert email is going out. First select the templet to edit from the dropdown and then click on the Edit Selected Template button.



Then to access this script click the ... button on the Message dialog.



This script has access to all of the same values and functions as the [Execute Script](#) action has. Assign the final output to the variables Body and/or Subject. The variables are initialized with the current value to be used. You can change the value, replace it, or leave it alone.



Execute Script Action

The Execute Script Action allows you to receive action parameters that were sent from a monitor and handle them in your own specific way.

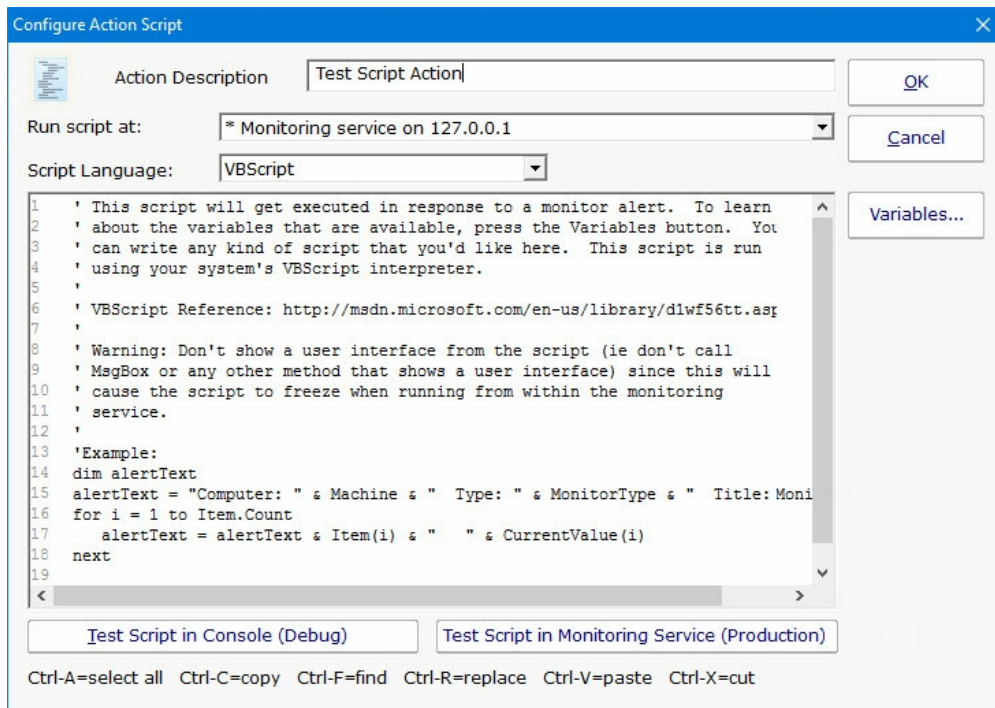
The script is run using the computer's built-in VBScript, JavaScript or Powershell interpreter. This means you can make use of the full scripting language as well as any installed 3rd party components that are installed on the system.

Near the top of the action dialog is a "Run script at" selection box. Here you can specify where the script should be run if you have Satellite monitoring services. The default is to run the script on the Central Monitoring Service.

The next control simply allows you to select the language for your script. If the script window is empty or still showing the default script, changing the current language will show a new default script in the language you specify.

The script window is where you enter your script. The script can do anything that can be done in the select language (including creating external components) with all the standard restrictions. A good VBScript reference is available at:

<http://msdn.microsoft.com/en-us/library/d1wf56tt.aspx>



There are two Test buttons. One will run the script within the Console. The other will send the script to the monitoring service that is monitoring the target computer (Central Monitoring Service or a Satellite) and run the script there. This helps find any problems that might come up from the script possibly running on a different machine, or running as a different user (the service Log As user).



Keep in mind that when the script runs, it might run on a different computer than where you are editing it. That means drive mappings, HKEY_CURRENT_USER registry hive, Internet Explorer settings and the currently running user will often be different.

IMPORTANT: Do not show any user interface elements in the script -- they will not be visible in the monitoring service and will block the script from ever completing.

Topics

[Example scripts](#)

[VBScript](#)

[JavaScript](#)

[PowerShell](#)

[SSH](#)

Additional Script Elements

Besides the scripting language's own objects and elements, the following additional global variables and methods are available within each scripting environment:

VBScript

AlertType

This value indicates if the script is running because of an alert condition, a fixed condition, because an error was acknowledged, or for a reminder of a still open error.

Possible values are:

1 = Alert

2 = Fixed

3 = Acknowledged

4 = Reminder

Example:

```
if AlertType = 1 Then {do something ... }
```

CurrentValue

This is an array of string values, representing the current value (if any) for the item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = CurrentValue(1)
```

CustomProp

This function retrieves the named value of a custom property. It checks the Monitor first, and if not found, checks the monitor's owning computer, and then the computer's group, and then the group's parent group, etc. Custom properties can be set on Groups, Computers and Monitors by right-clicking on the item and choosing the Custom Properties menu.

Example:

```
myStr = CustomProp("NotifyGroupID")
```

Details

This is a string value. This value is the content of the action being fired. It is sent from the monitor and typically contains information about the alert.

Example:

```
myStr = Details
```

Description

This is an array of string values, representing a description of this particular item's status. The Details value (above) is usually all of the Description values appended together.

Example:

```
myStr = Description(1)
```

Extra1

This is an array of string values, representing extra information that may be available from a particular monitor. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = Extra1(1)
```

Extra2

This is an array of string values, representing extra information that may be available from a particular monitor. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = Extra2(1)
```

Group

The name of the group that the computer the monitor is attached to belongs in.

Example:

```
myStr = Group
```

GroupPath

The name of the group that the computer the monitor is attached to belongs in, with child groups delimited with a > (ie, Servers/Devices > Austin > Lab)

Example:

```
myStr = GroupPath
```

InventoryValue

Request an inventory value for the current computer, or a different one. An inventory propertyID must be used to specify which inventory value to retrieve. An optional ComputerID value can be used to get the inventory value from a computer other than the current computer. If a property can have multiple values (CPU Names for example), each one will have a newline character appended.

Example:

```
'returns the Operating System (18) for the current computer myStr = InventoryValue(18)
'returns the Operating System (18) for the current computer (0 means use default) myStr =
InventoryValue(18, 0)
'returns the Operating System (18) for computerID 238 myStr = InventoryValue(18, 238)
```

The inventoryID values are given below. Note that not all computers/devices will have all inventory values, and some may have none (especially if an [Inventory Collector](#) monitor is not added to the computer).

Anti-virus Version	38
Anti-virus Pattern File	39
Anti-virus Pattern File Date	40
Anti-virus Status	41
Operating System	18
OS Architecture	19
OS Version	20
OS Last Boot Time (_time_t UTC value)	21
OS Current Time (_time_t UTC value)	22
CPU Count	13
CPU Name (multi value)	15
CPU Number of Cores (multi value)	16
CPU Clock Speed (multi value)	17
Display Name	6
Drive Status (multi value)	23
Domain	9
Manufacturer	10
Page File size in MB	24
RAM in MB	14
System Architecture	12
System Model	11
Time Zone Offset	8
Uptime % this month	28
Uptime % last month	29

Item

This is an array of string values, representing the item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = Item(1)
```

ItemType

This is an array of string values, representing the type of item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = ItemType(1)
```

LimitValue

This is an array of string values, representing the limit/threshold (if any) for the item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = LimitValue(1)
```

Machine

This read-only string variable is the name of the computer that caused the script action to fire.

Example:

```
myStr = Machine
```

MachineAlias

This read-only string variable is the aliased name of the computer that caused the script action to fire.

Example:

```
myStr = MachineAlias
```

MachineIP

IP address text string of the computer that the firing monitor is attached to

Example:

```
myStr = MachineIP
```

MachineID

Returns the numeric value that uniquely identifies this computer (Computer ID - CID) within the application. Useful in conjunction with the [External API](#).

Example:

```
myID = MachineID
```

MonitorTitle

This read-only string variable is the title of monitor that caused this script action to fire.

Example:

```
myStr = MonitorTitle
```

MonitorType

This read-only string variable is the type of monitor that caused this script action to fire.

Example:

```
myStr = MonitorType
```

RunAction

This method allows you to run other actions from within the script. The method takes an action ID to specify which action to run. Action IDs can be viewed in the Console by enabling the View > Show Object IDs in Navigation Tree menu item.

Example:

```
RunAction 12
```

SecondsInError

Number of seconds that the monitor has been in error.

Example:

```
inErrSeconds = SecondsInError
```

State

An array of string values that contain the OK or PROBLEM state for each item being reported on. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = State(1)
```

SendMail

This method sends an email message to the recipient that you choose. This would be useful for sending the incoming Details variable to a different email recipient based on some external factors (such as who is currently carrying the pager)

Example:

```
SendMail "to_address@host.com", "from_address@host.com", "Subject of message", "Body of email"
```

```
message"
```

SetComputerCustomPropByID

Custom Properties can be used in directory paths, email messages, scripts and other places. Your script can set a Custom Property on a computer by specifying its ID (first parameter), or use 0 to indicate the computer that the action is running for should be targeted.

Example:

```
SetComputerCustomPropByID(0, "DEVICEID", "BSQL")
```



The Custom Property DISPLAYED_NOTES is the value you can set by right-clicking a computer and selecting Notes. Notes show up at the top of a Server Status Report.

Sleep

This method takes a single integer value, which is the number of milliseconds that the script should stop and sleep. Be careful about using this -- causing too many actions to sleep for very long means other actions may get delayed

Example:

```
Sleep 1500
```

Status

A read-only string indicating the current status of the monitor. To see all possible values, See Row Variables from the "Variables..." button for the action.

Example:

```
myStat = Status
```

StatusText

A read-only string indicating the current status of the monitor. This is a more human-friendly value than Status. To see all possible values, See Row Variables from the "Variables..." button for the action.

Example:

```
myStat = Status
```

TimeInErrorStr

A text string of how long the monitor has been in error

Example:

```
myStr = TimeInErrorStr
```

ToLog

This method takes a string value and appends it to the service's log file (useful for debugging scripts). The line will start with ACTION_SCRIPT_LOG.

Example:

```
ToLog "Arrived at first loop"  
ToLog resultVal
```

JavaScript

AlertType

This value indicates if the script is running because of an alert condition, a fixed condition, because an error was acknowledged, or for a reminder of a still open error.

Possible values are:

- 1 = Alert
- 2 = Fixed
- 3 = Acknowledged
- 4 = Reminder

Example:

```
if(AlertType == 1) {do something ... }
```

CurrentValue

This is an array of string values, representing the current value (if any) for the item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = CurrentValue(1);
```

CustomProp

This function retrieves the named value of a custom property. It checks the Monitor first, and if not found, checks the monitor's owning computer, and then the computer's group, and then the group's parent group, etc. Custom properties can be set on Groups, Computers and Monitors by right-clicking on the item and choosing the Custom Properties menu.

Example:

```
myStr = CustomProp("NotifyGroupID");
```

Details

This is a string value. This value is the content of the action being fired. It is sent from the monitor and typically contains information about the alert.

Example:

```
myStr = Details;
```

Extra1

This is an array of string values, representing extra information that may be available from a particular monitor. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = Extra1(1);
```

Extra2

This is an array of string values, representing extra information that may be available from a particular monitor. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = Extra2(1);
```

Group

The name of the group that the computer the monitor is attached to belongs in.

Example:

```
myStr = Group;
```

GroupPath

The name of the group that the computer the monitor is attached to belongs in, with child groups delimited with a > (ie, Servers/Devices > Austin > Lab)

Example:

```
myStr = GroupPath;
```

InventoryValue

Request an inventory value for the current computer, or a different one. An inventory propertyID must be used to specify which inventory value to retrieve. An optional ComputerID value can be used to get the inventory value from a computer other than the current computer. If a property can have multiple values (CPU Names for example), each one will have a newline character appended.

Example:

```
//returns the Operating System (18) for the current computer myStr = InventoryValue(18);  
//returns the Operating System (18) for the current computer (0 means use default) myStr =  
InventoryValue(18, 0);  
//returns the Operating System (18) for computerID 238 myStr = InventoryValue(18, 238);
```

The inventoryID values are given below. Note that not all computers/devices will have all inventory values, and some may have none (especially if an [Inventory Collector](#) monitor is not added to the computer).

Anti-virus Version	38
Anti-virus Pattern File	39
Anti-virus Pattern File Date	40
Anti-virus Status	41
Operating System	18
OS Architecture	19
OS Version	20
OS Last Boot Time (_time_t UTC value)	21
OS Current Time (_time_t UTC value)	22
CPU Count	13
CPU Name (multi value)	15
CPU Number of Cores (multi value)	16
CPU Clock Speed (multi value)	17
Display Name	6
Drive Status (multi value)	23
Domain	9
Manufacturer	10
Page File size in MB	24
RAM in MB	14
System Architecture	12
System Model	11
Time Zone Offset	8
Uptime % this month	28
Uptime % last month	29

Item

This is an array of string values, representing the item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = Item(1);
```

ItemType

This is an array of string values, representing the type of item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = ItemType(1);
```

LimitValue

This is an array of string values, representing the limit/threshold (if any) for the item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = LimitValue(1);
```

Machine

This read-only string variable is the name of the computer that caused the script action to fire.

Example:

```
myStr = Machine;
```

MachineAlias

This read-only string variable is the aliased name of the computer that caused the script action to fire.

Example:

```
myStr = MachineAlias;
```

MachineIP

IP address text string of the computer that the firing monitor is attached to

Example:

```
myStr = MachineIP;
```

MachineID

Returns the numeric value that uniquely identifies this computer (Computer ID - CID) within the application. Useful in conjunction with the [External API](#).

Example:

```
myID = MachineID;
```

MonitorTitle

This read-only string variable is the title of monitor that caused this script action to fire.

Example:

```
myStr = MonitorTitle;
```

MonitorType

This read-only string variable is the type of monitor that caused this script action to fire.

Example:

```
myStr = MonitorType;
```

RunAction

This method allows you to run other actions from within the script. The method takes an action ID to specify which action to run. Action IDs can be viewed in the Console by enabling the View > Show Object IDs in Navigation Tree menu item.

Example:

```
RunAction(12);
```

SecondsInError

Number of seconds that the monitor has been in error.

Example:

```
inErrSeconds = SecondsInError;
```

State

An array of string values that contain the OK or PROBLEM state for each item being reported on. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = State(1);
```

SendMail

This method sends an email message to the recipient that you choose. This would be useful for sending the incoming Details variable to a different email recipient based on some external factors (such as who is currently carrying the pager)

Example:

```
SendMail("to_address@host.com", "from_address@host.com", "Subject of message", "Body of email message");
```

SetComputerCustomPropByID

Custom Properties can be used in directory paths, email messages, scripts and other places. Your script can set a Custom Property on a computer by specifying it's computer ID, or use 0 to indicate the computer the action is bring run for should be targeted.

Example:

```
SetComputerCustomPropByID(0, "DEVICEID", "BSQL");
```



The Custom Property DISPLAYED_NOTES is the value you can set by right-clicking a computer and selecting Notes. Notes show up at the top of a Server Status Report.

Sleep

This method takes a single integer value, which is the number of milliseconds that the script should stop and sleep. Be careful about using this -- causing too many actions to sleep for very long means other actions may get delayed

Example:

```
Sleep 1500;
```

Status

A read-only string indicating the current status of the monitor. To see all possible values, See Row Variables from the "Variables..." button for the action.

Example:

```
myStat = Status;
```

StatusText

A read-only string indicating the current status of the monitor. This is a more human-friendly value than Status. To see all possible values, See Row Variables from the "Variables..." button for the action.

Example:

```
myStat = Status;
```

TimeInErrorStr

A text string of how long the monitor has been in error

Example:

```
myStr = TimeInErrorStr;
```

ToLog

This method takes a string value and appends it to the service's log file (useful for debugging scripts). The line will start with ACTION_SCRIPT_LOG.

Example:

```
ToLog("Arrived at first loop");  
ToLog(resultVal);
```

PowerShell

PowerShell interaction happens via the \$sact object.

\$sact.AcknowledgeAlert

This Function will allow you to acknowledge the alert and to fire or not fire alerts. The three parameters are AlertID (\$sact.AlertID), AckAlerts, and Acknowledged By. AckAlerts needs to be set to either 0 (doesn't fire acknowledge alerts) or 1 (fire acknowledge alerts), defaults is 1.

Example:

```
$sact.AcknowledgeAlert($sact.AlertID, 1, "Quinn")
```

\$sact.AlertType

This value indicates if the script is running because of an alert condition, a fixed condition, because an error was acknowledged, or for a reminder of a still open error.

Possible values are:

- 1 = Alert
- 2 = Fixed
- 3 = Acknowledged
- 4 = Reminder

Example:

```
if($act.AlertType)
```

\$act.ChangeMonitorStatus

SetMonitorStatus is a function that sets the status of any monitor. This function takes three values: Monitor ID, Monitor Status, and Status Text. The Monitor ID is assigned in the monitoring service and you can find the ID value by showing the IDs from the View menu and then looking in the navigation column. If you use 0 for the Monitor ID the function will change the status of the monitor the action is attached to. There are four statuses that are available: msOK, msAlert, msError, and msDISABLED. The Status Text is the message that you can supply that is listed for the monitor and will be shown in reports.

Example:

```
$act.ChangeMonitorStatus(43, $act.msAlert, "Status changed for monitor")
```

Possible values:

Monitor Status	Values
OK	\$act.msOK
Alert	\$act.msAlert
Error	\$act.msError
Disabled	\$act.msDISABLED
Alert Show as Green	\$act.msALERT_GREEN
Alert Show as Red	\$act.msALERT_RED

\$act.CurrentValue

This is an array of string values, representing the current value (if any) for the item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = $act.CurrentValue[0]
```

\$act.CustomProp

This function retrieves the named value of a custom property. It checks the Monitor first, and if not found, checks the monitor's owning computer, and then the computer's group, and then the group's parent group, etc. Custom properties can be set on Groups, Computers and Monitors by right-clicking on the item and choosing the Custom Properties menu.

Example:

```
myStr = $act.CustomProp("NotifyGroupID")
```

\$act.Details

This is a string value. This value is the content of the action being fired. It is sent from the monitor and typically contains information about the alert.

Example:

```
myStr = $act.Details
```

`$act.Extra1`

This is an array of string values, representing extra information that may be available from a particular monitor. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = $act.Extra1[0]
```

`$act.Extra2`

This is an array of string values, representing extra information that may be available from a particular monitor. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = $act.Extra2[0]
```

`$act.GetMonitorList`

`GetMonitorList` is a function that uses the Server ID to return a list of monitors assigned to the server and the monitor's attributes. The server ID can be for any server and if no server is given the default will be the current server that this monitor is assigned to. The returned value is a Hashtable that can be iterated through to find the value needed.

Example:

```
$myTable = $act.GetMonitorList(1)
```

The monitor's attributes values:

Status	status
Error Text	errText
Dependency	depends_on
Title	title
Error Action IDs	errActionIDs
Scheduled Next Run Time	nextRun
Time in Error (seconds)	inErrSeconds
Fixed Action ID	fixedActionIDs
Last Run Time	lastRun

`$act.GetServerList`

`GetServerList` is a function that returns a list of servers assigned to a group and the server's attributes. Two parameters are needed for this function; `GroupID` and `include Child Groups`. If no `GroupID` is used the default 0 is used, which is the entire list of servers at the root level. The second parameter is a switch used to return or not return servers that are in child groups under the starting group. Use 0 to return all servers and 1 to return servers at the parent level only. The returned value is a Hashtable that can be iterated through to find the value needed.

Example:

```
$myTable = $act.GetServerList(2, 1)
```

The server's attributes values:

Server Name name
Group Level group
Group ID groupID
Status status
Alias for Server alias

\$act.Group

The name of the group that the computer the monitor is attached to belongs in.

Example:

```
myStr = $act.Group
```

\$act.GroupPath

The name of the group that the computer the monitor is attached to belongs in, with child groups delimited with a > (ie, Servers/Devices > Austin > Lab)

Example:

```
myStr = $act.GroupPath
```

\$act.InventoryValue

Request an inventory value for the current computer, or a different one. An inventory propertyID must be used to specify which inventory value to retrieve. An optional ComputerID value can be used to get the inventory value from a computer other than the current computer. If a property can have multiple values (CPU Names for example), each one will have a newline character appended.

Example:

```
//returns the Operating System (18) for the current computer myStr = $act.InventoryValue(18)  
//returns the Operating System (18) for the current computer (0 means use default) myStr =  
$act.InventoryValue(18, 0)  
//returns the Operating System (18) for computerID 238 myStr = $act.InventoryValue(18, 238)
```

The inventoryID values are given below. Note that not all computers/devices will have all inventory values, and some may have none (especially if an [Inventory Collector](#) monitor is not added to the computer).

Anti-virus Version	38
Anti-virus Pattern File	39
Anti-virus Pattern File Date	40
Anti-virus Status	41
Operating System	18
OS Architecture	19
OS Version	20
OS Last Boot Time (_time_t UTC value)	21

OS Current Time (_time_t UTC value)	22
CPU Count	13
CPU Name (multi value)	15
CPU Number of Cores (multi value)	16
CPU Clock Speed (multi value)	17
Display Name	6
Drive Status (multi value)	23
Domain	9
Manufacturer	10
Page File size in MB	24
RAM in MB	14
System Architecture	12
System Model	11
Time Zone Offset	8
Uptime % this month	28
Uptime % last month	29

\$act.Item

This is an array of string values, representing the item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = $act.Item[0]
```

\$act.ItemType

This is an array of string values, representing the type of item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = $act.ItemType[0]
```

\$act.LimitValue

This is an array of string values, representing the limit/threshold (if any) for the item being tested. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = $act.LimitValue[0]
```

\$act.Machine

This read-only string variable is the name of the computer that caused the script action to fire.

Example:

```
myStr = $act.Machine
```

\$act.MachineAlias

This read-only string variable is the aliased name of the computer that caused the script action to fire.

Example:

```
myStr = $act.MachineAlias
```

\$act.MachineID

Returns the numeric value that uniquely identifies this computer (Computer ID - CID) within the application. Useful in conjunction with the [External API](#).

Example:

```
myID = $act.MachineID
```

\$act.MachineIP

IP address text string of the computer that the firing monitor is attached to

Example:

```
myStr = $act.MachineIP
```

\$act.MonitorTitle

This read-only string variable is the title of monitor that caused this script action to fire.

Example:

```
myStr = $act.MonitorTitle
```

\$act.MonitorType

This read-only string variable is the type of monitor that caused this script action to fire.

Example:

```
myStr = $act.MonitorType
```

\$act.RunAction

This method allows you to run other actions from within the script. The method takes an action ID to specify which action to run. Action IDs can be viewed in the Console by enabling the View > Show Object IDs in Navigation Tree menu item.

Example:

```
$act.RunAction(12)
```

\$act.SecondsInError

Number of seconds that the monitor has been in error.

Example:

```
inErrSeconds = $act.SecondsInError
```

\$act.SendMail

This method sends an email message to the recipient that you choose. This would be useful for sending the incoming Details variable to a different email recipient based on some external factors (such as who is currently carrying the pager)

Example:

```
$act.SendMail("to_address@host.com", "from_address@host.com", "Subject of message", "Body of email message")
```

NOTE: It works best if the From address is the same From address being used in your Email Actions.

\$act.SetComputerCustomPropByID

Custom Properties exist on groups, computers and monitors. This function lets you set the custom property on a computer. You can specify the computer ID in the first parameter, or set it to 0 to indicate the computer the actions is running for should be targeted.

Example:

```
$act.SetComputerCustomPropByID(0, "DEVICEID", "BSQL")
```



The Custom Property DISPLAYED_NOTES is the value you can set by right-clicking a computer and selecting Notes. Notes show up at the top of a Server Status Report.

\$act.State

An array of string values that contain the OK or PROBLEM state for each item being reported on. See Row Variables from the "Variables..." button for the action.

Example:

```
myStr = $act.State[0]
```

\$act.Status

A read-only string indicating the current status of the monitor. To see all possible values, See Row Variables from the "Variables..." button for the action.

Example:

```
myStat = $act.Status
```

\$act.StatusText

A read-only string indicating the current status of the monitor. This is a more human-friendly value than Status. To see all possible values, See Row Variables from the "Variables..." button for the action.

Example:

```
myStat = $act.Status
```

\$act.TimeInErrorStr

A text string of how long the monitor has been in error

Example:

```
myStr = $act.TimeInErrorStr
```

\$act.ToLog

This method takes a string value and appends it to the service's log file (useful for debugging scripts). The line will start with ACTION_SCRIPT_LOG.

Example:

```
$mon.ToLog "Arrived at first loop"  
$mon.ToLog $resultVal
```

Sleep

This is a PowerShell cmdlet that takes two parameters and is not part of the \$act object. The first parameter specifies timer in seconds (-s) or milliseconds (-m) and the second is an integer that specifies period of time.

Example:

```
Start-Sleep -s 10
```

SSH

The SSH script works using replacement variables. You can use the variables below which will be replaced with the real values from the monitor. Then the finished script is set to the target computer to be executed.

\$AlertID\$

A unique integer value representing this error. If [Event Deduplication](#) is enabled, this value will represent the latest error of this type.

\$CustomProp(propertyName)\$

`$CustomProp(propertyName)$` will be replaced with the value of *propertyName* which came from from the source monitor, source computer or a parent group. It will be blank if the property is not defined.

\$Date\$

Date in a human-readable format

\$Details\$

Details of the alert, meaning the text that is normally seen in an email alert for example.

\$Details_Single_Line\$

Same as `$Details$` above, but all new lines and carriage returns have been removed

\$Group\$

Name of the group that the owning monitor is in (i.e. could be a value like "Routers").

\$GroupPath\$

Full path name of the group that the owning monitor is in (i.e. could be a value like "Servers/Devices > Boston > Routers")

\$Machine\$

Name of the target server

\$MachineAlias\$

Alias of the target server if one has been set. There will be no value (meaning an empty string) if no alias has been set.

\$MachineID\$

Internal ID representing the target server. These IDs can be obtained using the [External API](#).

\$MachineIP\$

IP address of the target server

\$MonitorType\$

Textual name of the monitor type (i.e. "Event Log Monitor")

\$NL\$

Value that gets turned into a carriage return-newline pair.

\$Status\$

Text representing the monitor status. To see all possible values, See Row Variables from the "Variables..." button for the action.

\$StatusText\$

A text value that is more human-friendly than **\$Status\$** above. To see all possible values, See Row Variables from the "Variables..." button for the action.

\$Time\$

Human readable time on the monitoring server.

\$TimeInError\$

Human readable amount of time the monitor has been in an error/alert state.

Example VBScripts

[Connect to a database](#)

[Delete log files](#)

[Connect to a database](#)

```
Option Explicit
Dim objconnection
Dim objrecordset
Dim strDetails

Const adOpenStatic = 3
Const adLockOptimistic = 3

Set objconnection = CreateObject("ADODB.Connection")
Set objrecordset = CreateObject("ADODB.Recordset")

objconnection.Open _
    "Provider=SQLOLEDB;Data Source=;" & _
    "Initial Catalog=;" & _
    "User ID=;Password=;"

objrecordset.Open "", objconnection, adOpenStatic, adLockOptimistic
```

[Delete Log Files](#)

```
DirToCheck = "C:\Logs"
ExtensionToDelete = ".txt"

set oFSO = CreateObject("Scripting.FileSystemObject")
set oFolder = oFSO.GetFolder(DirToCheck)
For Each aFile In oFolder.Files
    if(oFSO.GetExtensionName(aFile.Path) = ExtensionToDelete) then
        oFSO.DeleteFile(aFile.Path)
    end if
Next
```

Example PowerShell

Check files in a directory

Delete Log Files

```
$TargetFolder = "D:\Testing Dir\  
$strFileName = "*.txt"  
  
get-childitem $TargetFolder -include $strFileName -recurse | foreach ($_) {remove-item $_.fullname}
```

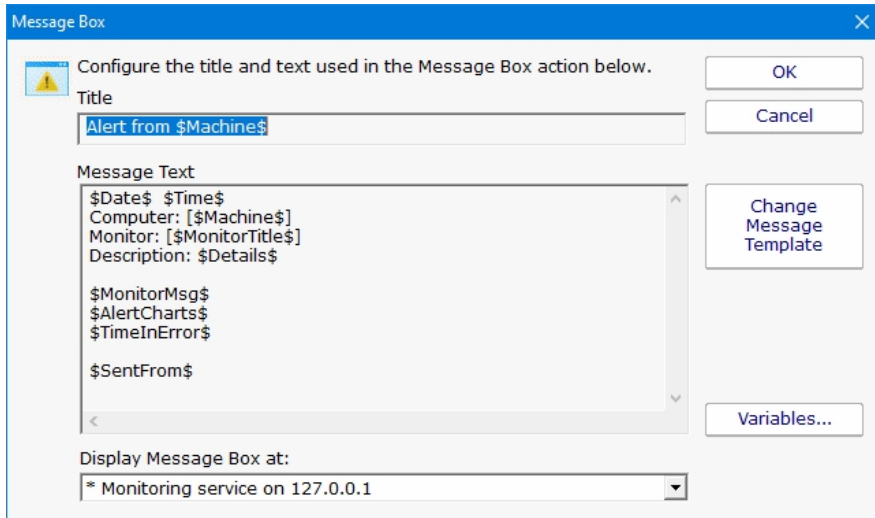
Your Script

If you would like to share your script, please [contact us](#).

Message Box Action

This action can be used when you want a message box to pop-up on the machine that is running the monitoring service with details about a recent anomaly. The Message Box Action keeps track of how many more message boxes are waiting to be shown, and lets you cancel them all at once if you choose to.

The dialog shown below is displayed when you add or edit a message box action. PA Storage Monitor fills this dialog with a standard message box title and message. You may customize the message box that is displayed when this action is taken when the error occurs by editing the Title or Message Text.



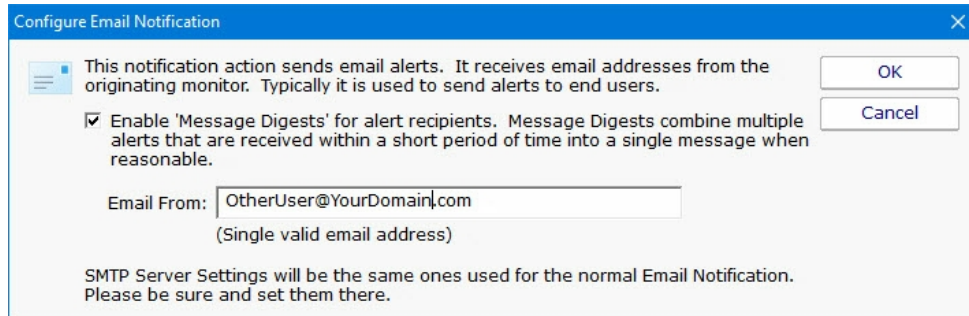
The button titled "Variables" will open a screen that displays the [replacement variables](#) that are available for use.

Note that you can choose where the Message Box is displayed. By default it will be displayed on the Central Monitoring Service computer, but you can choose to display it on a remote Satellite computer as well.

Directed-Email Action

The Directed-Email Action is similar to the E-mail Message Action in that it sends SMTP email messages with the alert text in the message body. What makes it different is that the monitor that calls this action specifies who the emails should be sent to (instead of the email address being set at configuration time).

This action is typically used with monitors where end users might need to receive alerts (like the various Quota monitors for example).

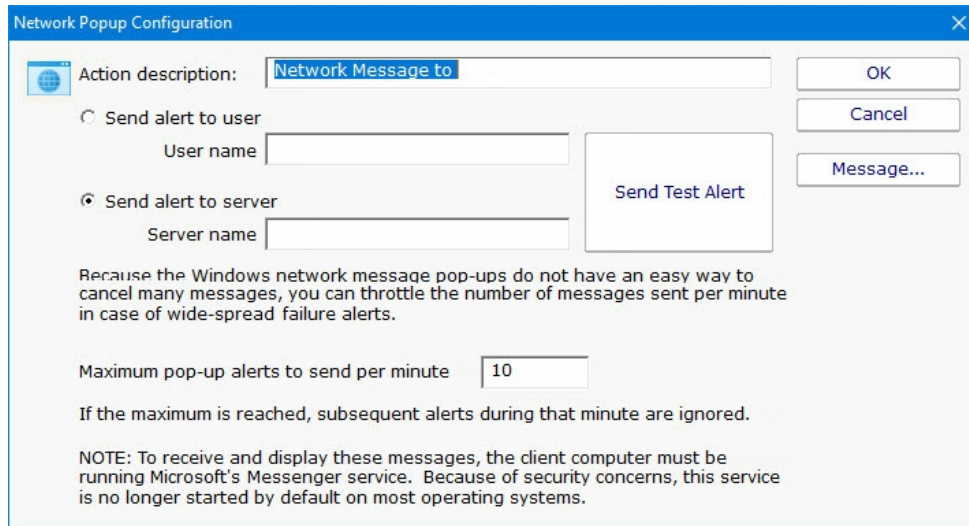


Like the E-mail Message Action, the Directed-Email Action also supports Message Digests. Message Digests combine all messages that arrive within a short amount of time for an email address into a single message.

The SMTP server settings (which are global to all email actions) are also used by this action to send the message. To change them, go to an E-Mail Message action and change them there.

Network Message Action

The Network Message Action is equivalent to doing a "net send" from the command line. It allows you to direct a message box pop-up to any particular user or computer on the network.



Network Popup Configuration

Action description: Network Message to

Send alert to user
User name

Send alert to server
Server name

Send Test Alert

OK
Cancel
Message...

Because the Windows network message pop-ups do not have an easy way to cancel many messages, you can throttle the number of messages sent per minute in case of wide-spread failure alerts.

Maximum pop-up alerts to send per minute 10

If the maximum is reached, subsequent alerts during that minute are ignored.

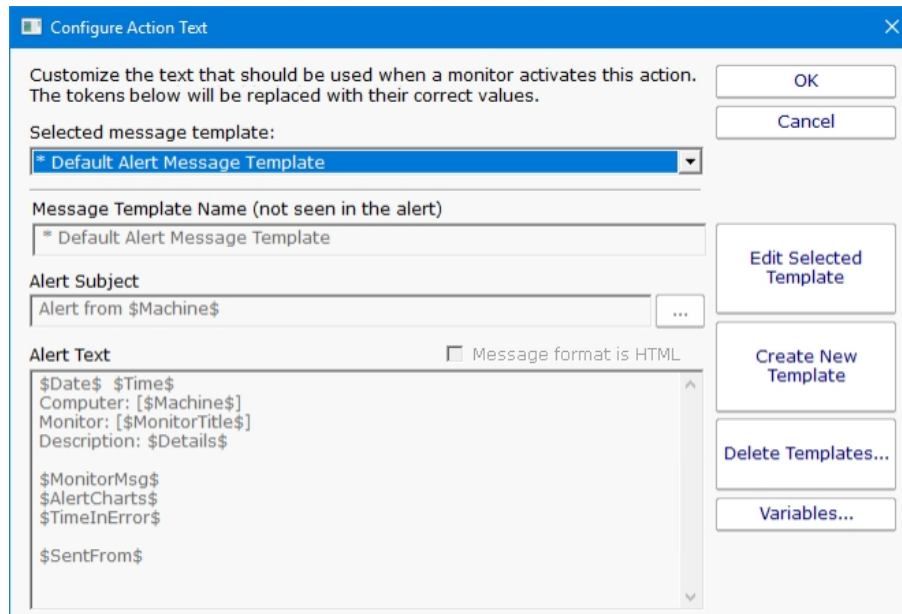
NOTE: To receive and display these messages, the client computer must be running Microsoft's Messenger service. Because of security concerns, this service is no longer started by default on most operating systems.



The client machine must be running Microsoft's Messenger service to receive and display these messages. Because of spam and security concerns, the Messenger service is not started by default on most systems.

Message Template

Pressing the Message button displays the configuration dialog below. This lets you customize message text, select different templates to use, and to create new templates. This is most useful when sending alerts to devices like pagers and cell phones which might only accept the first sentence or two of a message. Also, having the ability to use different message templates will help you get the right information to the right groups.



Select message template dropdown - Allows the option to use different message templates for individual actions that use message templating.

Edit Selected Template - Select and then edit the message template that you wish to change.

Create New Template - Create a new template by supplying the new template with a template name, alert subject, and alert text.

Delete Templates - Delete templates that are no longer needed. Select the Delete Template button and then select the templates that you wish to delete.

Variables - Using [replacement variables](#) allow you to insert details into your message templates.

You can also specify specify that the message is HTML, and enter an HTML message template. Enclose the template in an <html> tag. Don't bother with a <head> tag as most email clients will strip it out.



Some good hints and tips about HTML email are available here:

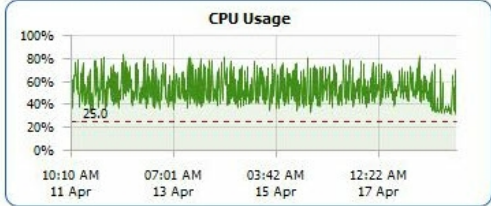
<http://www.mailchimp.com/resources/guides/email-marketing-field-guide/>

You can also rename the action as it shows up in the various action lists (for example to give the email action a group name). You can reset the action to its original/default name by simply clearing the name field.

A typical alert email could look something like this:

Alert from LOTSA - Google Chrome

18 Apr 2017 10:12:03 AM
Computer: [LOTSAs]
Monitor: [System Performance Metrics]
Description:
CPU Usage > 25 (Currently 25.57)
[Note: On multi-processor systems, the total can be much higher than 100%]
[Page File: 3%]
[Memory: 29%]

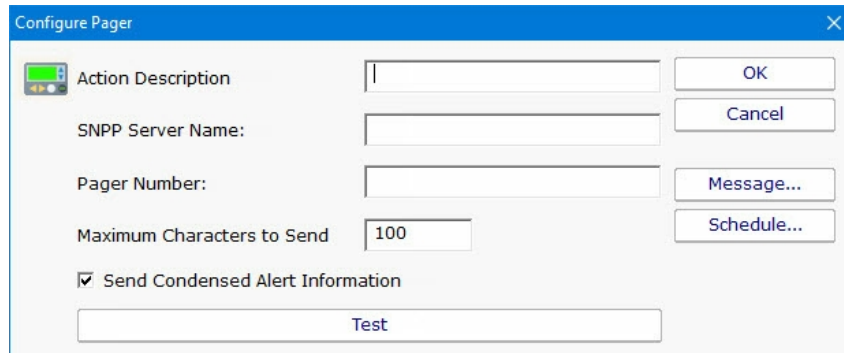


Just entered error state
Sent from PA Server Monitor on Q

Note: Actual message content will vary depending on the product being used, and the monitor which fires the actions.

Send Pager Alert Action

The Send Pager Alert action can send monitor details to an SNPP pager. You will need to get the SNPP server name from your SNPP provider.



Configure Pager

Action Description

SNPP Server Name:

Pager Number:

Maximum Characters to Send

Send Condensed Alert Information

OK

Cancel

Message...

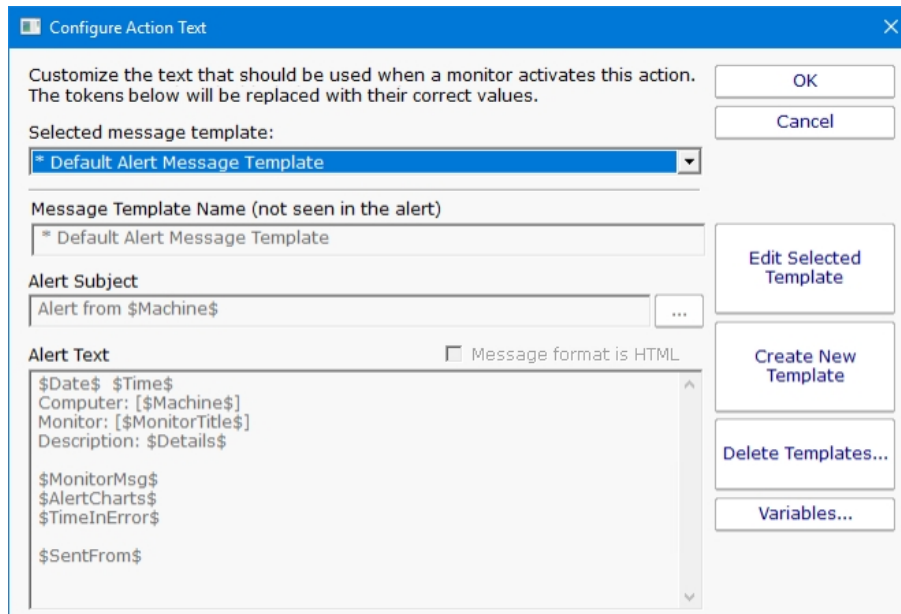
Schedule...



Some pager providers have an SMTP gateway. It is often easier to configure an E-Mail Action to send to a pager than the Send Pager Alert action. See the related FAQ about [sending SMS alerts](#).

Message Template

Pressing the Message button displays the configuration dialog below. This lets you customize message text, select different templates to use, and to create new templates. This is most useful when sending alerts to devices like pagers and cell phones which might only accept the first sentence or two of a message. Also, having the ability to use different message templates will help you get the right information to the right groups.



Select message template dropdown - Allows the option to use different message templates for individual actions that use message templating.

Edit Selected Template - Select and then edit the message template that you wish to change.

Create New Template - Create a new template by supplying the new template with a template name, alert subject, and alert text.

Delete Templates - Delete templates that are no longer needed. Select the Delete Template button and then select the templates that you wish to delete.

Variables - Using [replacement variables](#) allow you to insert details into your message templates.

You can also specify specify that the message is HTML, and enter an HTML message template. Enclose the template in an <html> tag. Don't bother with a <head> tag as most email clients will strip it out.



Some good hints and tips about HTML email are available here:

<http://www.mailchimp.com/resources/guides/email-marketing-field-guide/>

You can also rename the action as it shows up in the various action lists (for example to give the email action a group name). You can reset the action to its original/default name by simply clearing the name field.

A typical alert email could look something like this:

Alert from LOTSA - Google Chrome

18 Apr 2017 10:12:03 AM
 Computer: [LOTSAs]
 Monitor: [System Performance Metrics]
 Description:
 CPU Usage > 25 (Currently 25.57)
 [Note: On multi-processor systems, the total can be much higher than 100%]
 [Page File: 3%]
 [Memory: 29%]

Just entered error state
 Sent from PA Server Monitor on Q

Note: Actual message content will vary depending on the product being used, and the monitor which fires the actions.

Scheduling

If the action should not be used 24/7 you can use the Schedule button to specify when notifications should be sent to the given pager. On off hours the action acts as though it isn't configured at all. The dark green below indicates 'on hours' and the lighter grey specifies 'off hours'.

Specify Availability Times

Select the times (in this computer's local time zone) when this action can be activated. Left-click (and drag) to set or clear one or more hours.

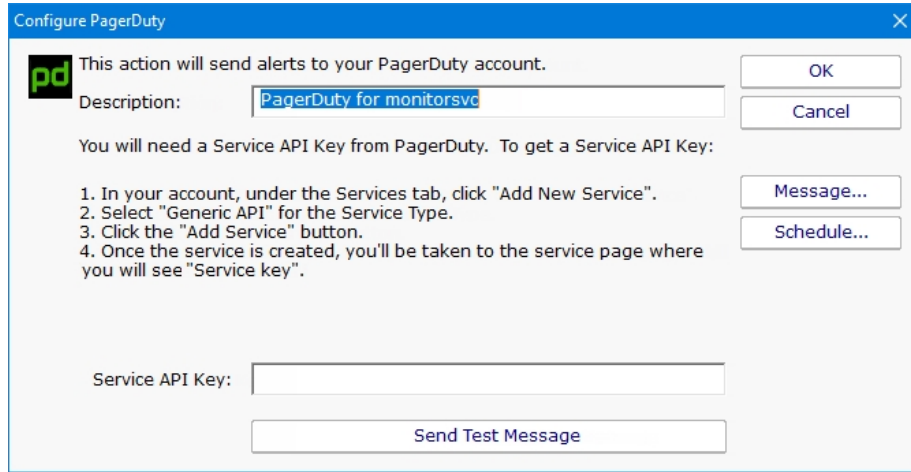
Green squares indicate hours when this activity can be activated.

Set All Clear All OK Cancel

	12a	1a	2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p
Sun																								
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								

PagerDuty Action

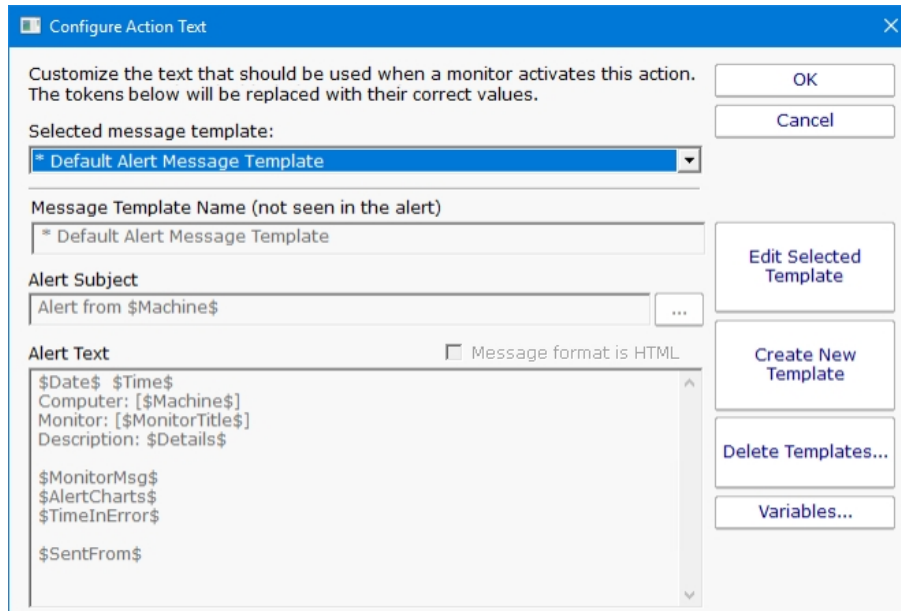
[PagerDuty](#) is a popular incident management platform that accepts alerts and helps your team handle them. With the PagerDuty Action, alerts from PA Storage Monitor can be sent to PagerDuty for handling.



As is shown in the screenshot above, you just need to get a Service API Key from your PagerDuty account and paste it into the action. The action will then be able to send alerts directory to PagerDuty. Use this action like you would an email action or any other notification action.

Message Template

Pressing the Message button displays the configuration dialog below. This lets you customize message text, select different templates to use, and to create new templates. This is most useful when sending alerts to devices like pagers and cell phones which might only accept the first sentence or two of a message. Also, having the ability to use different message templates will help you get the right information to the right groups.



Select message template dropdown - Allows the option to use different message templates for individual actions that use message templating.

Edit Selected Template - Select and then edit the message template that you wish to change.

Create New Template - Create a new template by supplying the new template with a template name, alert subject, and alert text.

Delete Templates - Delete templates that are no longer needed. Select the Delete Template button and then select the templates that you wish to delete.

Variables - Using [replacement variables](#) allow you to insert details into your message templates.

You can also specify that the message is HTML, and enter an HTML message template. Enclose the template in an <html> tag. Don't bother with a <head> tag as most email clients will strip it out.

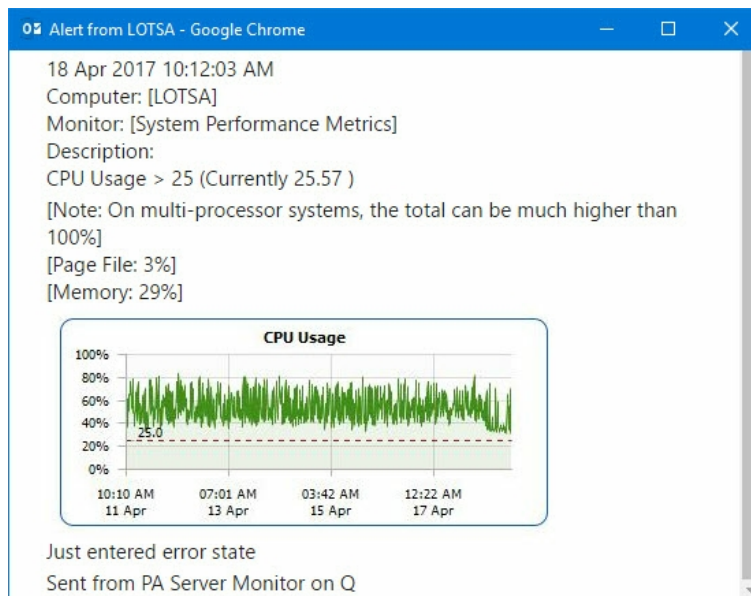


Some good hints and tips about HTML email are available here:

<http://www.mailchimp.com/resources/guides/email-marketing-field-guide/>

You can also rename the action as it shows up in the various action lists (for example to give the email action a group name). You can reset the action to its original/default name by simply clearing the name field.

A typical alert email could look something like this:



Note: Actual message content will vary depending on the product being used, and the monitor which fires the actions.

Scheduling

If the action should not be used 24/7 you can use the Schedule button to specify when notifications should be sent to the given pager. On off hours the action acts as though it isn't configured at all. The dark green below indicates 'on hours' and the lighter grey specifies 'off hours'.

Specify Availability Times

Select the times (in this computer's local time zone) when this action can be activated. Left-click (and drag) to set or clear one or more hours.

Green squares indicate hours when this activity can be activated.

Set All Clear All OK Cancel

	12a	1a	2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p
Sun																								
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								

Phone Dialer (DTMF/SMS)

The Phone Dialer action is used to make calls over a normal phone line via a modem. This action doesn't need an ISP, but rather calls a phone (a human who would recognize the Caller ID), perhaps an automated system, or an attached cell phone through which SMS messages can be sent.

The Phone Dialer can also optionally send DTMF tones (touch-tones) which could be useful for automatically navigating a phone menu system, and any other characters such as SMS message text.

The timeout values are important. Since there isn't a well defined audio protocol with humans and/or phone systems on the other end, you'll need to build in delays. This includes delays for the other party to answer. Be sure to specify enough pause after dialing the number for the number to go through, the other phone to ring and be answered.

The modem script is shown at the bottom of the dialog, and will work with most modems since it is built on the basic Hayes AT command set. Your modem may have other features and/or require other commands. Your modem documentation will list the commands it accepts. If you need to modify the script to work with your specific modem, check "Allow editing of command directly".

For sending SMS messages via a directly connected cell phone, you'll need to modify the script directly. Look in your phone manual for the commands for sending messages. In general you'll be using some form of the AT+CMGS command. Your script might look something like the following example:

```
AT
ATZ
ATE0
AT+CMGF=1
AT+CMGS="number_to_dial"
message text
{VAL:26}
```

Note that the {VAL:26} is how you send a Ctrl-Z (End of Message character). The value 26 is an ASCII value that maps to Ctrl-Z. The {VAL:x} pattern is how you send arbitrary ASCII codes. There are many ASCII charts on the Internet. Wikipedia's shows Ctrl-Z as 26 (decimal) [here](#). If you want to format the value as hex instead of decimal, use {VAL:#x}, ie {VAL:#1A} to send Ctrl-Z.

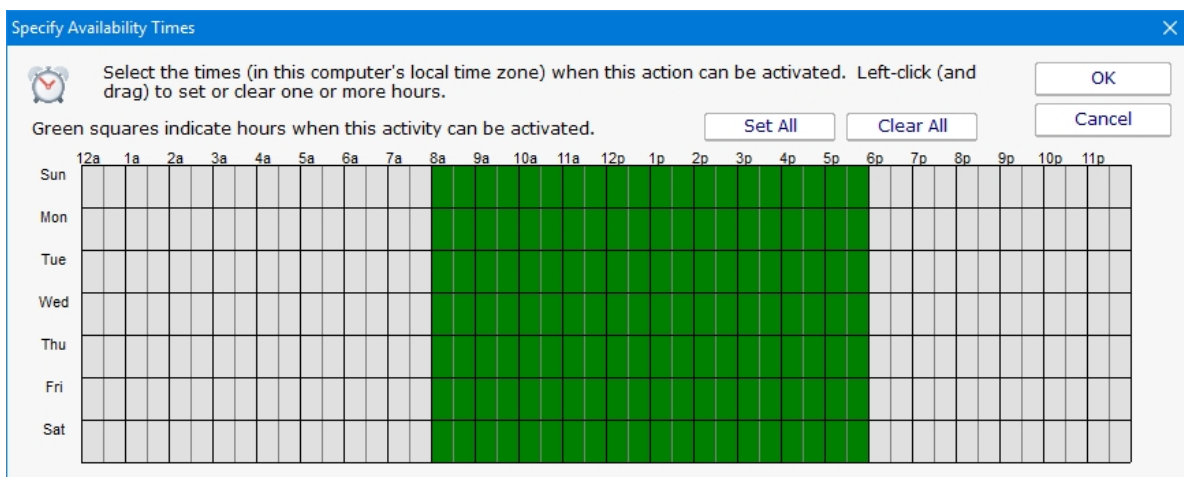
In addition, you can have the action send the text of [replacement variables](#). The variable names and their values are shown in the action by pressing the Variables button. An example would be:

\$Details\$ which expands to the alert descriptive text. So your script might look like this:

```
AT
ATZ
ATE0
AT+CMGF=1
AT+CMGS="number_to_dial"
$Details$
{VAL:26}
```

Scheduling

If the action should not be used 24/7 you can use the Schedule button to specify when notifications should be sent to the given pager. On off hours the action acts as though it isn't configured at all. The dark green below indicates 'on hours' and the lighter grey specifies 'off hours'.



Experience from the field

At least one customer found that having any extra lines (even blank lines) after the {VAL:26} would cause the message to not send (this is likely phone specific). Also, ATE0 turns off local echo, which will prevent the system from interpreting echoed outgoing text as response commands from the phone/modem.

We have a few customers in Europe that have connected a cell phone to their computer to send SMS messages without an Internet connection.

A customer in the U.S. did the same thing and gives some tips:

```
Phone used: AT&T Go Phone - Samsung SGH-a177
The phone powers/charges through the USB cable
```

Get the data cable. The box doesn't come with a CD so you have to go online at Samsung and get the drivers at <http://www.samsung.com/us/support/search/supportSearchModelResult.do>

The drivers won't load the modem. You have to download the Samsung Studio (used for transferring data and backing up your address book). After you download and install the 95 MB program and connect to the phone, the drivers will load.

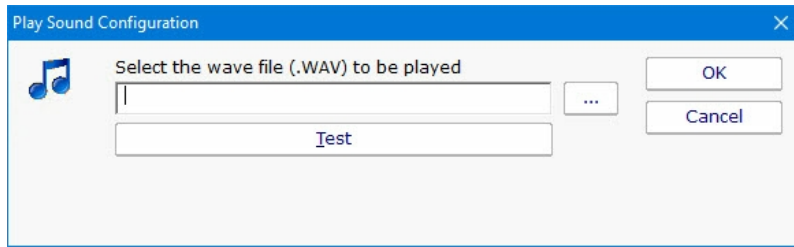
Check your COM port in Control Panel - Modems, and use that in the Phone Dialer action settings.

ALSO, When I disconnect and reconnect the phone, the COM port used by the phone jumps from 4 to 5 and back. So be aware that if you have to cycle power on the box, check the COM port or you won't get notified. One option around this is to setup two Phone Dialer actions -- one goes to COM4 and another one to COM5 and just put up with the email on the failed alert.

Thanks Tim.

Play Sound File Action

The Play Sound File action will play the specified .wav file when the action is triggered.

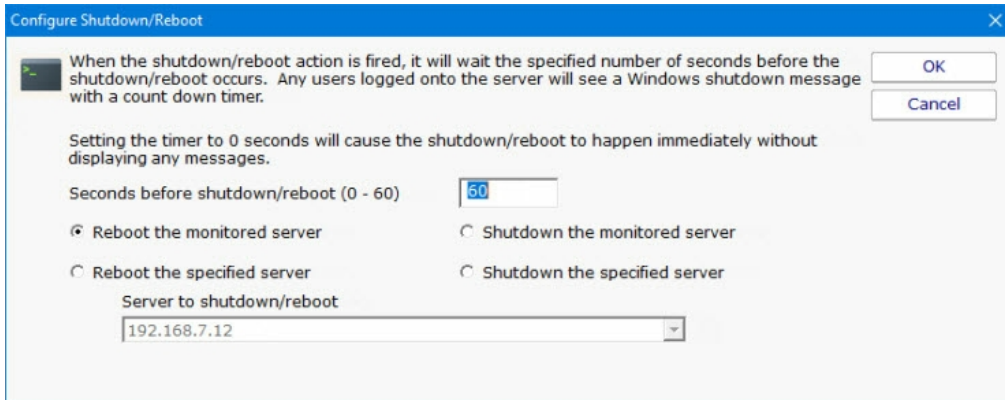


The sound is played on the Central Monitoring Service computer.

Reboot Computer Action

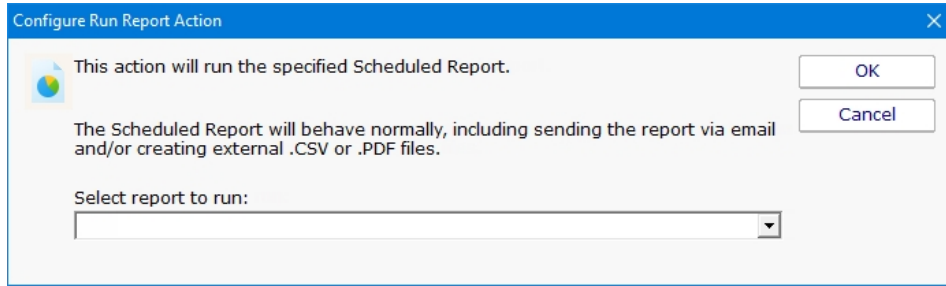
The Reboot Computer action causes a computer to reboot or shutdown when it is run. You can specify which computer using the radio button options. By default the **monitored computer** will be rebooted when this action is run.

To shut down the local computer, the user that is running the service must have the SE_SHUTDOWN_NAME privilege (also known as the "Shut down the system" policy). To shut down a remote computer, the user must have the SE_REMOTE_SHUTDOWN_NAME privilege on the remote computer.



Run Report Action

Building on PA Storage Monitor's incredible flexibility, now you can have a monitor trigger the generation of a [Scheduled Report](#) with the Run Report Action.



As is shown in the screenshot above, you just select an existing [Scheduled Report](#). When this action is triggered, the Scheduled Report will run, including sending any specified emails and saving external PDF or CSV files.

SMS Text Message Action

This action can send alert messages via SMS to your phone or mobile device. The message is sent through an SMS Gateway via the SMPP protocol.



Finding out your phone company's SMPP server is often challenging. It's usually easier to send SMS messages to phones and mobile devices via SMTP with the [E-mail Message action](#). (See the [SMS FAQ](#) for details).

If you want to send via SMPP, it might be necessary to get a third party SMS account if your service provider doesn't have a public SMPP server. One company offering this service is [Clickatell](#).

Configure SMS Alert Destination

SMS NOTE: It's usually easiest to send SMS messages via SMTP (via the E-Mail action). See the link below for more info.

[SMS Alert Hints](#)

Description: SMS to MyPhone

SMPP Gateway Server: rviceprovider.gatewayserver.com

Gateway Server Port: 2775

System Type (if needed):

Device Address/Number: 1234567890

Username (if needed): 123456

Password (if needed): *****

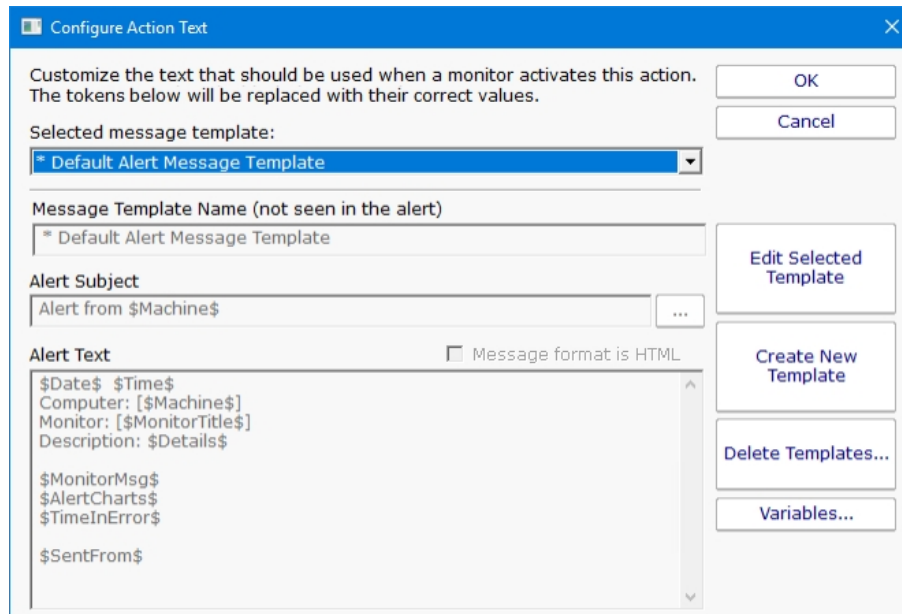
Maximum Characters to Send: 100

Sender Address (optional):

Buttons: OK, Cancel, Message..., Schedule..., Test

Message Template

Pressing the Message button displays the configuration dialog below. This lets you customize message text, select different templates to use, and to create new templates. This is most useful when sending alerts to devices like pagers and cell phones which might only accept the first sentence or two of a message. Also, having the ability to use different message templates will help you get the right information to the right groups.



Select message template dropdown - Allows the option to use different message templates for individual actions that use message templating.

Edit Selected Template - Select and then edit the message template that you wish to change.

Create New Template - Create a new template by supplying the new template with a template name, alert subject, and alert text.

Delete Templates - Delete templates that are no longer needed. Select the Delete Template button and then select the templates that you wish to delete.

Variables - Using [replacement variables](#) allow you to insert details into your message templates.

You can also specify specify that the message is HTML, and enter an HTML message template. Enclose the template in an <html> tag. Don't bother with a <head> tag as most email clients will strip it out.

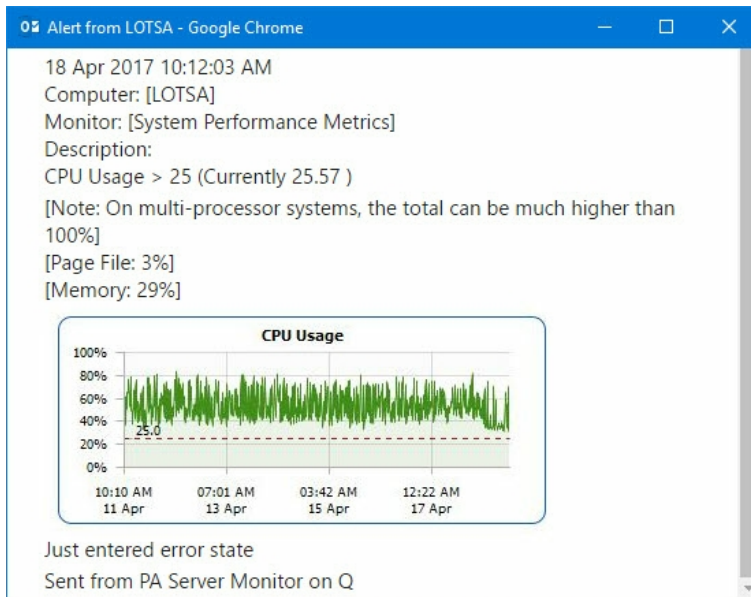


Some good hints and tips about HTML email are available here:

<http://www.mailchimp.com/resources/guides/email-marketing-field-guide/>

You can also rename the action as it shows up in the various action lists (for example to give the email action a group name). You can reset the action to its original/default name by simply clearing the name field.

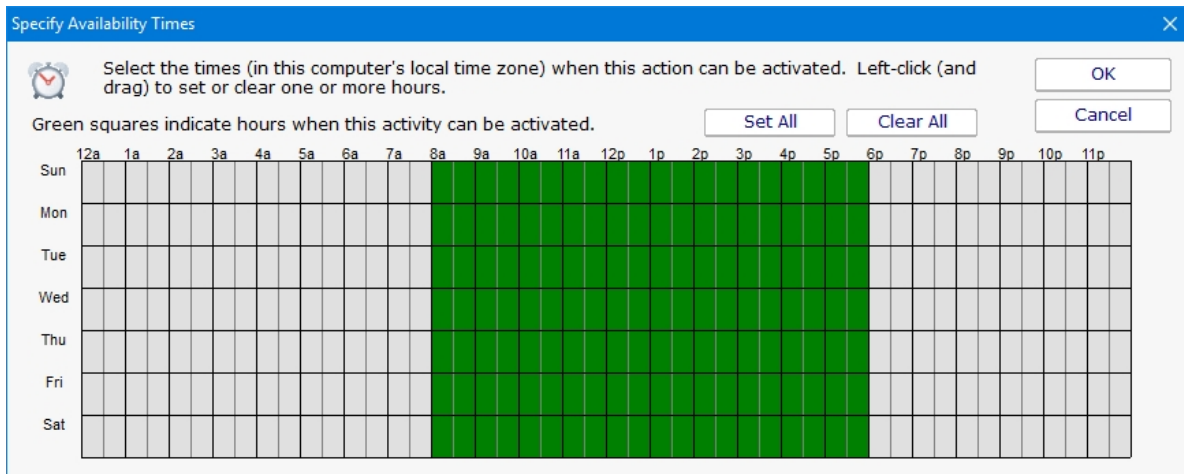
A typical alert email could look something like this:



Note: Actual message content will vary depending on the product being used, and the monitor which fires the actions.

Scheduling

If the action should not be used 24/7 you can use the Schedule button to specify when notifications should be sent to the given pager. On off hours the action acts as though it isn't configured at all. The dark green below indicates 'on hours' and the lighter grey specifies 'off hours'.

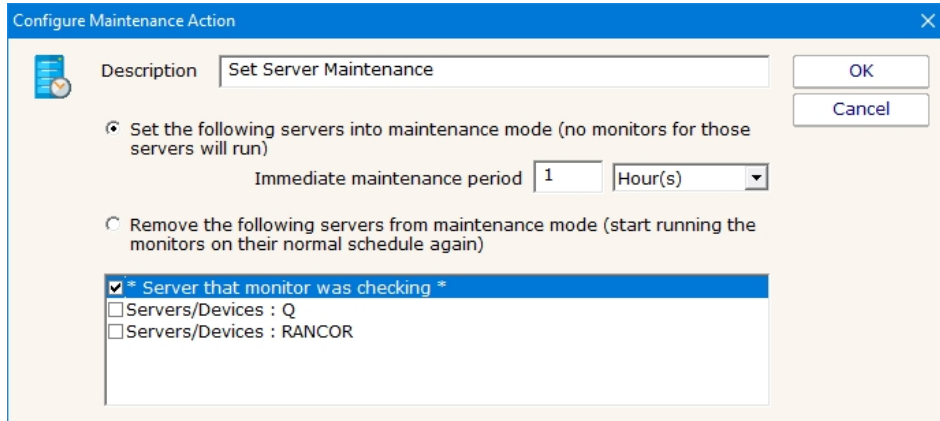


See the FAQ on other ways to send alerts to phones and pagers at: [SMS Hints](#)

Set Server Maintenance Mode Action

This action can be used to put a server or a group of servers into immediate maintenance mode. It can also be set to remove server(s) from immediate maintenance.

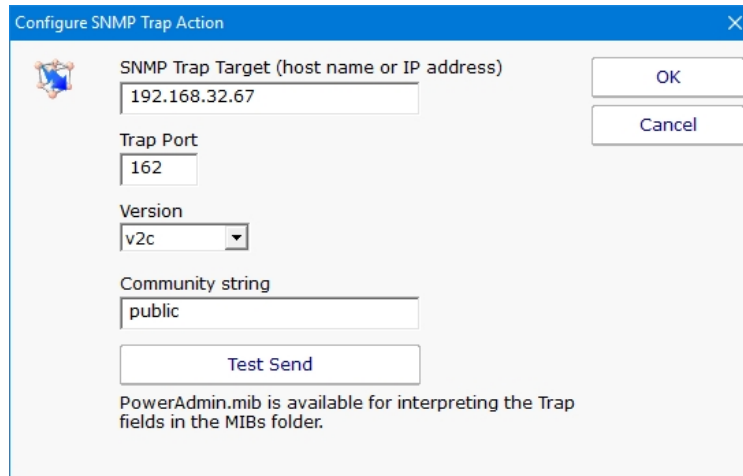
The dialog shown below is displayed when you add or edit a set server maintenance mode action. You may select either to put servers into maintenance or remove them but not both in the same action.



Enter the name of the action making it something that will be meaningful to you. Then select the option to set how the maintenance will occur and then select the servers to include. The top server option can be used to select the server that is currently being monitored.

SNMP Trap Action

The SNMP Trap action will take values, descriptions, etc from a monitor and fire them off as an SNMP Trap. You can configure the action to send the Trap to any server/device on the network, using any port (port 162 is the default SNMP Trap port).



Traps will have the following fields:

alertSummary	A human readable summary of the alert condition.
computerName	Source Computer Name
monitorName	Source monitor name.
monitorStatus	Monitor status.
monitorMessage	A custom message from the monitor. This field is often empty.
alertTimestamp	A string representing the time of the error in YYYYMMDDHHMMSS format. This is in the local time of the reporting agent.
monitorType	Source monitor type.
monitorStatusID	Monitor status ID.
computerID	*Source computer ID within the Power Admin monitoring product.
monitorID	*Source monitor ID.
monitorTypeID	Source monitor type ID.
monitorIDasOID	*Source monitor ID as an OID
computerIDasOID	*Source computer ID as an OID



* You can view the IDs in the Console by setting
HKEY_LOCAL_MACHINE\software\PAStorageMonitor, [DWORD] xShowIDs = 1

A MIB file exists in the C:\Program Files\PA Storage Monitor\MIBs folder which describes the format of the Traps that will be sent.

You can download that same MIB file [here](#).

Start Application Action

This action will start a program and run it on the Central Monitoring Service, or on a remote Satellite computer.



The application is started on the specified monitoring computer (where the monitoring service is being run), not on the target computer that is being monitored.

To launch an application on a remote computer, we recommend having the Start Application Action run Microsoft's PsExec, and direct it to launch your target application remotely. [More information on PsExec](#)

Launch Program Action

Action Description

Run program on:
* Monitoring service on 127.0.0.1

Select the program that you would like to run. NOTE: The program will be launched under the same user account which is running the service.

Program Path

Command Line Parameters

Command Line Parameters can use variables which will be expanded before the application is launched.

Launch from the Shell (this is roughly the same as double-clicking the file from Explorer). File associations can be taken advantage of.
 Launch via operating system CreateProcess call. This is a lower-level operating system call.

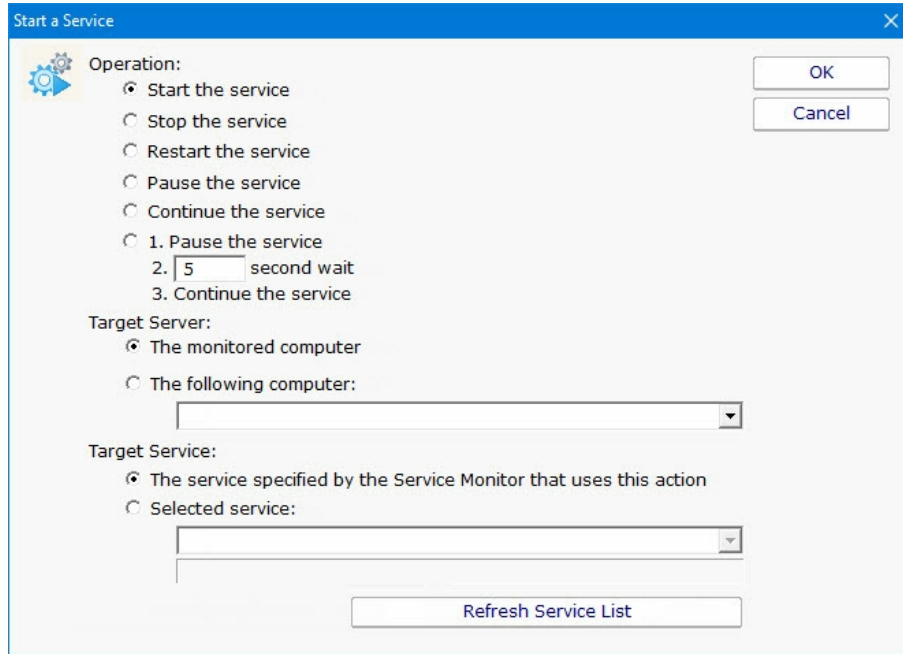
[Replacement variables](#) can optionally be passed on the command line to the program that is being launched.

It is important to remember that the application is being launched by the monitoring service, which quite often runs as a different user account than you. It might not have the same HKEY_CURRENT_USER registry hive, mapped drives, Internet settings, etc as you do. You can configure the account that the service runs as from Preferences in the Console application, or configure which user is used to monitor a particular computer by right clicking on that computer in the navigation panel and choosing Type & Credentials -> Set Login Credentials.

Start, Stop or Restart a Service Action

As the name implies, the Start, Stop or Restart a Service action can control the running state of a Windows service.

This action can operate on a specified service on a specified server, or it can default to operating on the service and server that is passed in by a monitor (the [Service Monitor](#) passes this information when it finds a service is down).



Syslog Action

The Syslog action will send a summary description of a monitor's findings as a Syslog event. You can configure the action to send the log event to any server/device on the network that is listening for syslog events.

You can indicate just a hostname or IP address, in which case port 514 will be used. Or you can use a hostname:port or IP address:port format to target a different port.

You configure which syslog facility should be used when sending the log event, as well as the severity that should be used.

Multiple Syslog Actions could be set up to send different logs to different Syslog servers. Some monitors could then use one Syslog Action, and other monitors could send alerts through a different Syslog Action.

Message Format

The Syslog Action has a few options to control the output of the message, and the message content will also be affected by the source monitor sending the message. In some cases it will be easiest to try it and see what the message looks like in your particular scenario.

Send alert text

With this option chosen the alert text is sent, the same as you might see in an email message.

Send alert row variables

Row variables depend on which monitor is sending the alert. The bottom of the [Expansion Variables](#) page lists the possible variables and their meaning. Row variables will be concatenated together, with each field separated by a pipe | character.

I: *\$Item(x)* **IT:** *\$ItemType(x)* **CV:** *\$CurrVal(x)* **LM:** *\$LimitVal(x)* **IX1:** *\$Extra1(x)* **X2:** *\$Extra2(x)* **ID:** *\$ID(x)* **F:** *\$Facility(x)* **S:** *\$Severity(x)*

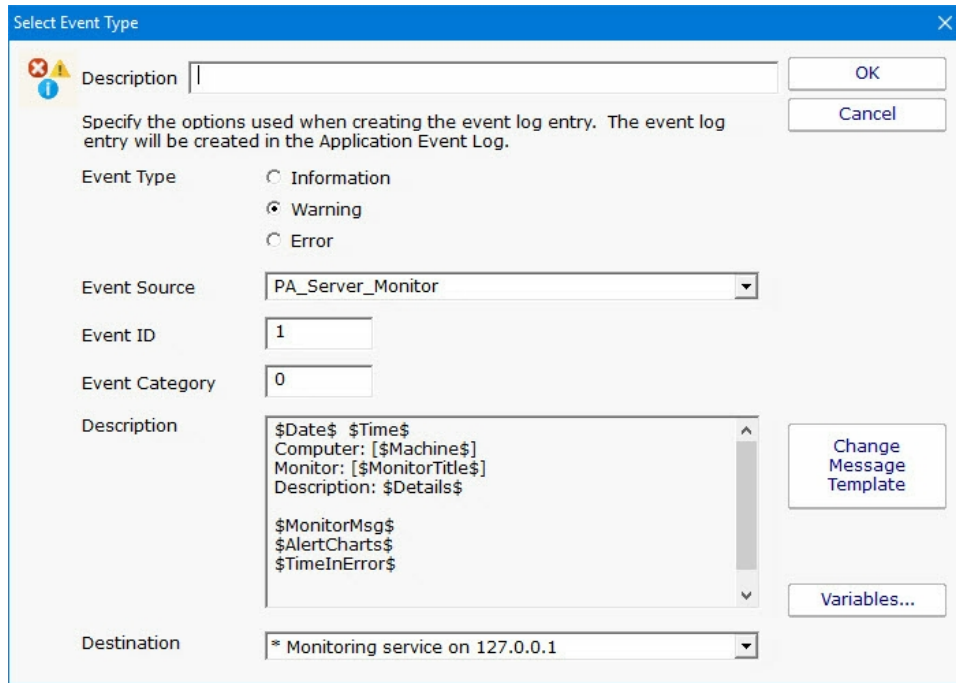
Each of the fields will be emitted even if there is no value in the field. Each row variable line ends with a newline (\r\n).

Send text as a single line

With this option checked, all new lines (\n and \r characters) are stripped from the output.

Write to Event Log Action

The Write to Event Log Action writes details of a monitor's findings to the Windows Application Event Log.

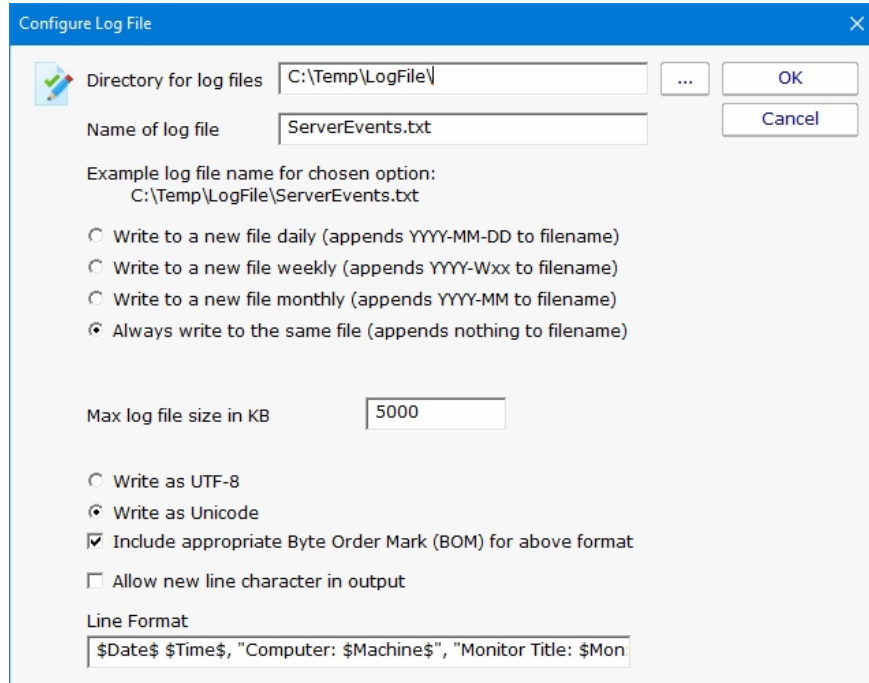


You can specify whether to write the event as an Error, Warning or Information event, the Source, ID and Category to use, and specify the event description.

The event will be written to the specified monitoring service's Application Event Log.

Write to a Text Log File Action

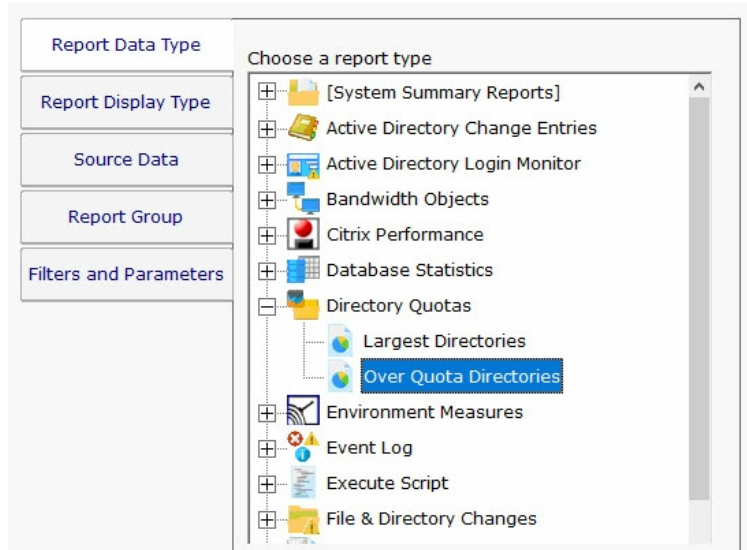
The text logging action writes to a text log file the details of a problem found by a monitor. You specify where the log file goes, and how often a new file is started.



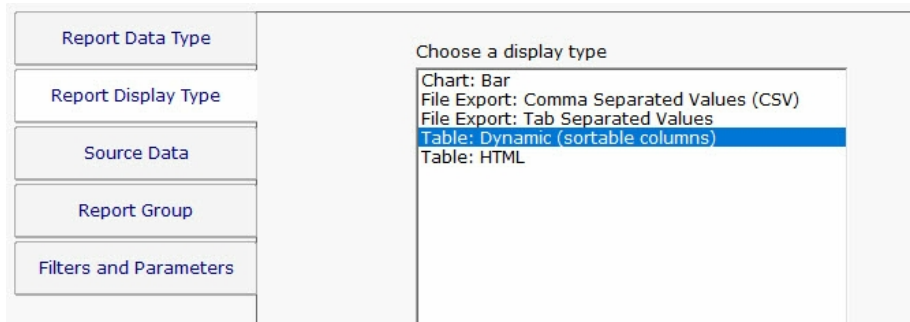
Ad Hoc Reports

Ad hoc reports can be generated at any time to quickly gather historical and current data on your systems. Simply click through each tab and make the selection that is presented on that tab. Note that the reports present in your application may differ from those shown in the image below.

In the example below, the user is on the top Report Data Type tab. Report Types are defined by the monitors installed on the system (the monitors are what store the data, and they also create the reports). In this case, the user has selected the Free Disk Space report type, and specifically the Free Space Percent report. The remaining tabs have turned green to indicate that they still need to be visited.



On the Report Display Type we see that this particular report can be represented as a Bar Chart, CSV Export, Line Chart or Tabular Report. The Tabular Report will create a dynamic HTML table with sortable column headers. The CSV Export is a .csv file which can easily be imported into Excel and other applications. Some report display types won't make sense for some data types -- in that case, the display type will not be shown.

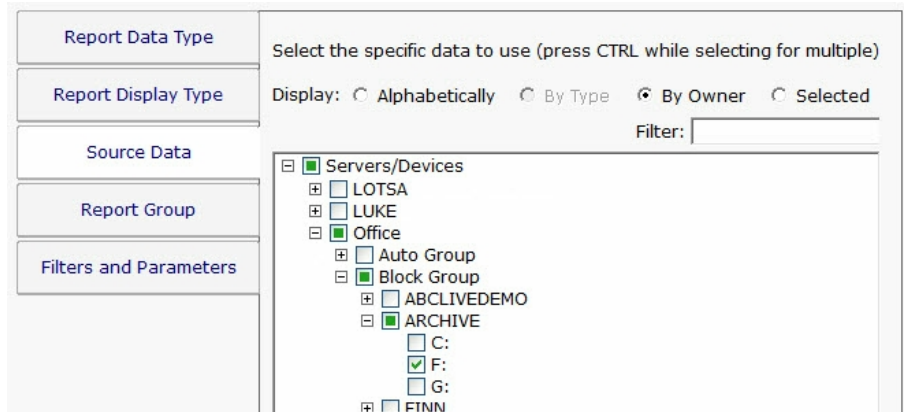


After having selected the report type and the display format, it's time to choose which data to report on. This is done on the Source Data tab. This tab will display all of the data that is available for the chosen report type. In this case we are shown drives that can be reported on. The radio buttons at the top display the available data sets in different ways. In addition, the Filter box will filter the displayed items down to entries that contain text that you enter. This makes finding a particular data set from a very large list quick and easy.

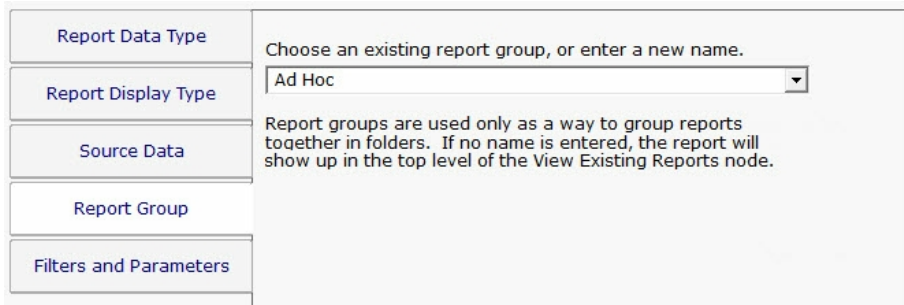
Check the box next to the data set(s) that you want to report on. You can also place the check at a higher level in the data set tree

and all data sets below it will also get checked.

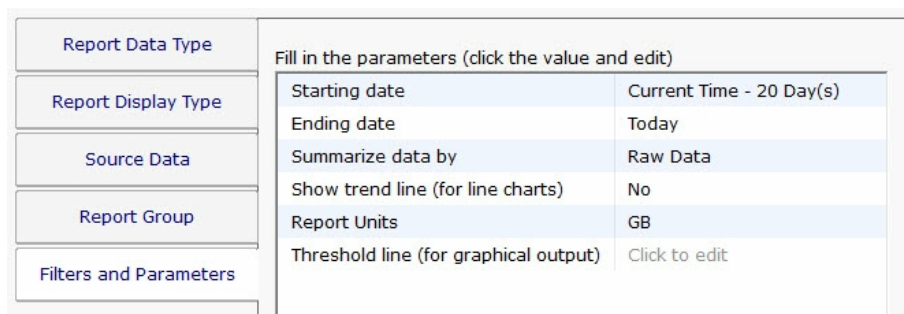
NOTE: Most data sets can be deleted. Although not shown in this screenshot, there is a "Delete selected data sets" button near the bottom of this dialog. Clicking that button will delete the data for the checked data sets from the database.



Select the Group where the Ad Hoc report will be saved to under View Existing Reports.



The final tab is Filters and Parameters. The filters and parameters shown depend on which report type you are creating. Most data sets have the ability to specify a time span for the report. Many report types also have summarization abilities like the example below. Summarizing allows you to take a large data set and summarize it into a smaller amount of data. That is done by taking a set of values (an hour, day, week or month's worth) and computing the minimum, maximum or average value for that period.



When you press the Generate Report button you will be taken to a "Report Generation in Progress" page, and then automatically forwarded to the finished report.

Since the reports are HTML pages, you can open a report in a regular browser, print the report, generate a PDF, etc. To see the URL for the finished report, scroll all the way to the bottom.

Report Troubleshooting

If a report doesn't show the data that you expect, check the following:

Check the time frame the report is using (bottom tab in the graphic above). Often the time frame excludes available data.

Consider when the report is run and when data collection happens. If you run a report at 1am, but the monitor first collects data at 2am, a report for Today won't have anything to display.

Double-check the Filter and Parameters tab for other settings. Some times the parameters end up excluding data that you want.

Make sure the data set selected in the Source Data tab is what you expect.

Report Branding

Managed Service Providers are always looking for ways to add value for their customers and build their brand. PA Storage Monitor can help by making it easy to brand reports that you give customers.

Create a graphic file (any image format that can be displayed by a browser will work). Copy that graphic file to:
 C:\Program Files\PA Storage Monitor\Reports\Shared

Example "my_logo.png"



Next, go to Settings -> [Report Settings](#) and indicate the graphic file name (just the file name, not the full path). The graphic file will be shown in a band at the top of the report. If the graphic doesn't fill the whole space, you can choose what background color to show in the rest of the band (use HTML colors like #FFFFFF for white for example).

Report Settings

Report Directory: ... The built-in HTTP server can only serve content from the reports directory

Days before reports are cleaned up:

Server name to use in report URLs:

Require login to view reports (configure logins via Settings -> Remote Access)

All Scheduled Reports should use a unique directory and unique URL (never overwrite existing report)

Time format: 12 hour (AM/PM) 24 hour

Use a custom report logo

Copy the logo graphic file to C:\Program Files (x86)\PA Server Monitor\Reports\shared

Filename	HTML background color
<input type="text" value="config_report_branding2.png"/>	<input type="text" value="#FFFFFF"/>

Status Reports

Status reports are updated on the fly if they are served from the embedded HTTP server. If you are publishing them via a separate web server, then you will need to generate them in the background.

How often do you want to update the status reports in the background? (Note that this does use CPU resources)

Every

Reports will then appear like the example below

PA Server Monitor Ultra Console - v9.2.0.115 [Connected to D2 as doug] - Licensed to: Power Admin LLC Internal ...

File View Configuration Settings Licensing Alerts Help

OK 44,739,028 monitors run

< Back Open in Browser Print

The World's Best I.T. Support

NETWORK MAP OVERVIEW ALL SERVERS STATUS OVERVIEW

Servers/Devices Updated 31 Mar 2023 11:17 AM

Overview All Reports PDF

Server Status Counts				Monitor Status Counts			
13 OK	11 Alert	12 Error	6 Other	170 OK	41 Alert	21 Error	47 Other

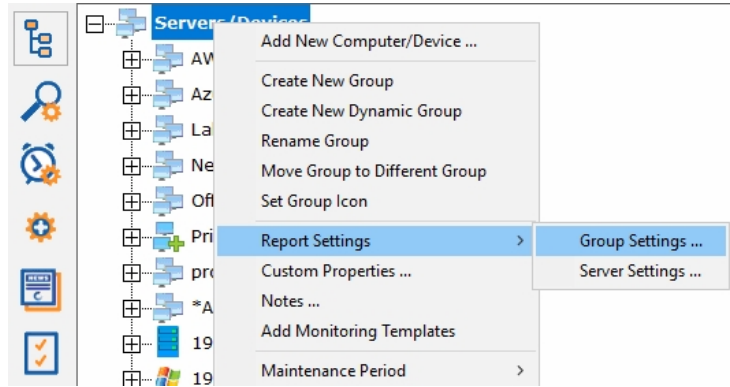
SERVERS/DEVICES	Ping	CPU	Memory	Disk Space	Performance	Inventory Collector
192.168.7.4	✓			⚠	!	✓
BALROG	✓	✓	✓	✓	✓	⚠
bantha2	✓	✓	✓	✓	✓	✓

Left sidebar menu items: Servers/Devices, AWS, Azure, Lab, Network Devices, Office, Private Cloud, prop-test, *Automatic Config, 192.168.7.3, 192.168.7.4, 192.168.7.26, ARCHIVE, BALROG, bantha2, BEAST, CLEAN2016, D2, D2 (from LAB_BEA, D2-FAILOVER [192.168.7.26]

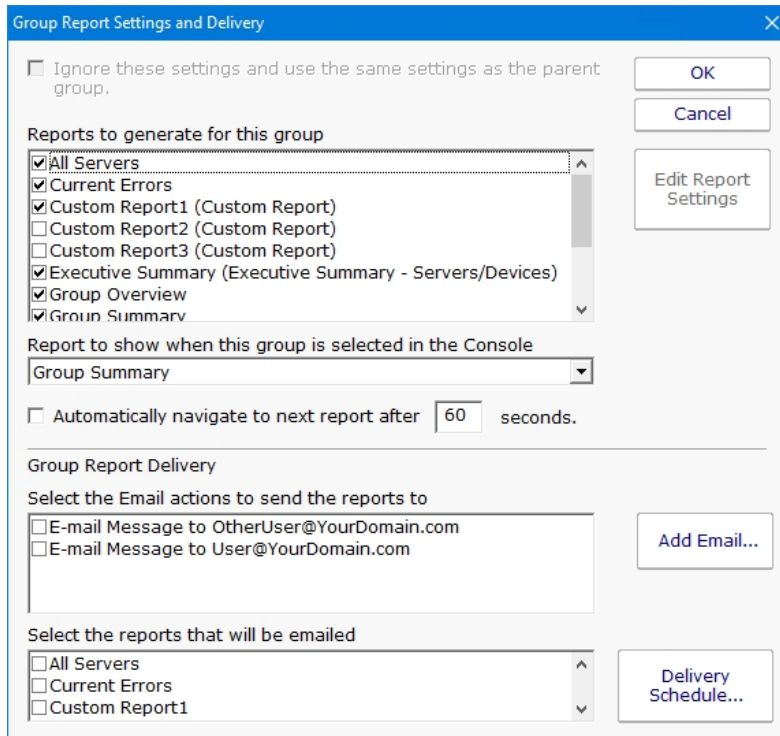
Group Report Settings and Delivery

The Group Report Settings and Delivery dialog allows you to change some attributes of Group Reports. Group Reports are shown when you select a group in the navigation pane. They can also be shown in a browser.

To display the Group Report Settings and Delivery dialog, go to "Report Settings" and select the "Group Settings" command item for the group whose group report options that you wish to work with, as shown.



Next, you will see the Group Report Settings and Delivery dialog displayed, as shown.



Here you can change the appearance and some characteristics of the Group Reports displays.

To change characteristics of the Visual Status Map, select the report in the list box at the top of the display and press the Edit Report Settings button.

To change the report that is initially displayed when the group is selected by the user, select the report in the dropdown list labeled

"Report to show when...".

The check box labeled "Automatically navigate..." allows you to enable the feature that rotates the Server Group display through the various types of Server Group reports. When this check box is selected, the display will show each of the report types in succession, and will pause at each report type for the number of seconds that have been specified in the box to the right.

"Select the Email Actions to send the reports to" allows you to specify which email addresses that the reports will periodically get sent to. You can add new email addresses, in addition to the pre-configured email addresses that are already available.

"Select the reports that will be emailed" allows you to select which of the three types of group reports that will be emailed at intervals by the program.



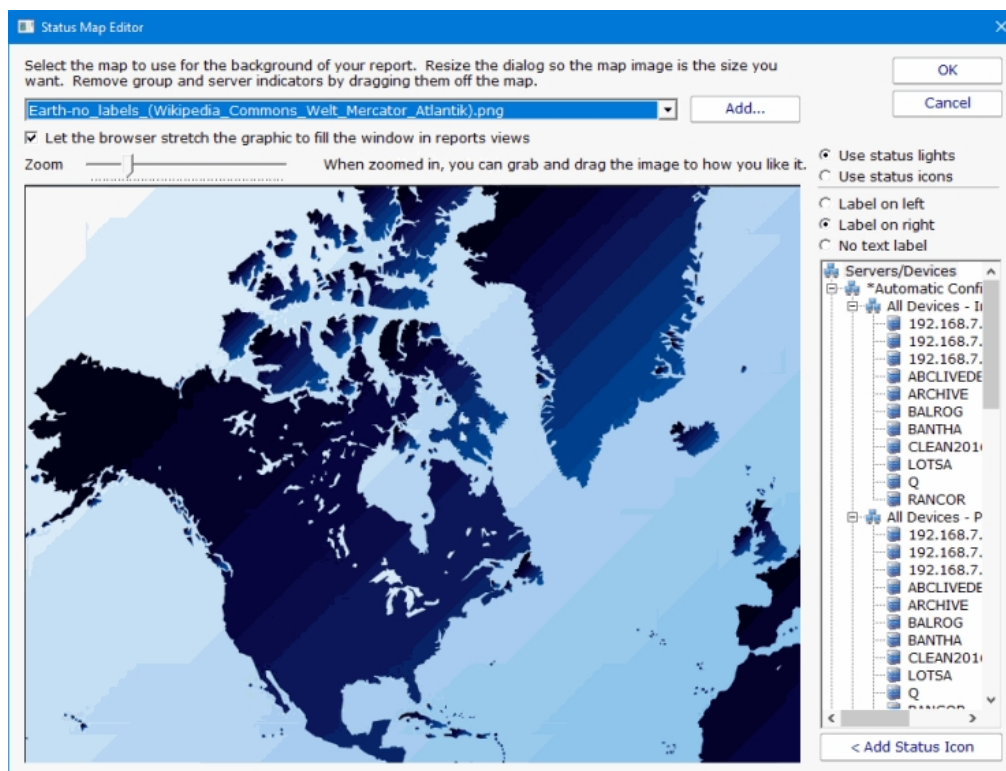
If you are an IT service provider and want to mail reports to your clients, be sure and set:

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor  
[DWORD]Reports_DisableNavButtons = 1
```

This will remove navigation links from the reports so clients won't be able to browse to other clients' reports. Naturally navigation within the Console will be unaffected.

Status Map Editor Dialog

The Status Map Editor dialog is displayed when you choose the Visual Status Map item in the list and press the Edit Report Settings button. A variety of map graphics are available by default, and you can add your own.



The Status Map Editor allows you to select one of a number of included graphical maps of the world and of world regions that can be

used as a background for the server status lights.

You need to manually place the groups or servers that you want on the map graphic. They do not show up automatically.

The functions provided by the Status Map editor are as follows.

You can select a background map for this group's Visual Status Map display from one of a number of public domain and government provided maps that are installed with PA Storage Monitor.

Alternatively, you can use the "Add" button next to the background map selection list in order to provide your own map graphic file. Your map file must be in one of the common graphical image file formats: BMP, GIF, JPEG, PNG, and TIF are supported.

The "Zoom" Slider allows you to set the zoom of the background map.

You can move the map image by left clicking and dragging the image.

The "Use Status Lights" and "Use Status Icons" selection allows you to customize the way PA Storage Monitor displays the status indicators. Status lights are simple light images that can appear green, grey, yellow or red. Status icons are round images that have the same color coding as the status light but add an icon symbol inside each image: green contains a check, yellow is a triangle and contains an exclamation, and red is round with an exclamation.

The list of Servers/Devices allows you to select a computer in the group whose status indicator should be added to the map.

Pressing the "Add Status Icon" button with a computer selected in the Servers/Devices list will cause a status indicator for the computer to be added to the map.

To remove a status indicator from the map, drag it back to the Servers/Devices list.

The three radio button selections: "Label on left", "Label on right", and "No Label", allows you to select the text labeling style that is to be applied to each status indicator. You should set these radio buttons to choose the style for the indicator that you place next. You can "flip" the label in a certain direction so that a city name or feature on the underlying map is clearer. You can also not apply a label to certain indicators.

When viewing the status map with a browser or in the Console, the map graphic will be stretched or shrunk as needed to fill the browser window that holds it. The icons will be moved appropriately so they remain in the same relative location on the map.

The following report display for a properly configured Status Map is typical. In this example, the map indicator and background map display was configured using the settings shown in the Status Map Editor figure above.

Servers/Devices

Visual Status Map



Web Report Access

PA Storage Monitor can optionally require a user login in order to view reports via HTTPS. This is configured in [Report Settings](#).

Once reports are password protected and [SSL is enabled](#), you manage who can view reports via [Remote Access Users](#). This is the same place where [remote Console access](#) is configured as well.



If you are an IT service provider and want to give your clients web access to their reports, set:

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor  
[DWORD]Reports_DisableNavButtons = 1
```

This will remove navigation links from the reports so clients won't be able to browse to other clients' reports. Naturally navigation within the Console will be unaffected.

Satellite Status Report

The Satellite Status Report is a quick way to check basic stats on a remote Satellite Monitoring Service.

RANCOR
Satellite Status Report
Updated 27 Mar 2020 03:33 PM

All Reports
PDF Version

Server Status Counts				Monitor Status Counts			
477 OK	4 Alert	0 Error	0 Other	2406 OK	6 Alert	0 Error	2 Other

Satellite Details

Status:	Connected	Source Address:	192.168.7.49
Last Contact:	27 Mar 2020 03:32:38 PM	Local Address:	192.168.7.49
Version:	8.1.0.41	Local Computer Name:	RANCOR
Run As Account:	*****	Satellite Port:	8003
Information:	Forwarding Data, Up: 2h 48m	ID:	e2e0fd48-cabe-4a3d-994b-a202ad4daa98

BEDROCK	DOMAIN2	HONEYPOT-2019	RANCOR
192.168.11.1	192.168.11.10	192.168.11.100	192.168.11.101
192.168.11.102	192.168.11.103	192.168.11.104	192.168.11.105

Like many reports, there is a timestamp showing the report generation time in the upper right, along with buttons to take you to the table of contents, and to generate a PDF of the report.

Below the report header is a row of boxes giving quick counts of servers and monitors that are run by that particular Satellite Monitoring Service, and their status.

The blue Satellite Details box gives information about the Satellite, it's status, remote (at the remote site) computer name and IP address, etc.

Below the Satellite Details box will be a group of colored boxes, where each colored box represents a computer being monitored by this Satellite. This group of boxes is show the individual servers' status and operates just like the [All Servers Report](#).

If the Satellite still needs to be [accepted](#), a large yellow box will indicate that status and give instruction on how to accomplish that task.

Satellite Status Report

There are two reports to show the status of multiple Satellites at once: The All Satellites Summary, and the All Satellites Status. You can switch between these two reports via the two links in the grey bar above the blue title bar.

These reports are accessed by clicking on the SATELLITE SERVERS node in the Satellite Services category on the left of the Console.



All Satellites Summary

This report lets you quickly see the status of all of your remote Satellite Monitoring Services, and easily shows if they are all on the same software version (sort by the Version column to quickly find Satellites with different versions).

ALL SATELLITES STATUS
ALL SATELLITES SUMMARY

All Satellites Summary

Updated 27 Mar 2020 05:18 PM

All Reports
PDF Version

Satellite Status Counts

4 Connected	0 Disconnected	0 Error	0 New
----------------	-------------------	------------	----------

Description	Local Comp...	Versio...	Last C...	Status	Information	Run As Acco...
ABCLIVEDEMO	ABCLIVEDEMO	8.0.5.36	3/27/2020 5:17:36 PM	Connect...	Up: 13d 22h 12m, Embedded Database	
AWS Web remote satellite	WIN-QVKA088JKVE	8.0.5.36	3/27/2020 5:17:36 PM	Connect...	Up: 6d 14h 9m, Embedded Database	LocalSystem
Ireland Satellite II	WIN-ELRC754UDGJ	8.0.5.36	3/27/2020 5:17:37 PM	Connect...	Up: 30d 34m, Embedded Database	LocalSystem
Kansas City Satellite II	LOTSA	8.0.5.36	3/27/2020 5:17:36 PM	Connect...	Up: 23d 4h 26m, Embedded Database	

All Satellites Status

This report uses the familiar metaphor of showing each Satellite as a separate box. The color of the box indicates the Satellite's connection status (green = connected, yellow = disconnected). Disconnected Satellites will automatically float to the top to draw your attention to them.

All Satellites Status

Updated 27 Mar 2020 05:20 PM

[All Reports](#)

[PDF Version](#)

Satellite Status Counts

4 Connected	0 Disconnected	0 Error	0 New
----------------	-------------------	------------	----------

ABCLIVEDEMO

Connected
Last Contact: 27 Mar 05:20 PM

AWS Web remote satellite

Connected
Last Contact: 27 Mar 05:20 PM

Ireland Satellite II

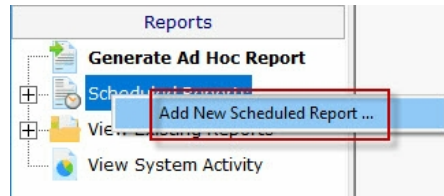
Connected
Last Contact: 27 Mar 05:20 PM

Kansas City Satellite II

Connected
Last Contact: 27 Mar 05:20 PM

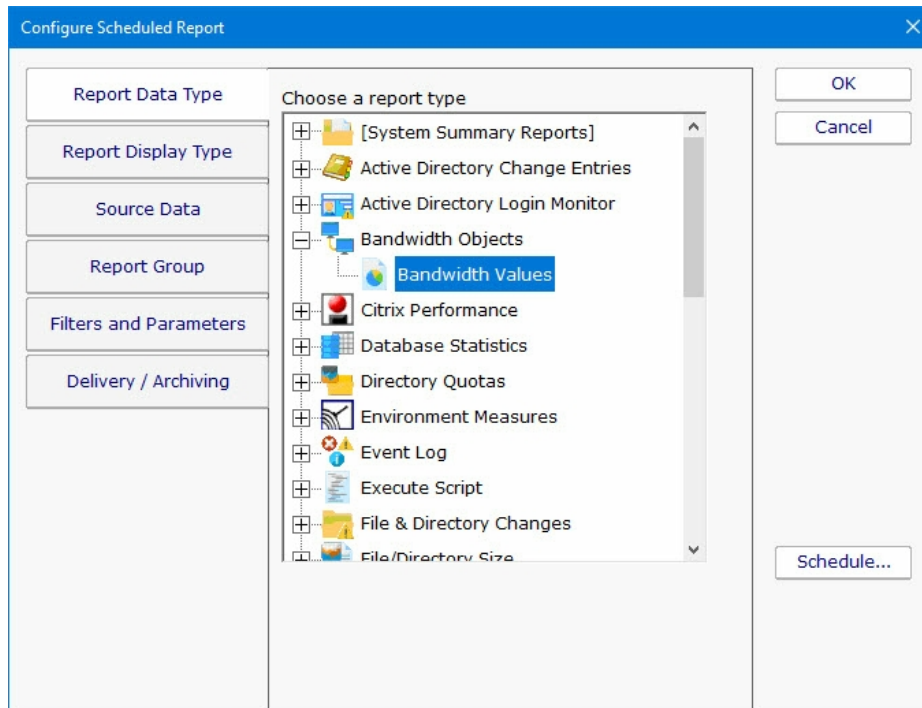
Scheduled Reports

Scheduling the automatic generation of reports is similar to [creating ad hoc reports](#). To create a Scheduled Report, go to Reports and right-click on the Scheduled Reports item.



Creating a new Scheduled Report or editing an existing one will show the dialog below. (Note: The displayed Report Types may be different depending on which product you are using)

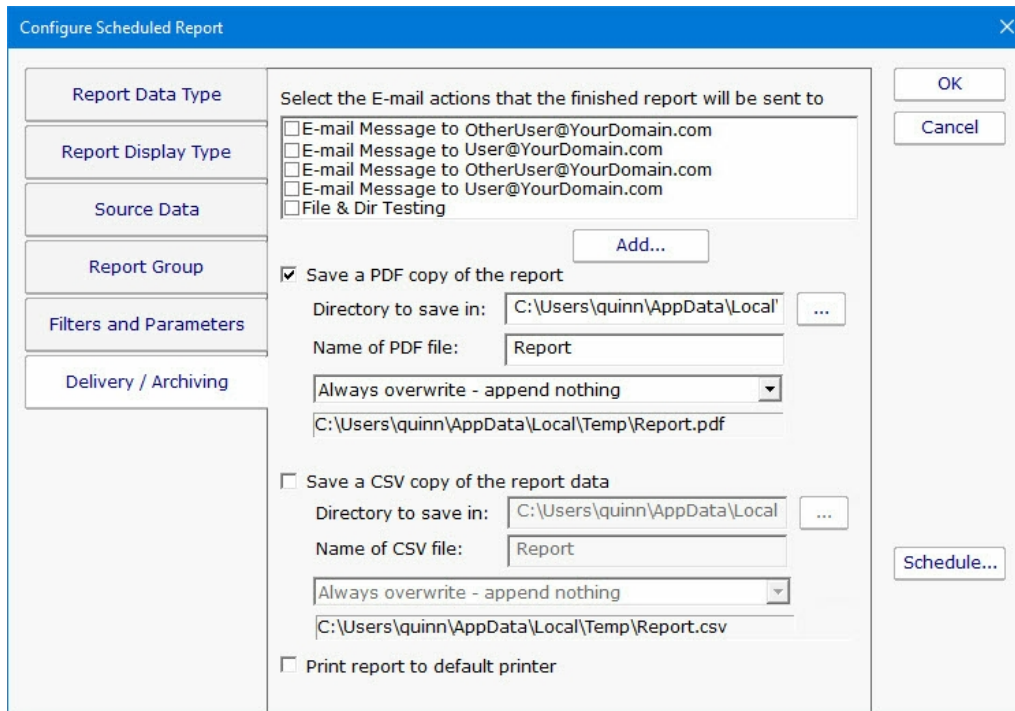
Just like with ad-hoc reports, you choose a monitor-type that sourced the data you want to report on, a report type (chart, tabular, CSV). You also choose a specific dataset to report on. Near the bottom of the dialog you specify reporting parameters that are unique to that report. More detail is given in the [Ad Hoc Reports](#) section which is exactly the same. In fact the only difference between the two is fifth Delivery/Archiving tab, and the Schedule button.



The Delivery / Archiving tab lets you specify whether to email the report when it has run. The report email will contain a PDF as well as an image of the report (raw HTML isn't sent because of varying support in email clients).

You can also specify that a PDF copy of the report get saved in a location that you specify. If specifying a remote path, use UNC paths since mapped drives often aren't available to services. When the report is archived, a unique name containing the date and time will be created if there is already a report with the same name.

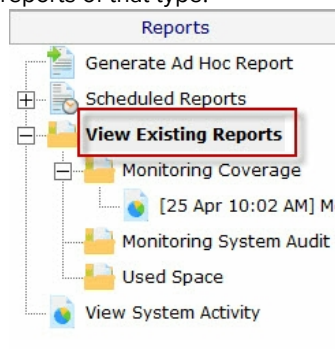
At the bottom of the dialog you will see the familiar Schedule button. It works the same way as the Schedule buttons in the monitors. You can easily specify how often the report is run.



Scheduled reports always write to the same location on disk, so the URL to the report is always the same, and viewing the report in the browser will show the latest generated version of that report. This makes it easy to save the URL in your browser's Favorites list. If you want to change this behavior, see [Report Settings](#).

Reports that have already run are available in two locations:

In the Console. Click the Reports button on the right side of the navigation pane. Expand the View Existing Reports node to see all report types. Expand a report type to see existing reports of that type.



The top right of every report contains a button labeled All Reports. This button will take you to a table of contents page showing all available reports.

Report Troubleshooting

If a report doesn't show the data that you expect, check the following:

Check the time frame the report is using ("Filters and Parameters" tab in the graphic above). Often the time frame excludes available data.

Consider when the report is run and when data collection happens. If you run a report at 1am, but the monitor first collects data at 2am, a report for Today won't have anything to display.

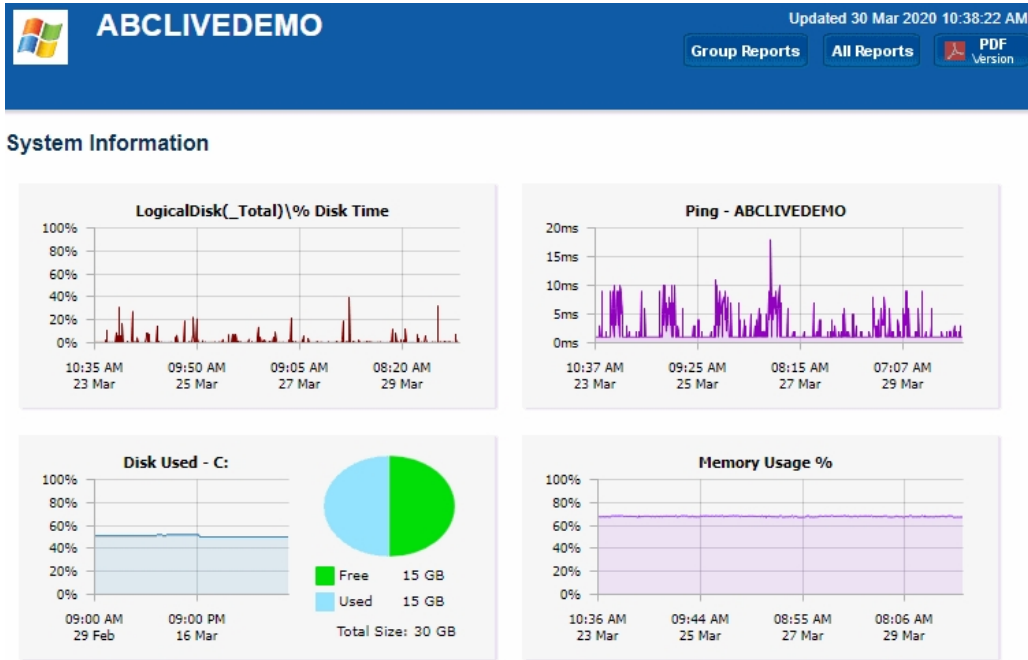
Double-check the Filter and Parameters tab for other settings. Some times the parameters end up excluding data that you want.

Make sure the data set selected in the Source Data tab is what you expect.

Server Status Report

The Server Status Report is a quick way to check basic stats on your server.

At the top right of the report are buttons to show you the reports for the group the server is part of, the index of all reports, and a button to get a PDF version of the report.



In the System Information area are some optional charts. The graphs will probably be different than the ones shown above. The charts are automatically created based on data collected by the running monitors. That means if you want to see a Disk Space chart for example, a Disk Space monitor needs to be added to the server to collect the data for the chart.

System Details

Date Added for Monitoring 10 Jul 2019 08:34 AM	IP Address 192.168.7.34
IPv4 Address 192.168.7.34	IPv6 Address 2605:a601:ac3f:9800:e0cd:cd61:1ce7:3d0
Uptime 16 days, 16 hours, 33 minutes March: 99.99% February: 100%	Operating System Microsoft Windows Server 2012 R2 Standard 6.3.9600
CPU: Core Count CPU0: 1	CPU Intel(R) Core(TM) i7-6700 CPU @ 3.40GHz
Model Microsoft CorporationVirtual Machine	Memory Physical: 1,627 MB Page File: 576 MB
	Windows Update Pending Count 0

Monitor Status

Monitor	Last Status	Last Checked	Next Check
Disk Space Monitor C\$ 14.9 GB Free / 14.7 GB Used	OK	3/30/2020 9:01:41 AM	3/30/2020 1:01:40 PM
Inventory Collector Probe methods: WMI, System Details program	OK	3/30/2020 5:02:26 AM	3/30/2020 5:02:25 PM
Windows Service Monitor All services running	OK	3/30/2020 10:38:37 AM	3/30/2020 10:48:36 AM

Recent Alerts

Full History: [1 day](#) | [5 days](#) | [15 days](#) | [30 days](#) | [60 days](#) Acknowledge: [All for Computer/Device](#) [All Shown Above](#) [Refresh](#)

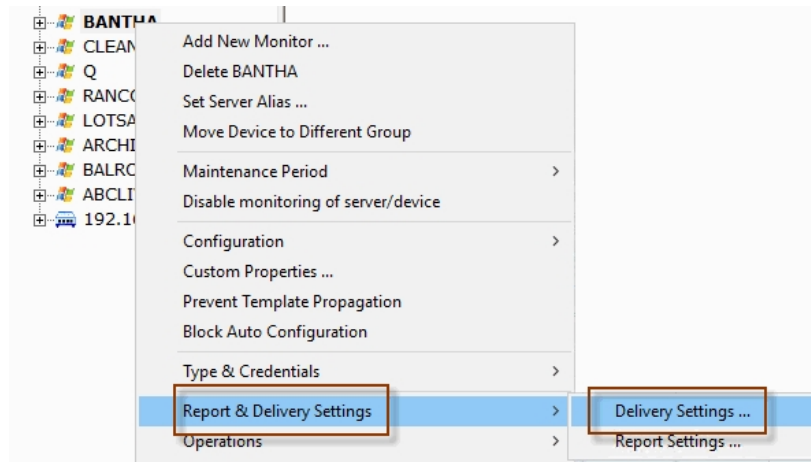
Error	OK Ti...	Monitor Title	Details	Acknowledged By
3/30/20... 6:27:51 AM		Windows File Changes	File \\ABCLIVEDEMO\CS\WINDOWS\SYSTEM32\CONFIG\SYSTEMPROFILE\APPDATA\LOCAL\MICROSOFT\WINDOWS\SCHCACHE\OFFICE.POWERADMIN.COM.SCH was changed	<input type="checkbox"/>

When you scroll down past the charts, there may be a System Details section. The data for System Details is collected via WMI on Windows servers. If that section is missing, look at the very bottom of the report for WMI hints. (Note: Getting WMI working can be tricky. Many customers opt to disable WMI polling completely, with the only side-effect being that the blue System Details block above is not shown. Monitoring and alerting does NOT depend on WMI at all).

The next section is Monitor Status. All monitors on the server are shown here, along with the most recent status and the next run time for the monitor. If you want to see the Last Run Time, right-click on the monitor in the navigation panel on the left side of the application.

The Recent Errors section shows alerts that have recently been fired. On the right side is an optional column labeled Ack, short for Acknowledge. The Ack column is part of the [Error Auditing](#) system. You can hide or show the column and make other adjustments to the [Error Auditing](#) settings by right-clicking the computer and going to Report & Delivery Settings -> Report Settings.

If you are using an Ultra, Pro or Lite license, you can also schedule the status reports to be emailed to you. Simply right-click on the server and choose Report Delivery Settings -> Delivery Settings.

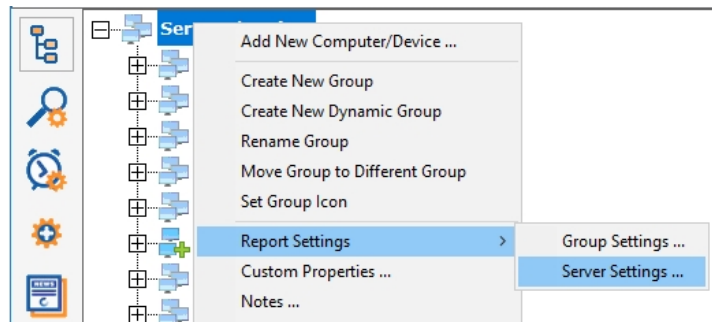


If you are a Managed Service Provider, use [Filter User Access](#) at Settings -> Remote Access to control which servers and devices your customers can see.

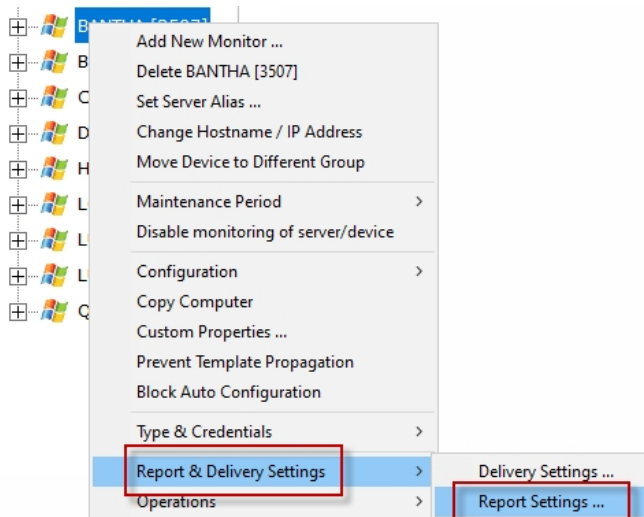
Configuring Server Reports

In this menu you can select the sections of the server report that you want to appear, and configure aspects of each section (i.e. which charts show up.)

To start, you select the Group for which all contained servers reports will be edited, and right-click to choose Report Settings -> Server Settings...

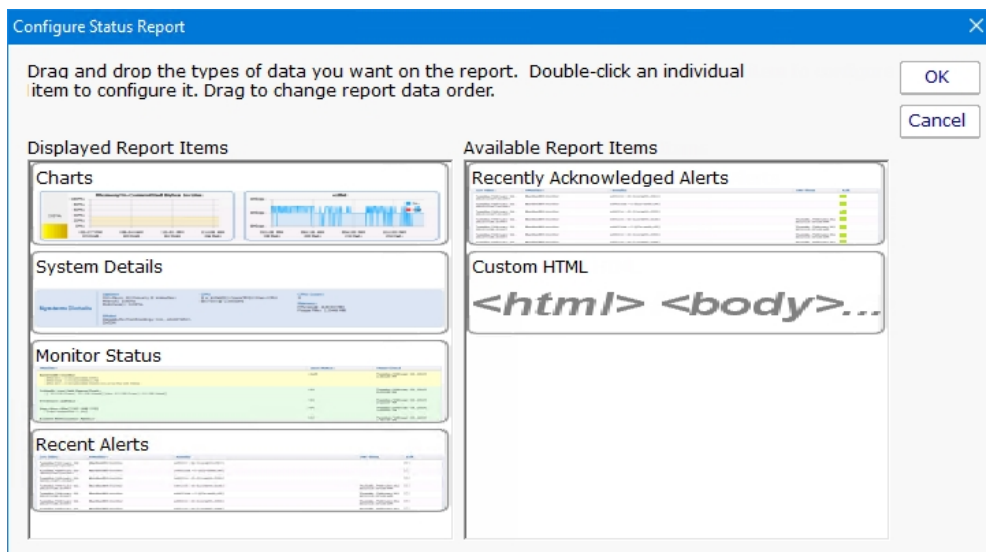


... or select a specific computer and choose Report & Delivery Settings -> Report Settings.



Report Parts

Opening either menu entry will show you the dialogue below. Here you can drag and drop the different report sections to control whether they are displayed or not, as well as their displayed order. In this example, the Custom HTML part of the chart will not be displayed.



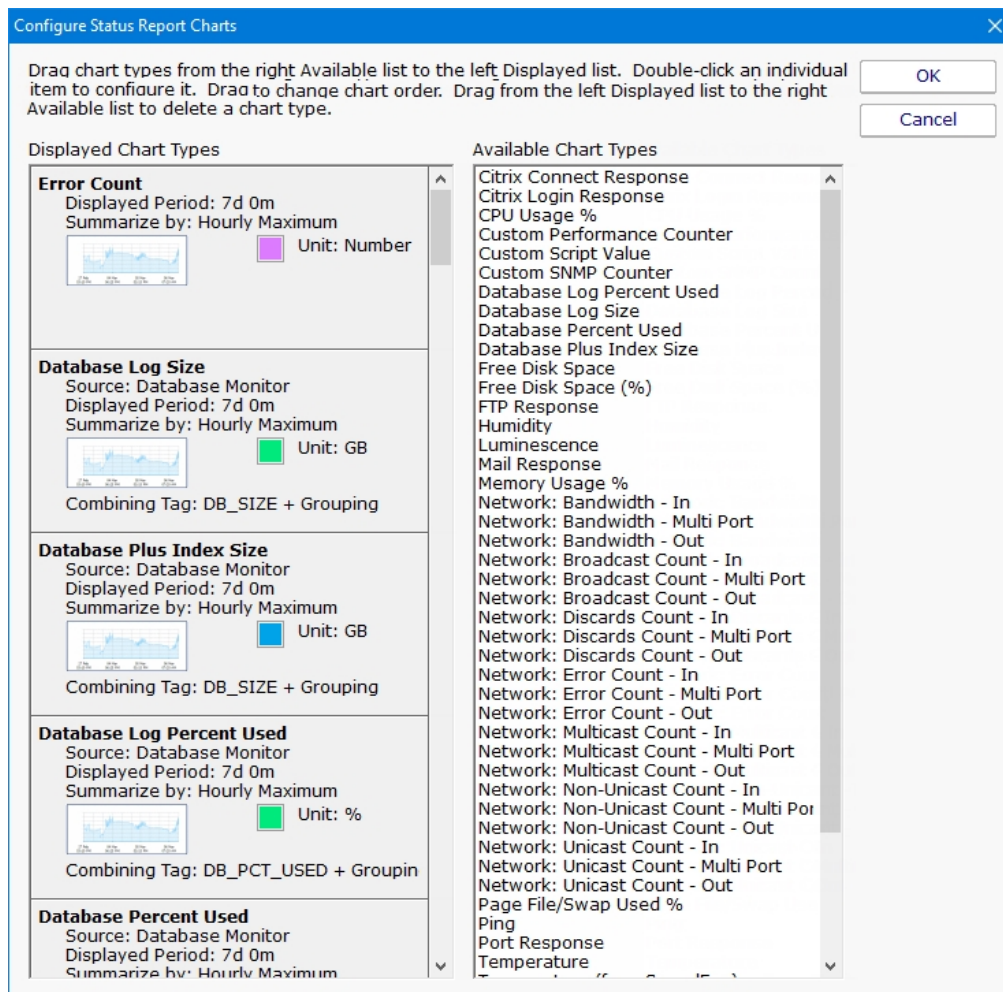
Double-click on a report item to configure settings for that report item.

Configuring Charts

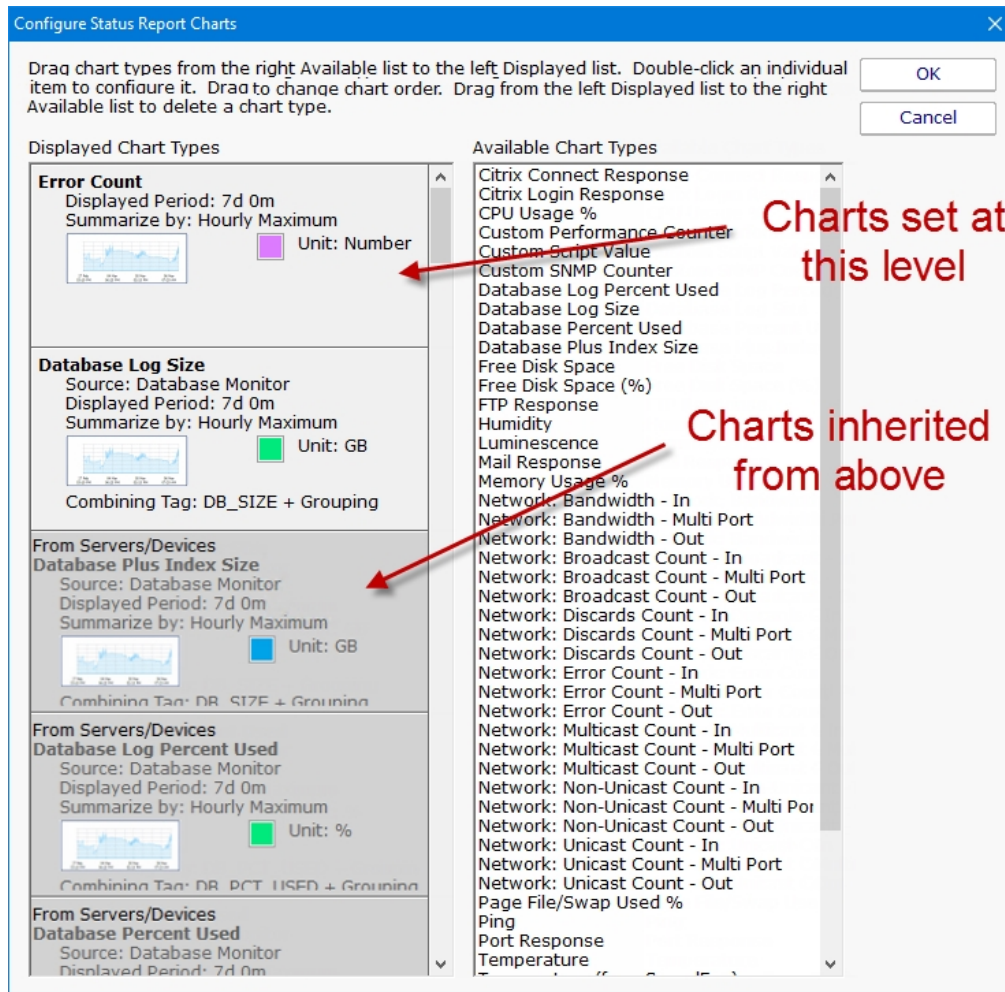
Double-clicking the Charts report type will show the dialogue below. This is where you have great flexibility in defining the charts that are displayed for a server/device. Similar to the Report Parts dialog, you can drag and drop items back and forth between the right and left lists. You can also change the order of the items on the left side by dragging and dropping them.

Note: If a chart is defined, but that particular type of data is not available for a server/device, the chart will not be displayed. It's OK to define charts that some servers will and won't have.

(Available chart types will vary based on the product and license you are using)



The above Configured Status Report Charts menu is an example of how the menu will appear when you select the menu from the Servers/Devices node. All of the chart types listed at this level are available to all servers/devices under this node.



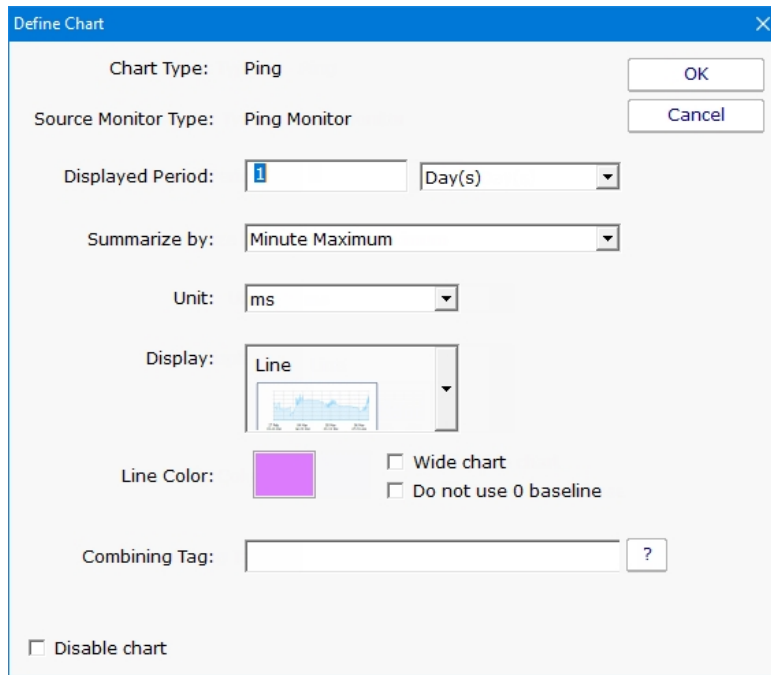
The above Configured Status Report Charts menu is an example of how the menu will appear if you select the Configured Status Report Charts menu at a group or server/device level. Note the different shaded chart types. The darker shaded charts are inherited from a group above. The lighter shaded charts are charts set at this level and will be available to servers/devices below this level.

Adding Charts - To add charts to the server status report, choose one of the chart types from the Available Chart Types and drag it to the left side. Remember that if you add a chart, there needs to be a monitor that collects the data to be able to display the chart. Edit the parameters as needed.

Editing Charts - Double-click on any individual chart type to change its properties, including the number of days to display, the granularity of individual data points, line color and more.

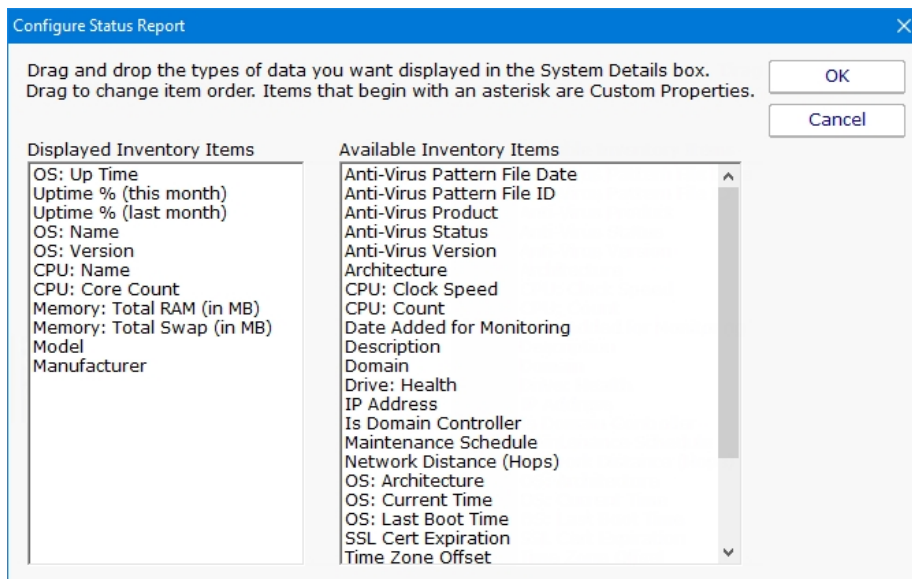
Inherited Charts - If you want to change an inherited chart type you should navigate to a higher node where it was created. If you want to disable this chart for this node and below, double click on it and check the Disable Chart check box. If you find later that you want this chart to be shown again, simply drag it off to the right side and it will be inherited again.

Custom Charts - To create custom charts, choose one of the Custom chart types (depending on which monitor is collecting the data that you want) and drag it to the left side. Be sure to fill in the Filter parameter – this is a simple piece of text that will be matched to all statistics being monitored on the target server, and if it matches, that statistic will be charted.



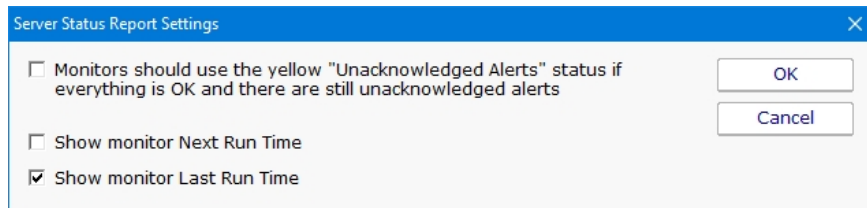
Configuring System Details

The blue System Details box can be customized to show any fields that the [Inventory Collector](#) monitor puts into the database. Drag and drop to show or hide, and to change the order of displayed fields.



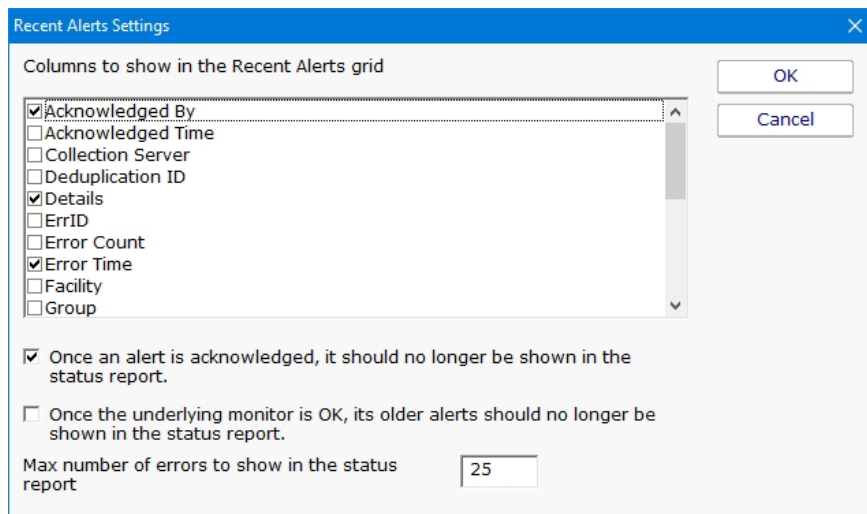
Configure Monitor Status

The Monitor Status grid displays monitors for a server and their current status. You can configure whether a monitor's errors have to be acknowledged before it is allowed to show green after having been yellow. Also, you can select to either show the monitor's "Next Run Time" or "Last Run Time". This is part of the [Error Auditing](#) system.



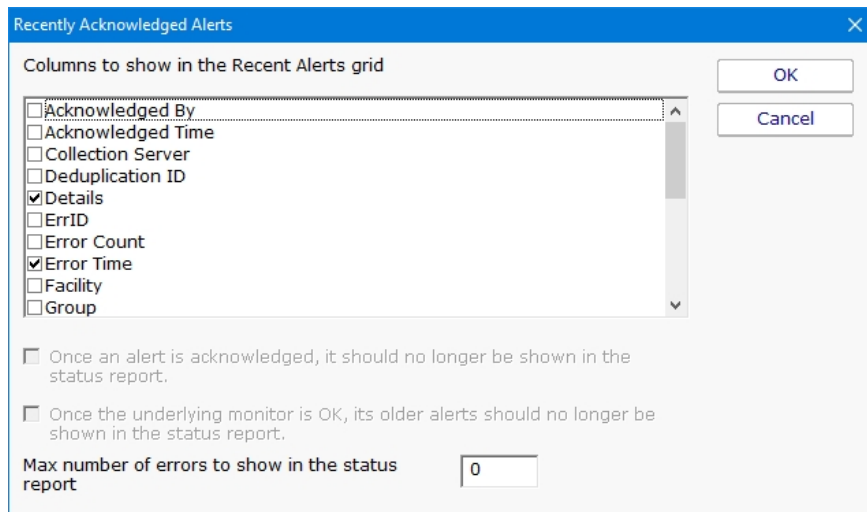
Configure Recent Alerts

Here you specify what columns appear in the alert grid, how many recent errors to show, and whether the errors should be acknowledged or not as part of an [Error Auditing](#) procedure you might use at your location.



Configure Recently Acknowledged Alerts

This menu works the same as the Recent Alerts menu with the exception that you can't select either of the two options on the bottom of the menu.



Configure Custom HTML

When this menu is double clicked a text file will open. This text will allow you to enter HTML code that will be placed on the server status page in the position listed on the left side of the Configure Status Report. To save the file, select the save option in your text editor and the page will be saved to the correct location.

Viewing System Activity

The View System Activity item is the place to go if you ever want to see what the monitoring service is currently working on. You can choose to show or hide the following activity types:

Monitors, with the ability to filter on monitor state (running, completed OK, fired actions, or internal error)

Actions that have been fired

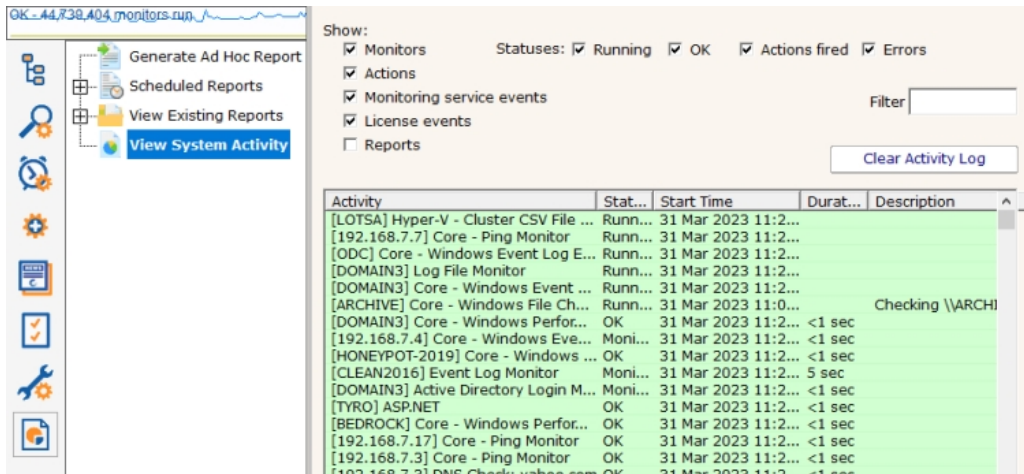
Monitoring service start and stop events

License events (new licenses found, license mode being used, etc)

Reports generated (automatic or ad hoc)

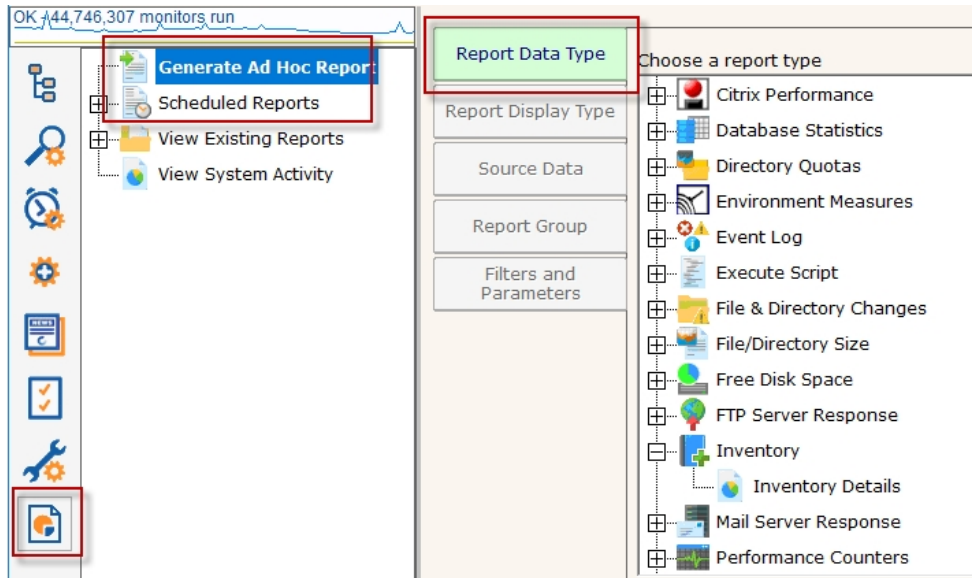
When you view the running system, you'll notice that running monitors have a start time, but no duration since it hasn't finished yet.

The activity log is purely for your information and can be cleared at any time. When it grows to a length of 5000 items it begins to automatically remove the oldest items.

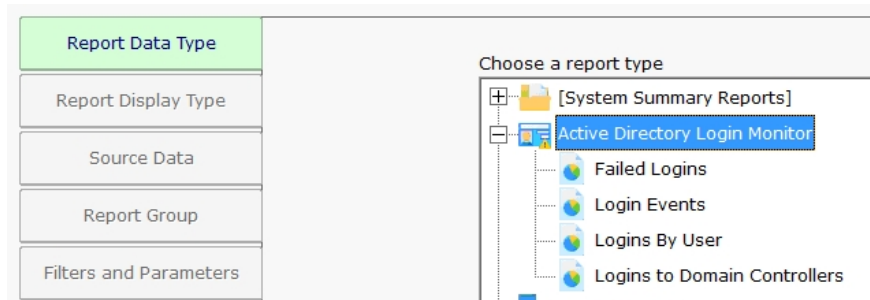


Standard Report Tabs

Running a report in PA Storage Monitor is very easy. You start by going to the Reports node, and then to either Generate Ad Hoc Report, or right-click on Scheduled Reports.



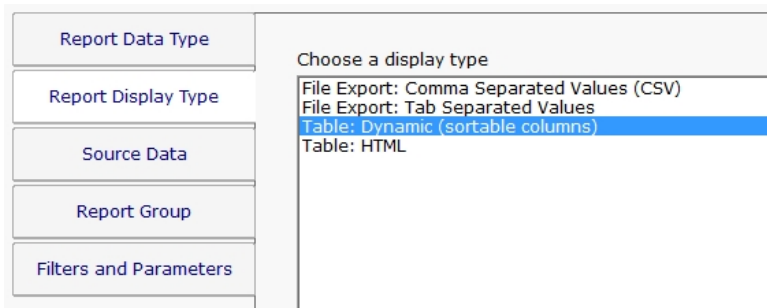
On the right side are all of the different report types. In general you would want to go to the monitor that is collecting the data that you want to run a report on. In this example we'll select the Active Directory Login Monitor. You might have different monitor/report types listed based on your product and license.



Once you've selected the report type, visit each of the tabs on the left to make selections.

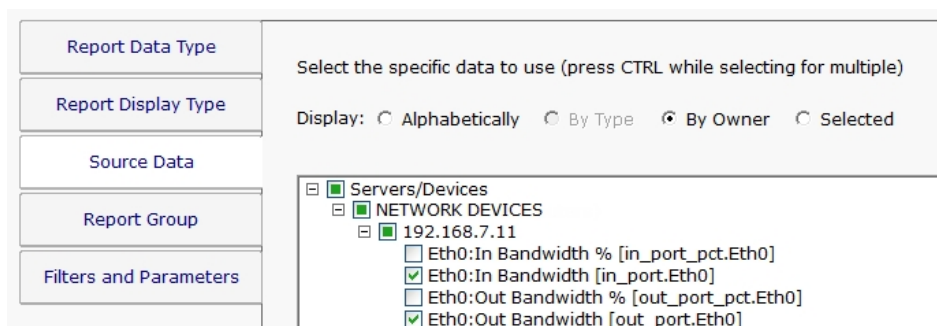
Report Display Type

The Report Display Type tab lets you select the output format for the report. The "Table: Dynamic" is a popular report format that shows a dynamic table in the output. For very large reports (thousands of lines of output), the CSV report might be preferred as Excel usually handles large amounts of database better than a browser.



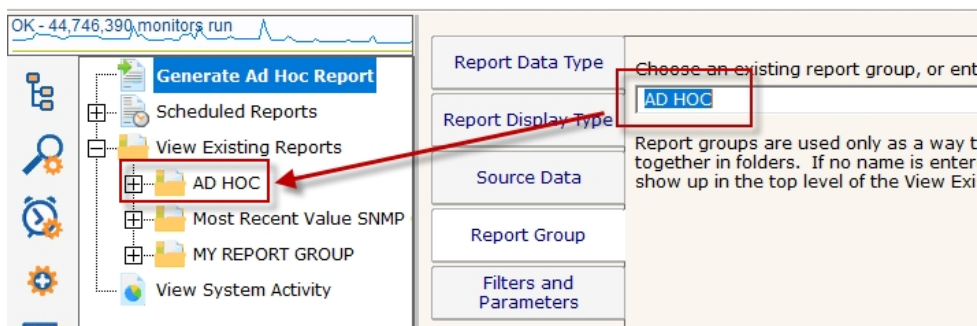
Source Data

The Source Data tab is where you select which data set to use. For some report types there might only be a single selection. For the image below we chose the Bandwidth monitor report type in order to show how this looks when there are multiple data sets to choose from.



Report Group

Report Groups are an easy way to get similar reports grouped together. This is purely for your organizational use. If the value is left blank the reports will get added to the Ad Hoc group. This is most useful for cases where there are many Scheduled Reports that a group of people will refer to often.



Filters and Parameters

The most important tab for most reports is Filters and Parameters. This is where you really define what the report should show. The list of fields shown will be different for each report type. Most reports have a few fields in common:

Report Data Type	Fill in the parameters (click the value and edit)	
Report Display Type	Starting date	Today
Source Data	Ending date	Today
Report Group	Summarize data by	Raw Data
Filters and Parameters	Scale data by	Click to edit
	Unit	Mbps
	Show trend line (for line charts)	No
	Hours/days filter	No filtering
	Threshold line (for graphical output)	Click to edit

Starting Date

Ending Date

These two fields specify the time frame for the report. The order of the times doesn't matter - they will automatically be re-ordered if needed. Clicking the date gives the typical date selector control, and clicking the Advanced box expands the selection so also specify specific times, or relative times from today.

Today

Advanced OK Cancel

11/ 2/2018 10:57:50 AM

Current time - 5 Day(s)

First day of previous month

Once you've made your selection, the date is converted into a relative date from today so the report can be run on any date to give the desired results.

Fill in the parameters (click the value and edit)	
Starting date	-7 days ago
Ending date	Today

Hours/days filter

If you need a report to only a specific part of the week (only work hours for example), you can do that with this field. The green/dark cells are the period of time the report will show.

Hours/days filter: No filtering Generate >>

Select the time periods for which data should be used in the report.

Green squares indicate hours when data will be used for the report. Set All Clear All OK Cancel

Sun	12a	1a	2a	3a	4a	5a	6a	7a	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								

Delivery / Archiving

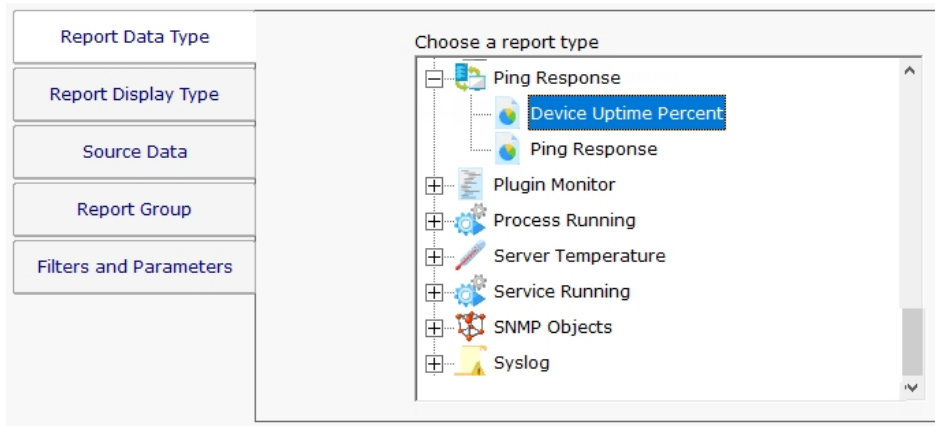
If you choose to create a Scheduled Report ran than running an Ad Hoc Report, there is an additional tab for emailing the report and/or saving the report data.

Report Data Type	<p>Select the E-mail actions that the finished report will be sent to</p> <div style="border: 1px solid gray; padding: 5px;"> <input type="checkbox"/> Email <small>Message to: [redacted]</small> <input type="checkbox"/> E-mail <small>Message to: [redacted]</small> </div> <p style="text-align: right;"><input type="button" value="Add..."/></p> <input type="checkbox"/> Save a PDF copy of the report Directory to save in: <input type="text" value="H:\TEMP"/> <input type="button" value="..."/> Name of PDF file: <input type="text" value="Report"/> <input type="text" value="Always overwrite - append nothing"/> <input type="button" value="v"/> <input type="text" value="H:\TEMP\Report.pdf"/> <input type="checkbox"/> Save a CSV copy of the report data Directory to save in: <input type="text" value="H:\TEMP"/> <input type="button" value="..."/> Name of CSV file: <input type="text" value="Report"/> <input type="text" value="Always overwrite - append nothing"/> <input type="button" value="v"/> <input type="text" value="H:\TEMP\Report.csv"/> <input type="checkbox"/> Print report to default printer
Report Display Type	
Source Data	
Report Group	
Filters and Parameters	
Delivery / Archiving	

If saving a CSV or PDF file, it is recommended to save it to a local drive. If it must be a remote drive, specify the folder using a UNC path as mapped drive letters are not available to service processes.

Uptime Reports

Many of the monitors (Ping monitor, Web Page monitor, Service and Process monitors, etc) support an Uptime Report.



What is Up?

Most of the Uptime Reports let you define what 'up' means. In the case of monitors that collect timing data like the Ping monitor and the Web page monitor, you define up in terms of response time. For example, you might define 'up' as being a response within 500ms.

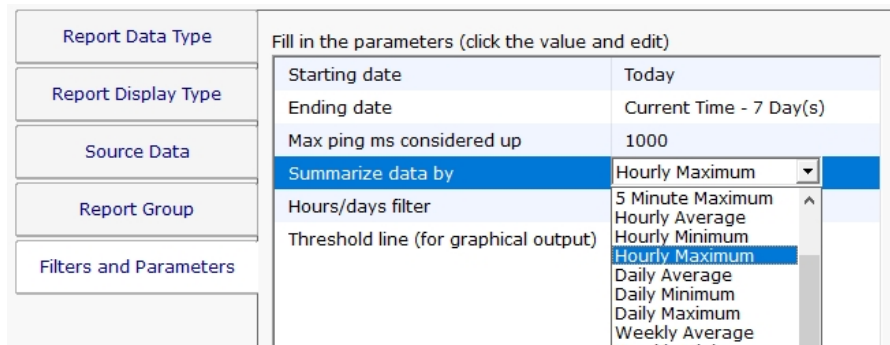
Data Summarization

When running an Uptime Report, it is important to understand the data summarization choice. Basically the data that you choose is grouped into periods that you choose, and a value is derived from each group. Periods can be Hourly, Daily, Weekly and Monthly, and the grouping operation can be Minimum, Maximum and Average. So for example:

Daily Average: Take the average value for each day

Hourly Minimum: Take the minimum value for each hour

Monthly Maximum: Take the maximum value for each month



With Ping for example, a lower value is typically better, so you would typically want to see the Maximum value (ie, run a report to see the worst performance in a period). Looking at the Minimum might be hiding a lot of bad values that occurred. So if there was a single value of 1 ms in the time period, the Minimum would return that value, making the time period look good. On the other hand, if there was a single value of 800 ms in the period, that value would be returned with the Maximum selection, indicating a problem in the time period.

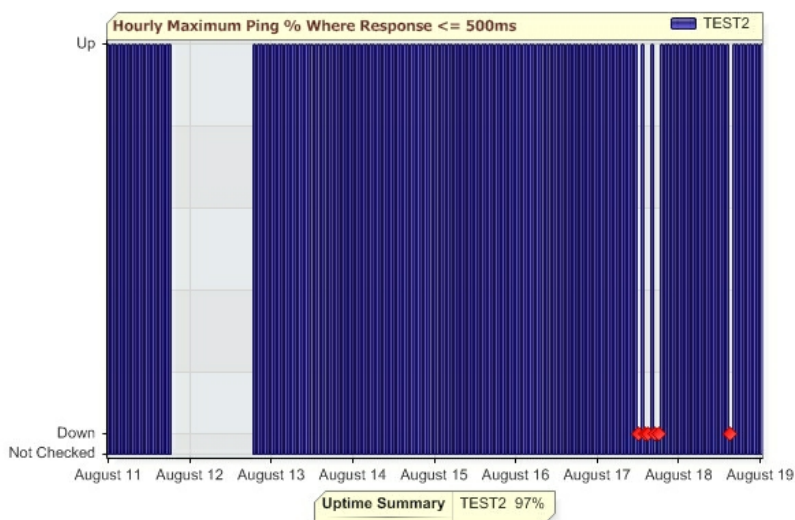
One thing to keep in mind a very high sentinel value used by some monitors (Ping and Web Page monitor specifically) that is used to indicate a failure to get any response at all. For Ping, this value defaults to 30,000 ms. For Web Page, it is 90,000 ms.

Visual Output

When you run an uptime report, you can output the data in tabular form, bar chart or line chart. In these cases, 'up' is the value 100, and 'down' is the value 0.

Report Data Type	Choose a display type
Report Display Type	Chart: Bar Chart: Line Chart: Uptime
Source Data	File Export: Comma Separated Values (CSV) File Export: Tab Separated Values
Report Group	Table: Dynamic (sortable columns) Table: HTML
Filters and Parameters	

You can also choose to output the report as an Uptime Chart. This is a bar chart that shows 100% up with a bar going all the way to the top. If there was a down even, a red diamond is shown. If the monitor didn't run at all during a period of time, there will be no bar for that period.



The report above indicates monitoring was stopped around August 12th for about a day, and a few down events that occurred on August 17th and August 18th.

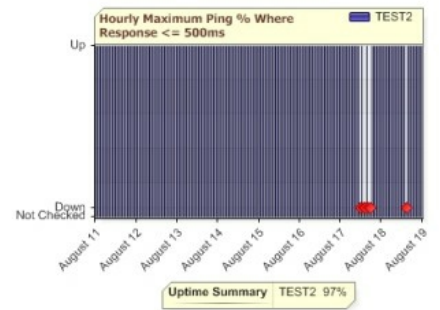
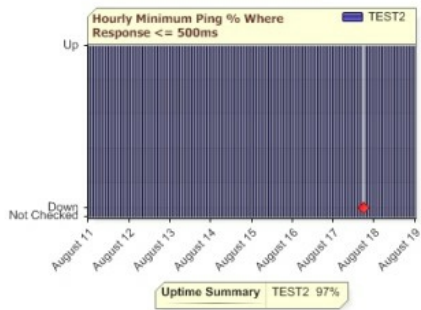
Uptime Summary

The Uptime Summary statistic is shown at the bottom of the Uptime Report. The value is calculated by tallying up each measurement one minute at a time across the entire time range. If there are multiple values for a minute, those values are averaged. If there is a minute with no data, the value for the previous minute is used (this can take place for multiple minutes with no data). Each minute's value is compared to the 'up' definition and assigned a value of 100 (100% up for that minute) or 0 (completely down for the minute). Then the average across the whole time range is computed and displayed.

Note that the Uptime Summary DOES use the definition of 'up' (ie < 500ms in our example), but it does NOT depend on the Hourly/Daily/Weekly/Monthly or the Minimum/Maximum/Average charting choices -- it attempts to give the true uptime over the

specified period.

For example, look at the two charts below. The chart on the left uses Hourly Minimum, which means if there is a good ping response in the hour, the whole hour is recorded as 'up'. The chart on the right uses Hourly Maximum -- if any ping is over the threshold, that hour is shown as 'down'. Although the charts look different, the Uptime Summary statistic is the same in both.



CAVEAT: Note that the Uptime Summary assumes that the monitor was running for the entire time. If monitoring was stopped, that can show up in the chart, but the statistic will use values from the previous minutes in the calculation.

All Errors Report

The All Error Report shows you all errors that have recently happened on all monitors, on all computers/devices, within a group. The report columns can be clicked to sort the errors for better understanding of what is happening on your network.

OVERVIEW
GROUP SUMMARY
ALL SERVERS
EXECUTIVE SUMMARY
CURRENT ERRORS

Servers/Devices

Updated 30 Mar 2020 11:07 AM

Current Errors Summary

All Reports
PDF Version

Last Checked ▼	Group ▼	Server/Device ▼	Monitor ▲	Last Error ▼
3/30/2020 11:04:19 AM		HAN-SOLO	Core - Windows File Changes	Files created: \\HAN-SOLO\CS\WINDOWS\SOFTWAREDI... Files deleted: \\HAN-SOLO\CS\WINDOWS\SOFTWAREDI... [Truncated]
3/30/2020 10:41:42 AM	Office > Auto Group	HONEYPOT-2019	Core - Windows File Changes	Changed files: \\HONEYPOT-2019\CS\WINDOWS\SYSTEM32\LO... \\HONEYPOT-2019\CS\WINDOWS\SYSTEM32\LO... \\HONEYPOT-2019\CS\WINDOWS\SYSTEM32\LO... {EF259052-1A95-4C55-97D6-1CB4C364FCA1}.MDB [Truncated]
3/30/2020 3:45:33 AM		LOTSAs	Core - Windows File Changes	Changed files: \\LOTSAs\CS\WINDOWS\SYSTEM32\... \\LOTSAs\CS\WINDOWS\SYSTEM32\... \\LOTSAs\CS\WINDOWS\APPCOMPA... [Truncated]

Group status reports can be configured to auto-rotate among reports. See [Group Report Settings](#).

For a more detailed error report, with the ability to control what errors are shown and which columns are displayed, see [Error Auditing](#).

All Servers Report

This report shows each server in a group as a colored box, with the color of the box representing the 'worst' state of all the monitors on that server. The servers with the 'worst' state float to the top, so keeping an eye on the state of your data center can be done at a glance.



For IT departments that mount a large screen on the wall for everyone to keep track of server status, this report is the most popular for display.

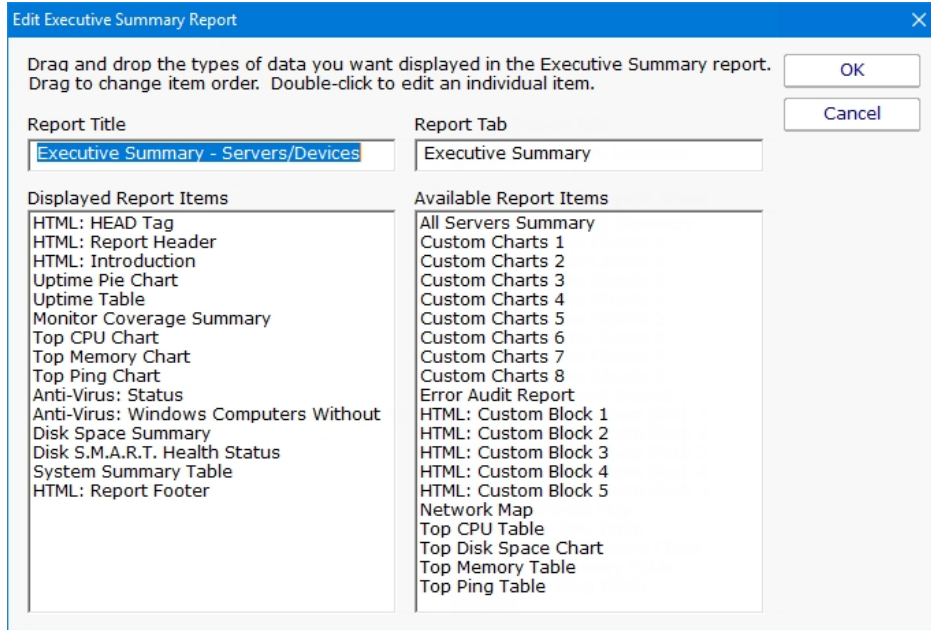
Group status reports can also be configured to auto-rotate among reports. See [Group Report Settings](#).

The display will add additional columns as the browser window gets wider in order to show as many servers as possible. At the very bottom of the report is a URL that can be used for displaying the report in browsers or on different computers.

Clicking on any computer will take you to that server's [server status report](#).

Custom Group Report

By right clicking a group and going to Report Settings -> Group Settings you will see three Custom Group reports and an Executive Summary report. They both allow you to add your own fields, charts and custom HTML blocks to the report to customize it to your needs.



A variety of report parts can be chosen. Some are pre-built charts while others let you specify counters that should be charted. To add a report part, drag the part from the right side and drop it on the left side. Double-click the report part on the left side to set parameters for that part.

Most of the report parts are self-explanatory. The Custom Charts parts are more complex and powerful and deserve some explanation.

The top box labeled Included Counters is where you will specify which counters should be charted. Any counter that contains text from any line in that box will be selected for charting. Since this is a group-level report, the statistic also has to come from a server within the group or sub-groups.

If you need to exclude a particular counter, you can enter some text and if that text is found in the counter name, that counter will be excluded.

For example, imagine you have the following counters:

```
\\SERVER\Processor(_Total)\% Processor Time
\\SERVER\Processor(0)\% Processor Time
\\SERVER\Processor(1)\% Processor Time
```

To show processor time for CPUs 0 and 1, but not for _Total, you would use:

Included Counters: % Processor Time

Excluded Counters: _Total

Once counters are specified, you need to choose how they should be displayed. If there are many servers in the group, the number of matching counters might be large, so there are simple settings to help you control the layout, how many charts are created, how many statistics are combined onto one chart, etc.

The Wide Chart setting will create a chart that is the full width of the report, instead of the smaller default chart size.

The y-axis on most charts starts at 0, but you can indicate the y-axis minimum value should be dynamically computed based on the data to be displayed. Sometimes this makes changes in large values easier to see.

If the chart is disabled, it won't be shown, but will be left as part of the report for future editing.

Group Overview Report

The Group Overview Report is a great mix of high level and detailed view. Here you can see servers and specific server health metrics along with monitor types. Problem servers are always floated to the top, so if a server isn't on the screen, you don't need to worry about it.

OVERVIEW
GROUP SUMMARY
ALL SERVERS
EXECUTIVE SUMMARY

Servers/Devices

Updated 30 Mar 2020 11:19 AM

Overview

[All Reports](#)
[PDF Version](#)

Server Status Counts

688 OK

13 Alert

1 Error

1 Other

Monitor Status Counts

3323 OK

19 Alert

1 Error

10 Other

SERVERS/DEVICES	Ping	Disk Space	CPU	Memory	Bandwidth	Performance	Execute Script	Inventory Collector	Services	Event Log
LUKE	✓	✓	✓	✓		✓	!	!		!
192.168.7.29	✓	✓						!	✓	
ARCHIVE	✓	✓	✓	✓	✓	✓		✓	✓	!
BANTHA	✓	!	✓	✓		✓	!	✓	✓	✓
BB-8	✓	✓	✓	✓		✓		✓	✓	!
BEDROCK	✓	✓	✓	✓		!		✓	✓	✓
D2	✓	✓	✓	✓		✓		✓	!	✓
DOMAIN2	✓	✓	✓	✓	✓	✓		✓	✓	✓
DOMAIN3	✓	✓	✓	✓		✓		✓	✓	✓
HAN-SOLO	✓	✓						✓	✓	✓

Green arrows represent a monitor with a healthy status. Yellow and red indicate a monitor has detected a problem. A grey clock means the server or monitor is disabled or in a maintenance period. If a cell is empty, it indicates that particular server/device doesn't have a monitor of the type specified in the column header.

Customizing the Report

You can configure the size of the the monitor box by right-clicking the group and going to Report & Delivery Settings. Select the Group Overview Report and click Edit Report Settings. While there you can also choose the order of the servers or change the sorting.

Choose Options ✕

Set Report Properties

Box Height in px (default 40)	40
Box Width in px (default 200)	200
Show 'light' icon	Yes
Ignore status: sort alphabetically	No
Order: Any monitor in Error	Show first
Order: Any monitor in Alert	Show second
Order: Satellite Disconnected	Show fourth
Order: All monitors Disabled	Show sixth

Group Summary Report

The Group Summary Report is a great way to get a detailed view of many servers at once. Like all group-based reports, there is a grey menu bar at the top that will take you to the other reports for the current group. Below and to the right is a button to go to an index of all reports, and a button to get a PDF of the report as it looks currently.

Next are two small tables indicating the number of servers and monitors that are OK (green), in Alert state (yellow), in error (red), or disabled/maintenance/etc (grey). A server is red if there is at least one monitor that is red, or yellow if there is at least one monitor that is yellow.

Moving downward you come to the group title bar for the current group. Within the group are the individual servers within the group, and optionally child groups will also be shown if there are any. Each server is represented as a line, with individual monitors on that server represented by boxes. The box color indicates the monitor's status. Green is OK, yellow is a warning, red is an error and grey means not monitoring (disabled, maintenance period, monitor dependencies not met). See below for changing the box size.

You can click on any server name to be taken to that server's [server status report](#).

The screenshot displays the 'Group Summary' report for 'Servers/Devices'. At the top, there are navigation tabs: OVERVIEW, GROUP SUMMARY (selected), ALL SERVERS, and EXECUTIVE SUMMARY. The main header shows 'Servers/Devices' with a 'Group Summary' label and an 'Updated 30 Mar 2020 11:23 AM' timestamp. There are buttons for 'All Reports' and 'PDF Version'.

Below the header, there are two summary sections:

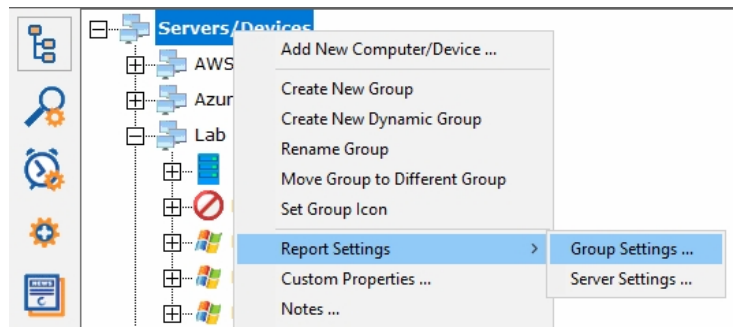
- Server Status Counts:** 688 OK (green), 13 Alert (yellow), 1 Error (red), 1 Other (grey).
- Monitor Status Counts:** 3323 OK (green), 19 Alert (yellow), 1 Error (red), 10 Other (grey).

The main content area lists servers and their monitors:

- 192.168.7.29:**
 - Disk Space Monitor (OK): C\$ 368.1 GB Free / 96.6 GB Used, D\$ 420.9 GB Free / 44.9 GB Used.
 - Inventory Collector (Alert): Probe methods: WMI, System Details. Failed to retrieve system details via WMI 192.168.7.29 via WMI. Reason: The F
 - Ping Monitor (OK): [Last response: 1 ms]
 - Service Monitor (OK): All services running.
- BANTHA:**
 - Core - Disk Space Mon (OK): C\$ not predicted full in 30 days, 8.9 G Free / 20.7 GB Used.
 - Core - Inventory Collec (OK): Probe methods: WMI, System Details program.
 - Core - Ping Monitor (OK): [Last response: 1 ms]
 - Core - Windows Event (OK): No new matching events on BANTHA.
 - Core - Windows File Cl (OK): No changes detected in \\BANTHA\IC3\WINDOWS.
 - Core - Windows Perform (OK): Page File: 56%, Memory: 65%, CPU: 0%.
 - Core - Windows Servic (OK): All services running.
 - Disk Space Monitor Co (Alert): \\BANTHA\IC3 > 10 % free space (Currently 30 %, 8.9 GB free).
 - ExS - Test PS Bantha (Alert): Powershell Version Monitor is Running: 5 BitSize: 64-bit.
- BB-8:**
 - Active Directory Login (OK): No new matching events on BB-8.
 - Disk Critically Low Che (OK): C\$ 8.5 GB Free / 21.0 GB Used, E\$ 8.7 GB Free / 1.3 GB Used.
 - Disk Low Check (OK): C\$ 8.5 GB Free / 21.0 GB Used.
 - Event Log Monitor (OK)
 - Event Log Monitor-App (Alert)
 - Inventory Collector (OK)

Group status reports can be configured to auto-rotate among reports. See [Group Report Settings](#).

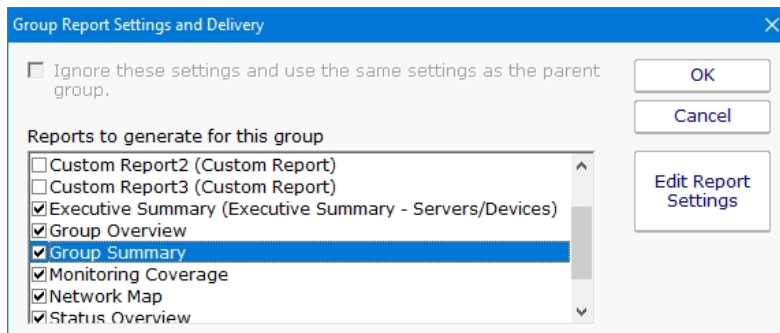
If you are using a Ultra, Pro or Lite license, you can also schedule the status reports to be emailed to you. Simply right-click on the group and choose [Report & Delivery Settings](#).



To see an even higher level view of the servers within the group, try the [All Servers Report](#) or customize the [Visual Status Map](#) report.

Customizing the Report

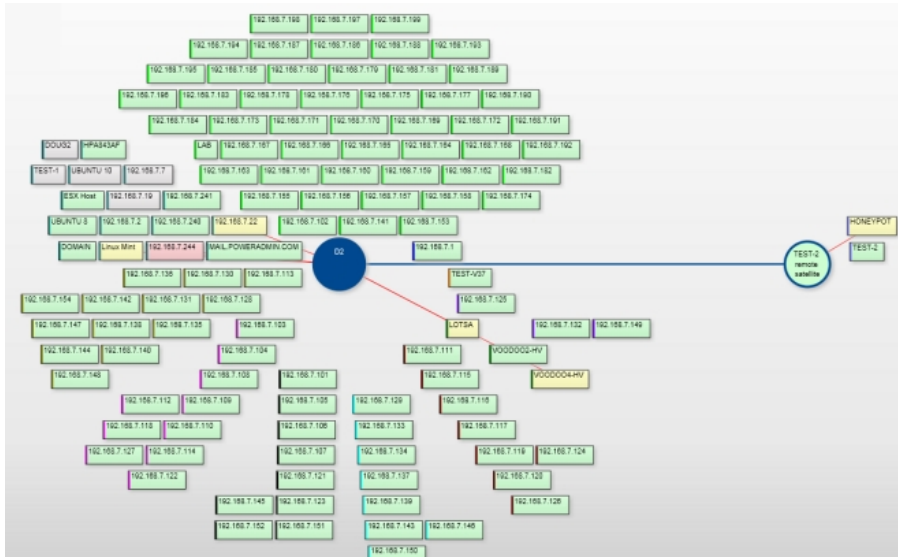
Some people like the level of detail available with a larger monitor box. Others want to get status about more servers on the screen. You can configure the size of the monitor box by right-clicking the group and going to Report & Delivery Settings. Select the Group Summary Report and click Edit Report Settings. You will be able to choose whether to show the title and additional details as shown above, or just the title, and how wide the title should be.



To see the most server statuses on the screen at once, use the [All Servers Report](#)

Network Map Report

The Network Map gives you a quick overview of the health of the network in a single view. All of the servers, including those at remote sites, will be shown on the report, and the report will automatically be resized to fit the report window.



In the image above, each box represents a server or device. The blue circles are monitoring stations. In this example, the solid blue Central Monitoring Service is D2. There is also a Satellite Monitoring Service (blue circle, fill green) named TEST-2.

The left edge of each box is colored. This helps to visually group the server boxes, which are also laid out according to group.

If a server is red or yellow, there will be a red line from the monitoring node to the box -- this helps identify which node is monitoring that particular server/device which may not always be as obvious as the example image.

If a Satellite is not connected, the Satellite circle will be blue, but filled yellow. All servers/devices monitored by that Satellite will also be yellow.

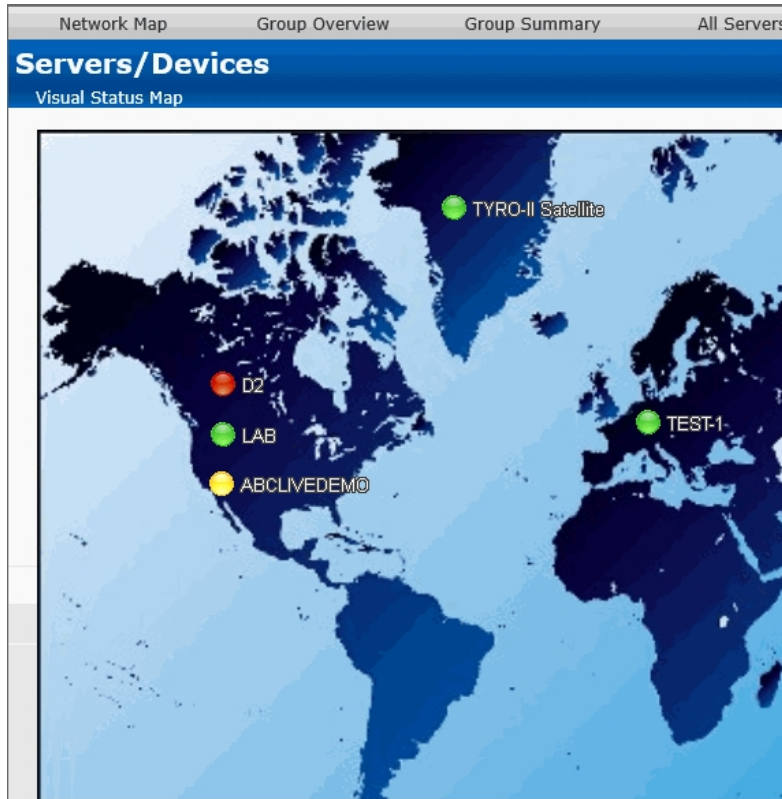
Clicking a box will take you to the Server Status Report for that server. In addition, you can view a Network Map for any group, and just that group's servers/devices will be shown.

Visual Status Map

The Visual Status Map is one of the available group level reports. The map display allows you to easily see the status of servers and server groups that you have placed on a map or other graphic. This type of display can be beneficial in determining network problems that are geographically significant due to server locations.

To see the Visual Status Map, select a group in the Navigation Window and click the "Map" link in the gray menu bar at the top of the report.

The following report is what a typical Visual Status Map might look like:



The map appearance and the positions and style of the status indicators can be configured in the [Status Map Editor Dialog](#). There are several maps of different areas around the world, and you can also add your own map graphic.

The map graphic and the server icons will stretch to fit the available browser window space.

The colors displayed by the status indicators correspond to the "worst" monitor state of all monitors on the computer (or for all monitors within the computer group). In other words, the presence of one monitor in an alert state for a given computer will cause its indicator to display in yellow. A "green" status indicates that the computer has no detected problems.

Group status reports can be configured to auto-rotate among reports. See [Group Report Settings](#).

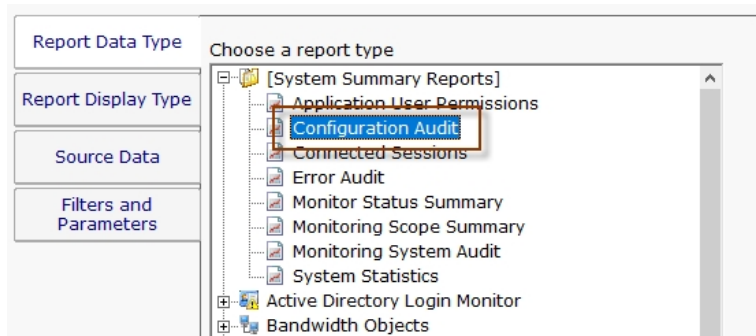
Configuration Audit Reports

This report shows PA Storage Monitor's current configuration, including Groups, Servers, Monitors, and Actions. The report generates a text file listing the Groups with their server and devices. Each server/device will have a list of monitors assigned to them. You can optionally add the monitor's configuration and/or the actions that are attached to the monitors.

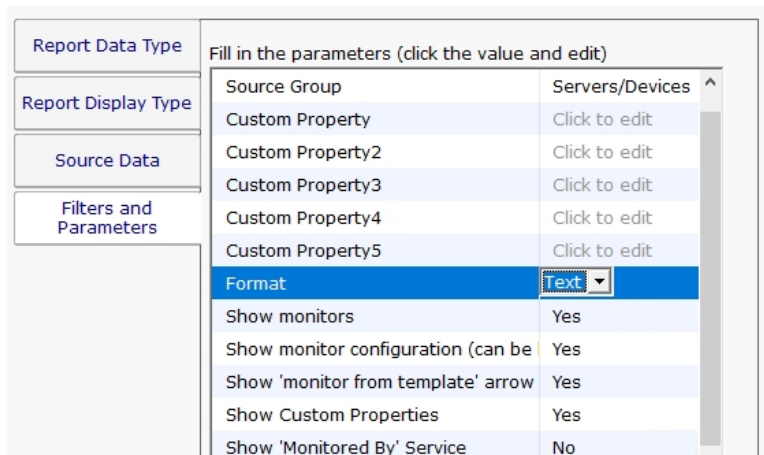


Watch the training video on how to create a [Configuration Audit Report](#).

In the example below, the user selects the Configuration Audit report on the top Report Data Type tab. The Configuration Audit report can be found under the System Summary Reports node.



The Filters and Parameters tab is most important. A few options let you select what is included in the report; which monitor types, their actions, the monitor's configuration, and source group.



Pressing the Generate Report button will display a link indicating where the report was created. You can click the link to open the report in your browser.

04/18/17 14:28:48

```
[GROUP] Servers/Devices
[DEVICE] DOMAIN2
MONITORS:
  Critically Low Disk Space Check
    Every 3 Hour(s)
  ACTIONS:
    Do Immediately:
      Write to ServerEvents.txt log file
  Event Log Monitor
    Every 1 Hour(s)
  ACTIONS:
    Do Immediately:
      Write to ServerEvents.txt log file
  Inventory Collector
    Every 6 Hour(s)
  ACTIONS:
  Monitor services on DOMAIN2
    Every 5 Minute(s)
  ACTIONS:
```

Data Summarization

The Configuration Audit report is organized in the same order as Servers/Devices in the Console:

- Groups
 - Servers/Devices
 - Monitors
 - Settings
 - Actions

Connected Sessions

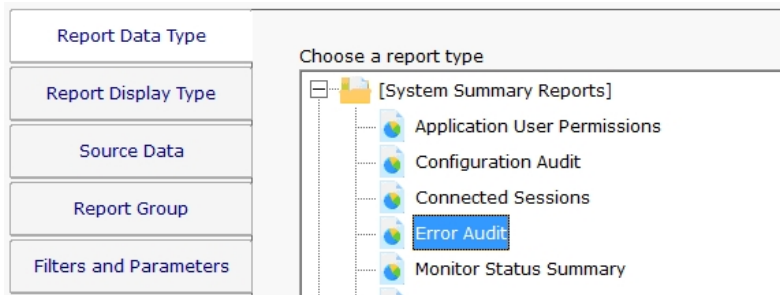
The Connected Sessions report is a simple report that takes no parameters. It shows all currently connected sessions, including Console, mobile applications and Satellites.

Connected Sessions					Created 01 Apr 2020 10:25 AM
					All Reports PDF Version
3 records					
Name	Source Address	Version	Type	Last Contact	
quinn	192.168.7.4	8.1.0.49	User - Console	01 Apr 2020 10:25 AM	
Amazon EC1	192.168.7.205	8.1.0.49	Satellite	01 Apr 2020 10:25 AM	
RANCOR	192.168.7.49	8.1.0.49	Satellite	01 Apr 2020 10:25 AM	

Error Audit Report

The Error Audit report is a powerful report that lets you view current and past events that have been detected by the monitoring service. There are a large number of parameters that can be used for filtering.

This report is part of the [Error Auditing](#) system.



This monitor has the [standard report tabs](#): Report Display Type, Source Data, and Report Group tabs as the rest of the monitors, and as usual, the most important settings are on the Filters and Parameters tab.

Any field can be set, or leave it blank or set to <any> to indicate that field should not be filtered on.

Fill in the parameters (click the value and edit)

Start Time	=	Today
End Time	=	-1 days ago
Output Columns	=	<all>
Sort order	=	Severity
Source Group(s)	=	<all>
Source Computer/Device(s)	=	<all>
Monitor Type(s)	=	<all>
Monitor Title	contains	Click to edit
Monitor	=	<all>
Recorded Monitor Status(es)	=	<all>
Current Monitor Status(es)	=	<all>
Still In Error	=	<all>
Still Deduplicating	=	<all>
ErrID	=	Click to edit
DedupeID	=	Click to edit
Facility	=	<all>
Severity	=	<all>
Already Acknowledged	=	<all>
Acknowledged By	=	Click to edit
Custom Property(ONEOFKIND)	=	Click to edit
Custom Property2	=	Click to edit
Custom Property3	=	Click to edit
Custom Property4	=	Click to edit
Custom Property5	=	Click to edit
Number to Show	=	100
Show Deleted Monitors	=	Yes

An example report is shown below. Note it can show who acknowledged an issue, as well as show a check box for the viewer to

click to indicate they are acknowledging the issue.

Error Audit Report

Error Audit

Created 30 Mar 2020 12:48 PM

[All Reports](#) [PDF Version](#)

100 records

Err Time	Last Err...	OK	Monitor	Status	Details	Acknowledge
3/30/2020 12:47:46 PM	3/30/2020 12:47:46 PM		Event Log Monitor	Alert	* Event Time: 30 Mar 2020 12:45:12 PM * Source: Service Control Manager * Event Log: System * Type: Error * Event ID: 7031 * Event User: N/A * The SQL Server PolyBase Data Movement (QSERVER) service terminated unexpectedly. It has done this 1 time(s). The following corrective action will be taken in 60000 milliseconds: Restart the service. {binary value}	<input type="checkbox"/>
3/30/2020 12:47:46 PM	3/30/2020 12:47:46 PM		Event Log Monitor	Alert	* Event Time: 30 Mar 2020 12:44:44 PM * Source: Microsoft-Windows-DistributedCOM * Event Log: System * Type: Error * Event ID: 10006 * Event User: OFFICE\monitorsvc * DCOM got error "2147944122" from the computer LUKE when attempting to activate the	<input type="checkbox"/>

Monitoring Scope Summary Report

The Monitoring Scope Summary Report is a report that shows all the monitoring work being done from a particular group (which includes all child groups and devices). This report is useful for showing stakeholders the a high level overview of the monitoring being done.

Monitoring Scope Summary Created 30 Mar 2020 12:37 PM
Monitor scope for group Servers/Devices All Reports PDF Version

1 records

Scope Report

703 Servers/Devices

688 Disk Space Monitors

Tracking 710 disks on 685 servers

22 Event Log Monitors

Watching 63 Event Logs on 19 servers [1 monitor disabled]

22 Service Monitors

Monitoring approximately 906 services on 20 servers [1 monitor disabled]

710 Performance Monitors

Monitoring 3573 performance counters on 689 servers [1 monitor disabled]

689 Execute Scripts

Running 685 scripts on 669 servers [4 monitors disabled]

6 Web Page Monitors

Watching 8 web pages on 5 servers

13 File & Directory Change Monitor (IDS)s

Tracking file changes in 13 directory structures on 13 servers

687 Ping Monitors

Pinging 687 server/devices

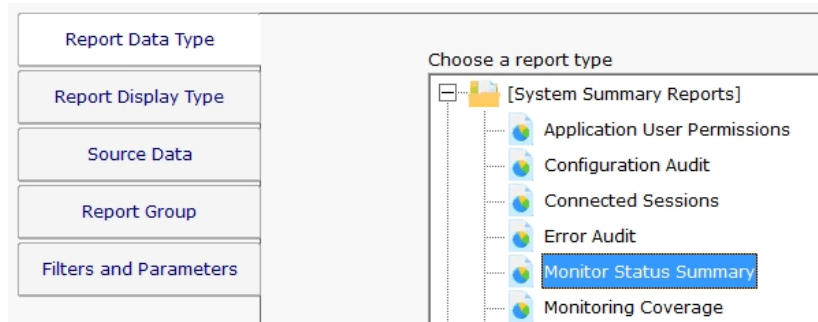
1 Log File Monitor

Monitoring 1 log file directory on 1 server

3 File/Directory Size Monitors

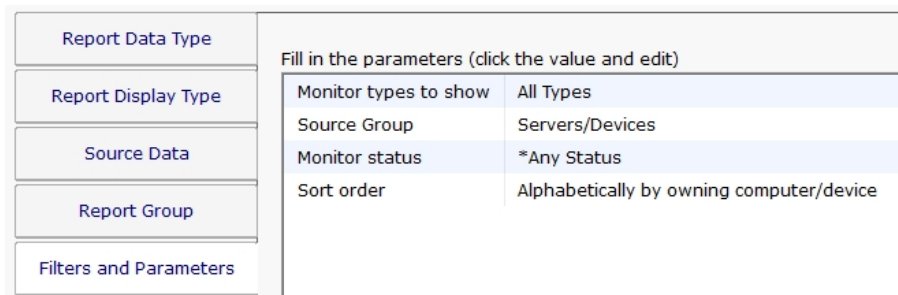
Monitoring Status Summary Report

This report lets you quickly see the current status of a set of monitors you define.



This monitor has the [standard report tabs](#): Report Display Type, Source Data, and Report Group tabs as the rest of the monitors, and as usual, the most important settings are on the Filters and Parameters tab.

You can choose to see all monitors that are in error, or that have a specific status (those in Dependency Not Met for example), or even a specific monitor type. The filters will work based on monitors that are within a specific group that you select.



Monitor Status Summary
Created 30 Mar 2020 12:44 PM

Monitor status from group Auto Group, all monitor types

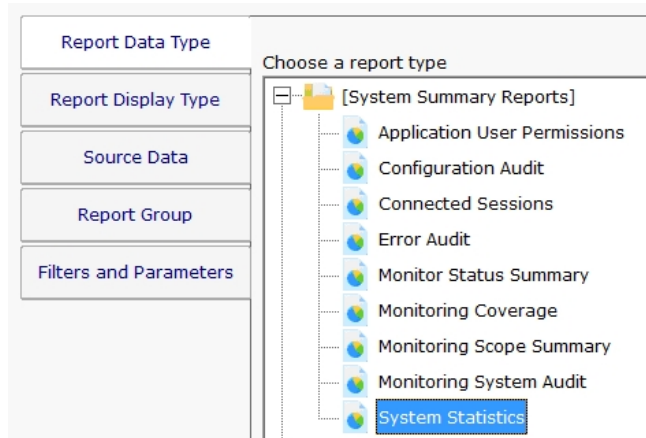
[All Reports](#)
[PDF version](#)

Data shown for most recent scans, 48 records

Monitor	Group	Computer/...	Status	Last Chec...
Active Directory - NTDS	Servers/Devices > Office > Auto Group	DOMAIN2	OK NTDS LDAP Bind Time: 0	3/30/2020 12:38:46 PM
Active Directory - NTDS	Servers/Devices > Office > Auto Group	DOMAIN3	OK NTDS LDAP Bind Time: 0	3/30/2020 12:41:12 PM
Active Directory Change Monitor	Servers/Devices > Office > Auto Group	DOMAIN2	OK No changes detected	3/30/2020 12:37:28 PM
Active Directory Change Monitor	Servers/Devices > Office > Auto Group	DOMAIN3	OK No changes detected	3/30/2020 12:40:09 PM
Active Directory Login Monitor	Servers/Devices > Office > Auto Group	DOMAIN2	OK No new matching events on DOMAIN2	3/30/2020 12:41:43 PM
Active Directory Login Monitor	Servers/Devices > Office > Auto Group	DOMAIN3	OK No new matching events on DOMAIN3	3/30/2020 12:41:43 PM
Bandwidth monitor	Servers/Devices > Office > Auto Group	DOMAIN2	OK [Microsoft Hyper-V Network Adapter _3.In Bandwidth: 0% (106.96 Kbps)] [Microsoft Hyper-V Network Adapter _3.Out Bandwidth: 0% (651.62 Kbps)]	3/30/2020 12:38:21 PM

System Statistics Report

System Statistics Report shows top level statistics about the monitoring system, including details about connections and HTTPS server information.



This monitor has the [standard report tabs](#): Report Display Type, Source Data, and Report Group tabs as the rest of the monitors, and as usual, the most important settings are on the Filters and Parameters tab.

Unlike most reports, this report does not have any fields to fill in on the Filters & Parameters tab.

System Statistics

Created 30 Mar 2020 02:54 PM

HTTP Bandwidth per Minute (averaged over last 15 minutes), ...

All Reports

PDF Version

35 total records

System Statistics

Statistic	Value
Number of Servers/Devices	704
Number of Connected Satellites	2
Number of Monitors	3492
Number of Actions	25
Number of Sessions	5
Number of Held HTTP Connections	2
Process Memory (KB)	429736
Process Handles	2791
Number of Queued Stats to Write	57

HTTP Bandwidth per Minute (averaged over last 15 minutes)

Client	Number of Requests	KB Received from Client	KB Sent to Client
127.0.0.1	16.6	52.1	14.2
192.168.7.4	46.9	28.2	817.2
192.168.7.49	19.5	20.1	16.4
192.168.7.205	12.5	21.3	7.4
[Total]	95.5	121.6	855.2

HTTP Server Statistics

Statistic	Value
Collection Period (secs)	901
Number of Idle HTTP Threads	6

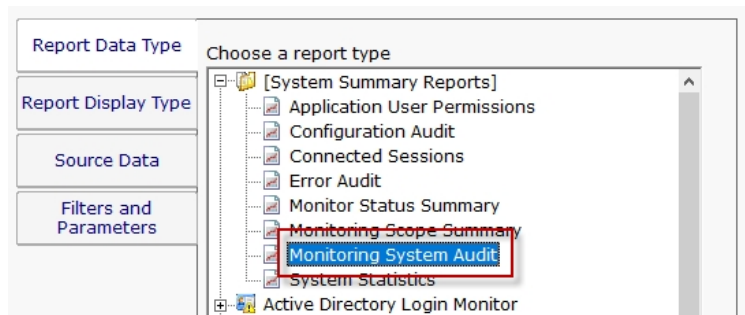
System Audit Report

The System Audit Report is a pulled from a database of activities that have happened in the monitoring system.

System Activity Types

- | | |
|---------------------------------|----------------------------|
| Email Alert Sent | |
| User Logged In | • Group Created |
| User Logged Out | • Group Deleted |
| User Login Failed | • Computer Created |
| Server Start Maintenance | • Computer Deleted |
| Server End Maintenance | • Monitor Created |
| Central Service OS Boot | • Monitor Changed |
| Central Service Start | • Monitor Deleted |
| Central Service Stop | • Monitor Template Created |
| Central Service Abnormal Stop | • Monitor Template Deleted |
| Satellite Service OS Boot | • Action Created |
| Satellite Service Start | • Action Deleted |
| Satellite Service Stop | |
| Satellite Service Abnormal Stop | |
| Satellite Connect to Central | |
| Satellite Down | |

This data is collected and stored automatically - nothing needs to be configured.

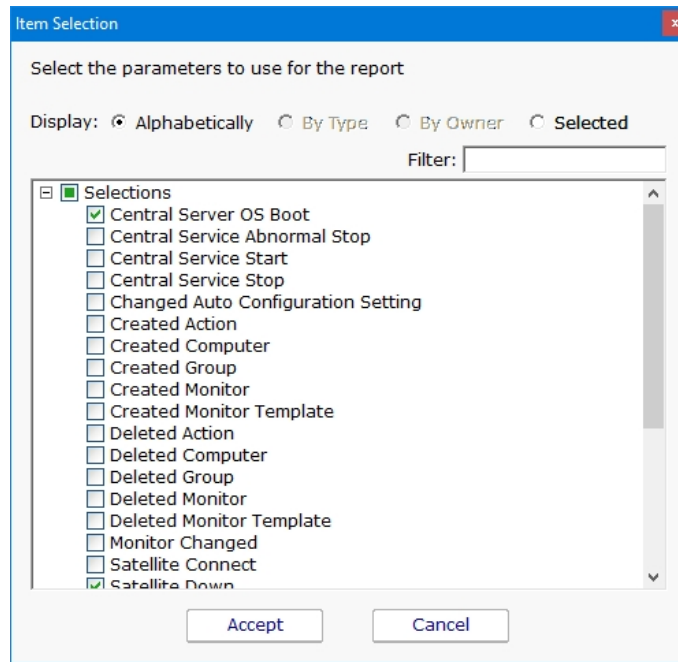


The report is located at [System Summary Reports] > Monitoring System Audit.

Fill in the parameters (click the value and edit)

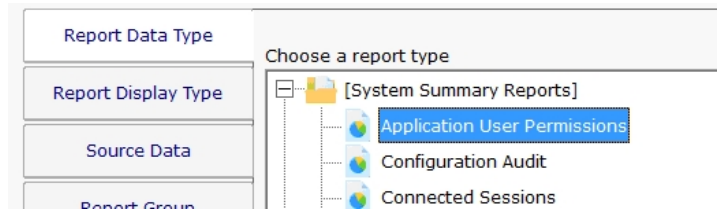
Start Time	Today
End Time	Today
Internal Audit Event Type	Central Server OS Boot, Satellite Server OS Boot

Configuring the report is as simple as choosing a date range, and the type of events you would like to see.



Application User Permissions Report

This report shows all defined users within the monitoring application, what they have access to, and what permissions they have.



This monitor has the [standard report tabs](#): Report Display Type, Source Data, and Report Group tabs as the rest of the monitors, and as usual, the most important settings are on the Filters and Parameters tab.

Unlike most reports, this report does not have any fields to fill in on the Filters & Parameters tab.

Created 30 Mar 2020 12:59 PM
All Reports
PDF Version

Application User Permissions

Application User Permissions

7 records

Username	Role	Top Group	View Repo..	Immedi..	Maintenan..	SNAP T..	Ack	All Actions
CN=Administrator...	Administrator	Servers/Devices	Yes	Yes	Yes	Yes	Yes	Yes
CN=Backup,CN=...	Administrator	Servers/Devices	Yes	Yes	Yes	Yes	Yes	Yes
CN=BackupSvc,...	Administrator	Servers/Devices	Yes	Yes	Yes	Yes	Yes	Yes
CN=Doug,CN=Us...	Administrator	Servers/Devices	Yes	Yes	Yes	Yes	Yes	Yes
CN=Monitor,CN=...	Administrator	Servers/Devices	Yes	Yes	Yes	Yes	Yes	Yes
bob [UL]	Run Reports	Servers/Devices > Office	Yes	Yes	Yes	Yes		
DesktopNotefier	Administrator	Servers/Devices	Yes	Yes	Yes	Yes	Yes	Yes

Report URL: <https://Q.office.poweradmin.com:720/37FE6B56/index.html>
 This automatically generated report will always be created in the same location
 Created in 12 ms

Generated by PA Server Monitor v8.1.0.43

Remote Server Monitoring

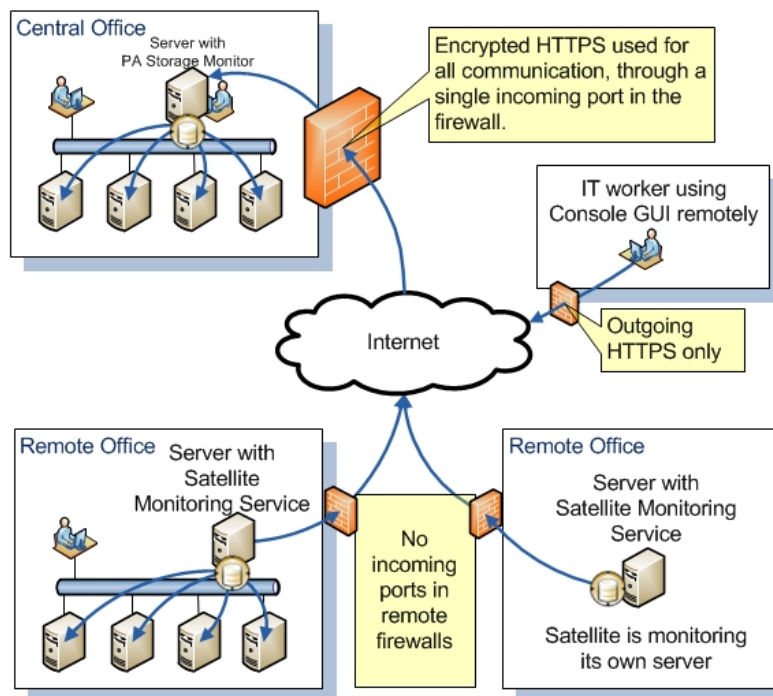
PA Storage Monitor can monitor servers within the local LAN with just the Central Monitoring Service. No additional software is needed.

If you want to monitor servers and devices that are on the other side of a firewall from the Central Monitoring Service (either within a corporate network, or across the Internet) then a Satellite Monitoring Service needs to be installed. The Satellite will do the monitoring at the remote location and report statistics and status information back to the Central Monitoring Service as shown in the image below. The Satellite Monitoring Service typically **only needs to be installed on a single server** at the remote site.



Pro Tip: **Do not** install a Satellite on each monitored server. Just install one at each remote location and let it monitor the local network. This works great for monitoring a DMZ as well.

NOTE: The Satellite Monitoring Service is only available in Ultra product editions.



The steps to monitoring remote computers and devices are:

1. [Install a Satellite Monitoring Service](#) at the remote location
2. [Configure the Satellite Monitoring Service](#)
3. Using the PA Storage Monitor Console, [add new computers and devices](#) to be monitored. The trick is to make sure and indicate that the newly added computers/devices will be monitored using the Satellite, and not the Central Monitoring Service.
4. Once the computers have been added, [add new monitors](#) to watch the computers/devices added above. You will be able to add

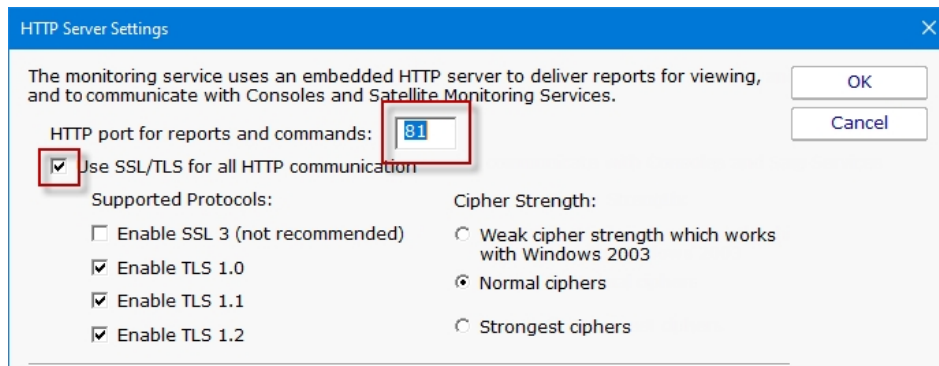
the new monitors as though the computers they belonged to were on the local LAN -- PA Storage Monitor takes care of everything else.

Remote Installation Prerequisites

You must complete the following steps before installing either PA Storage Monitor Consoles on a remote computer or Satellite Monitoring Services. These steps not needed for the initial installation.

Note: You only need to complete these steps one time. You do not need to repeat them if you install additional Consoles or Satellite Monitoring Services.

1. Open the PA Storage Monitor Console that was installed on the same computer as the Central Monitoring Service.
2. Connect to the local host.
3. Select the **HTTP Server Settings** command on the **Settings** menu. The HTTP Server Settings window appears.



4. Select the **Use SSL for all HTTP communication** option and note the HTTP port number.
5. Ensure the port is accessible from the remote servers. A firewall exception might need to be created if Consoles or Satellite Monitoring Services will be installed across the Internet from the Central Monitoring Service. This is the only incoming port that might need to be opened.
6. Filter Settings
 - **Report Serving** - for remote console use select "Serve reports to everyone" or enter the IP addresses needed.
 - **Command/Request Processing** - for ALL remote requests select "Service requests from everyone" or enter the IP addresses needed.

You can filter access to the HTTP server below. To control access to Consoles and reports, see Settings -> Remote Access.

Report Serving

- Disable all report serving functionality
- Serve reports only to requests from this machine
- Serve reports only to the following IP addresses
- Serve reports to everyone**

IP addresses should be comma separated, and can use the * wild card character. Examples:
192.168.*.* ,10.10.5.2
127.0.0.1,1.2.3.* ,10.10.10.10

Command / Request Processing (from Consoles, Satellite Services, Worker Processes)

- Disable all command processing
- Service requests only from this machine
- Service requests only from the following IP addresses
- Service requests from everyone**

IP addresses should be comma separated, and can use the * wild card character. Examples:
192.168.*.* ,10.10.5.2
127.0.0.1,1.2.3.* ,10.10.10.10

7. Click **OK** to restart the monitoring service.

Note: If you are using SSL for all HTTP communication, and browser certificate alerts appear, click the [SSL Certificate Hints](#) link for information about how to resolve the alerts for your browser.

Installing a Satellite Monitoring Service

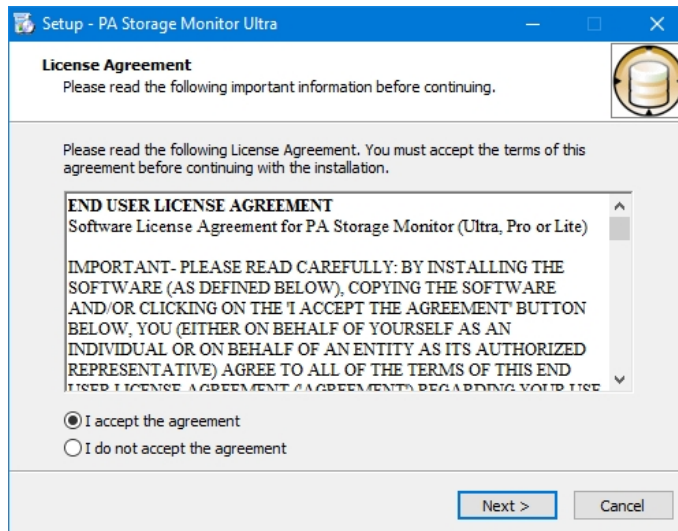
To install a Satellite Monitoring Service

1. Be sure that you have completed the [Installation Prerequisites](#) before installing your first Satellite Monitoring Service.
2. On the computer on which you want to install a Satellite Monitoring Service, open a browser, and connect to your Central Monitoring Service using the following URL:

`https://[computername]:[port number]`

where *computername* is the name of the computer where the Central Monitoring Service is installed, and *port number* is the HTTPS port that the service exposes (See [Installation Prerequisites](#)).

3. On the main reports page, near the bottom, is a "Product Installer" link for the Setup program. Download and run the setup program.
4. The License Agreement page will appear.



5. Click **Next** to advance through the wizard, accept the license agreement, select a destination location, and then display the Select Components page.
6. Select the **Satellite Monitoring Service** option.
Note: If you don't have access to a remote Console, select the **Console User Interface** option as well.
7. Click **Next** repeatedly while accepting all the defaults.
8. Ensure all options are selected on the Completing the PA Storage Monitor Setup Wizard page, and then click **Finish**. The Configure Satellite Monitoring Service window will appear.

Next, [Configuring a Satellite Monitoring Service](#).

Configuring the Satellite Monitoring Service

To configure the Satellite Monitoring Service

Configure Satellite Monitoring Service - [a176d60c-1c4a-4e7d-87ab-d77d13a8260b]

Satellite service is running - connected and active

Central monitoring service address: Enter the external server name or IP address, and port, of the central monitoring service.
 Q:721
 Ex: 192.168.1.5:81
 The port can be found in the Console in Settings -> HTTP Server Settings.

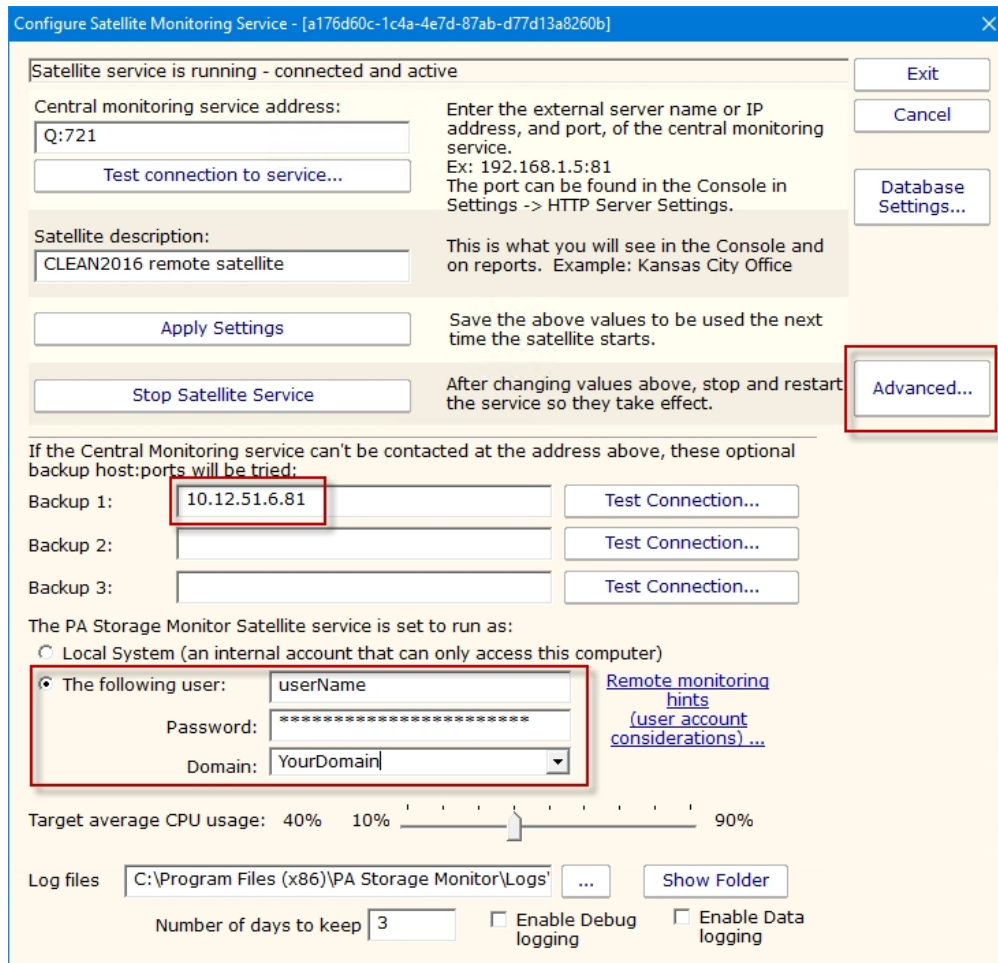
Satellite description: This is what you will see in the Console and on reports. Example: Kansas City Office
 CLEAN2016 remote satellite

Apply Settings Save the above values to be used the next time the satellite starts.

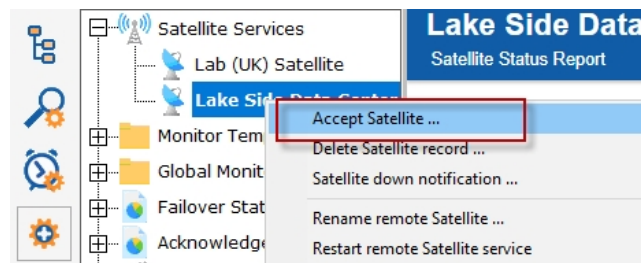
Stop Satellite Service After changing values above, stop and restart the service so they take effect.

Exit
 Cancel
 Database Settings...
 Advanced...

1. Enter the computer address and port of the Central Monitoring Service in the **Central monitoring service address** box. This was determined during the [Installation Prerequisites](#).
2. Click **Test connection to service**. The Success window appears if the the connection is successful. If there is a problem, several troubleshooting tips will be shown to help fix the problem.
3. Click **OK** to close the Success window.
4. Enter a name in the **Satellite description** box.
5. If there are multiple network paths to the Central Monitoring service, you can give additional addresses for the server. Click the **Advanced ...** button which will display three additional places for host:port settings. Any time the Central Monitoring service can't be accessed using the primary host:port settings above, each of the Backup host:port settings will be tried to try and find a connection to a Central Monitoring service. This is useful if you are using [Automatic Fail Over](#) as it allows the Satellites to find the Fail Over Slave server if the main Central Monitoring Service is down.
6. Click the **Advanced ...** button which will display settings for the Satellite Monitoring Service. It is recommended to have the service use an account that has access to the computers that it will be monitoring. The default Local System account cannot access remote computers. See [Remote Monitoring Account Hints](#) for more information.



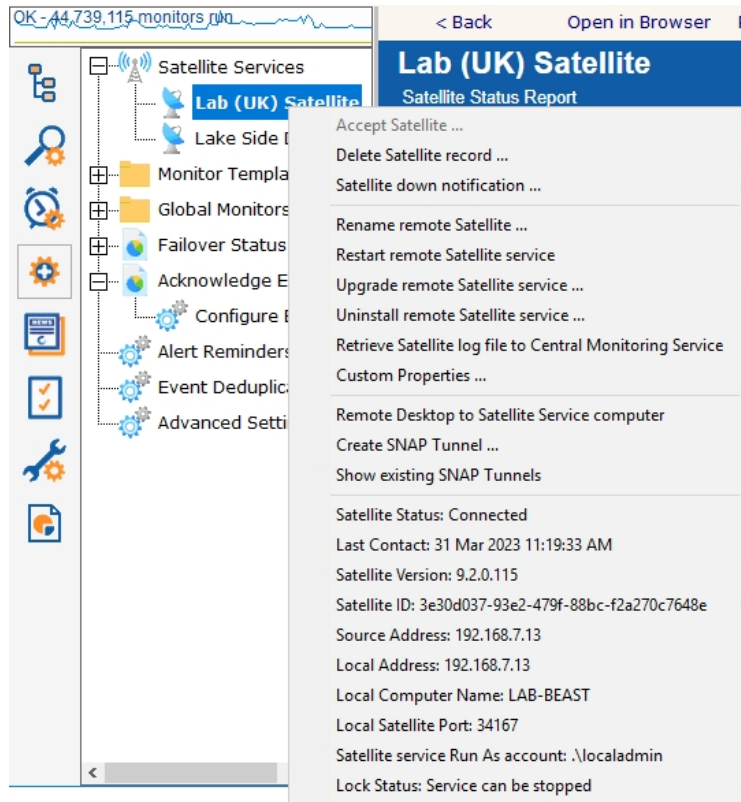
7. Click **Apply Settings** to save your changes.
8. Start a Console GUI, and then [connect the console](#) to the Central Monitoring Service. The main PA Storage Monitor Console window will appear.
9. Click **Satellites Services** in the left navigation panel, and then select the Satellite you just installed. If it is not displayed, wait a few moments and then click the Satellite Services node to refresh the list.
10. Right-click the Satellite that was just installed, and select **Accept Satellite...** This will allow the Satellite to connect to the Central Monitoring Service.



Now that the Satellite is connected to the Central Monitoring System, you can [add computers](#) to the Satellite via the Console just like you would add computers to be monitored from the Central Monitoring System. Just be sure to indicate which Satellite should monitor the newly added computers.

Satellite Operations

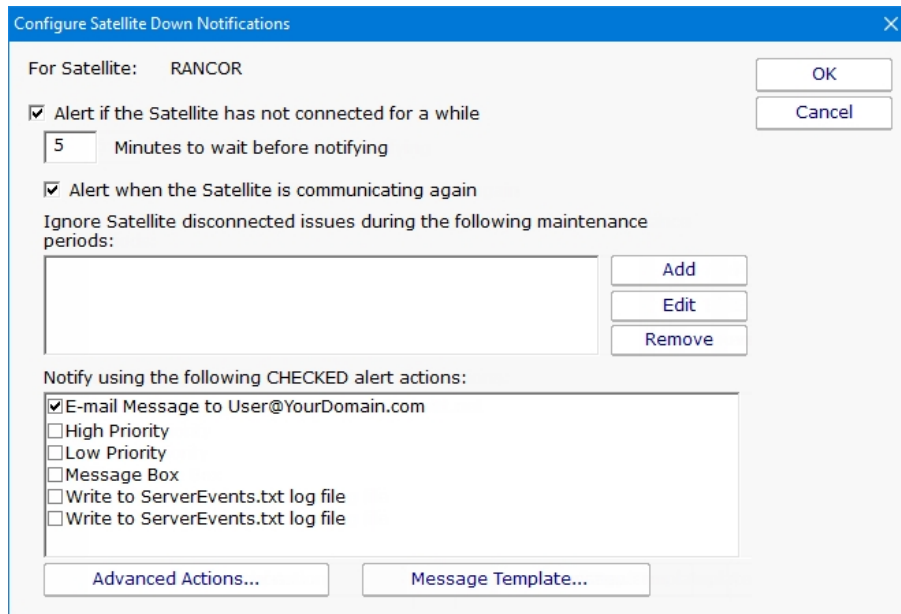
From within the Console, you can right-click a Satellite and see a variety of options that are described below.



Accept Satellite - This allows a newly added Satellite to communicate with the Central Monitoring Service as mentioned in [Configure Satellites](#).

Delete Satellite record - This removes the Satellite from the Central Monitoring Service. Computers that are monitored by the Satellite service will not be automatically removed. If the Satellite service is still installed and running on a remote computer, it will need to be accepted again before it is able to communicate with the Central Monitoring Service.

Satellite down notification - When a Satellite is created, you can specify if you want to be notified if the Satellite stops reporting in to the Central Monitoring Service. This menu item lets you change that notification setting at a later time as well.



Rename remote Satellite - This option simply renames the Satellite as it appears in the Console GUI and in reports.

Restart remote Satellite service - This command will instruct the remote Satellite service to stop and restart itself. The computer hosting the Satellite service will NOT be rebooted.

Upgrade remote Satellite service - Using the [Satellite Status Report](#) you can see which software version each Satellite is running (this is also available at the bottom of the Satellite's pop-up menu in the status area). This option will upgrade the Satellite to the current PA Storage Monitor software version that the Central Monitoring Service is using (the setup file is downloaded from the Central Monitoring Service). The remote Satellite service will stop and restart as part of the process, but the remote computer hosting the Satellite service will NOT be rebooted.

Retrieve Satellite log file ... - A request is sent to the remote Satellite to send its internal log file to the Central Monitoring Service. The file will be saved along with the other product log files as specified at the bottom of the [Settings](#) dialog. The request is sent immediately, but it could take a minute or two (especially if the log file is large) before it shows up in the Log directory.

Custom Properties - [Custom Properties](#) are name-value pairs that can be set on a Satellite, Group, Computer/Device or Monitor.

Remote Desktop to Satellite Service computer - A SNAP Tunnel will be created to the remote Satellite using a dynamically chosen source port. The Remote Desktop client application will be launched and connected to the remote Satellite computer automatically.

Create SNAP Tunnel - See [SNAP Tunnels](#).

Show existing SNAP Tunnels - All existing SNAP Tunnels are displayed. You can select an existing SNAP Tunnel and close/delete it. Any application that might have been using the SNAP Tunnel will see its connection terminated.

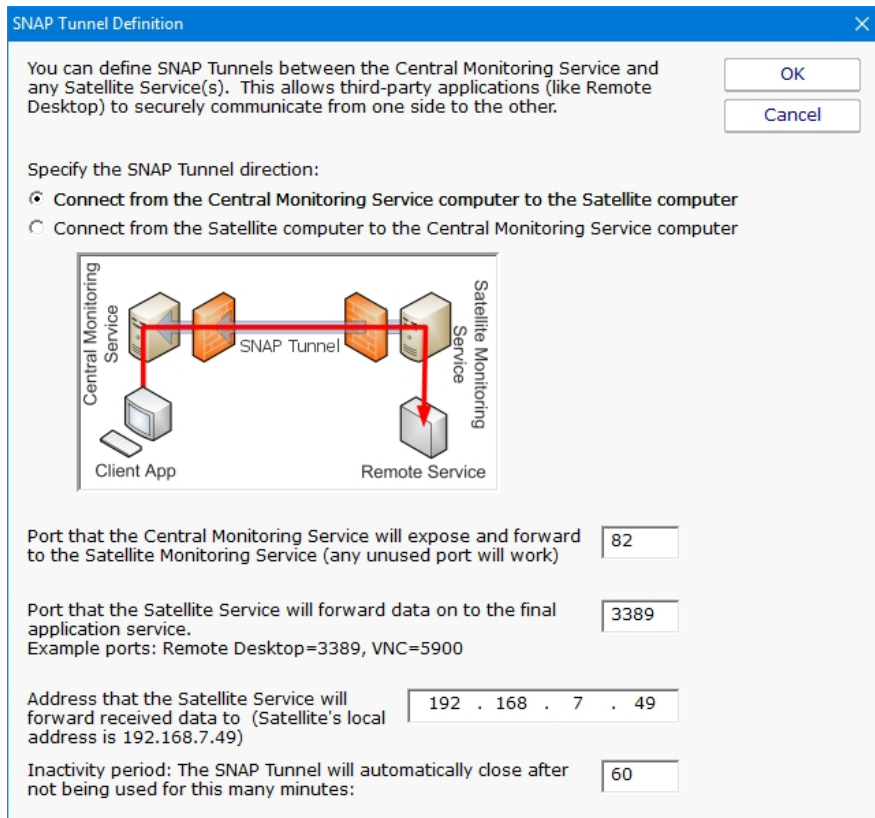
Satellite Status - Various Satellite status values are shown here.

SNAP Tunnels

NOTE: The features described below require a Satellite Monitoring Service, and thus are only available in Ultra product editions.

Secure Network Access Portal Tunnels, or "SNAP Tunnel" for short, are a means of securely tunneling arbitrary TCP/IP data from the Central Monitoring Service to a remote Satellite Monitoring Service, and vice versa. This enables point to point network connections among LANs, even if separated by firewalls or the Internet.

SNAP Tunnels are defined by choosing a direction (from Central Monitoring Service to Satellite, or the reverse), a destination IP address, and source and destination ports. Once defined, data arriving at the source port will be securely forwarded to the destination port. A timeout value can also be specified to automatically close the SNAP Tunnel after the given amount of inactivity time expires.



In the diagram above, the red arrow indicates the direction that connections take place. The destination port is 3389 which is the typical Remote Desktop port. So a client that connects to the computer where the Central Monitoring Service is running, on port 82 as shown above, will actually get forwarded to and connect to the remote network's 192.168.2.200 on port 3389. That means the Remote Desktop client can connect to port 82 on the local computer and actually have an RDP session with a remote computer, even though the remote computer has not opened any ports in the firewall.

Existing SNAP Tunnels can be seen by right clicking a Satellite and choosing Show Existing SNAP Tunnels as described in [Satellite Operations](#).

Security

SNAP Tunnels have a couple of factors that make them very safe:

All data going through a tunnel is SSL encrypted. This is a requirement for using remote Satellites and can not be circumvented.

The remote Satellite contacts the Central Monitoring Service via a single HTTPS port. No ports are opened to the remote Satellite computer (see [remote scenario](#) image). No ports in remote firewalls need to be created. This means there is no way for an outsider to access the tunnel. Only computers on the local network on the source side of the SNAP Tunnel can access the tunnel.

Inactivity timeouts automatically close the SNAP Tunnel when not being used

When the SNAP Tunnel is created, the creating user's [access](#) is checked to verify they can access the target device.



Additional Security Settings

If you don't ever want to use SNAP Tunnels, they can be disabled completely by setting the following registry value on the Central Monitoring Service:

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor\Protected
SNAP_AllowTunnel2 = 0
```

With this value set, all SNAP Tunnels will be blocked. You can also set the value on individual Satellites to disable SNAP Tunnels to that Satellite.

To access devices which are not monitored (and thus access can't be check), set the following on the Central Monitoring Service:

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor\Protected
SNAP_AccessUnmonDevices = 1
```

The TUNNEL_CREATE [external API](#) call now requires a login. To go back to the legacy setting where a login is not needed, set:

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor\Protected
SNAP_AllowTunnelFromAnonAPI = 1
```

Usage

The most common usage for SNAP Tunnels is for remote support, via Remote Desktop, VNC or another remote control client. Other applications can be used as well -- just point the destination port at the remote service's listen port and IP address. Then connect the client application to the local side of the tunnel.

For example, if you want to connect using VNC to a computer at a client's office, and the client's computer IP address is 192.168.5.12, set up the SNAP Tunnel as follows:

Direction: Connect from Central Monitoring Service to Satellite computer (top radio button)

Source port can be any unused port: 9000 (for this example)

Destination port: 5900 since that is VNC's default listen port (this assumes the VNC listener is installed on the client computer and using the default port)

Address: 192.168.5.12. Note that this address does not need to be accessible from the Central Monitoring Service -- it just needs to be accessible from the Satellite.

Timeout: 5 minutes (to close the port when finished)

Launch the VNC client at point it at: {Central Monitoring Service IP address}, port 9000. VNC will connect and be forwarded to the client's computer.

Note that the above example used VNC and requires the VNC listener to be running. Remote Desktop is typically running and

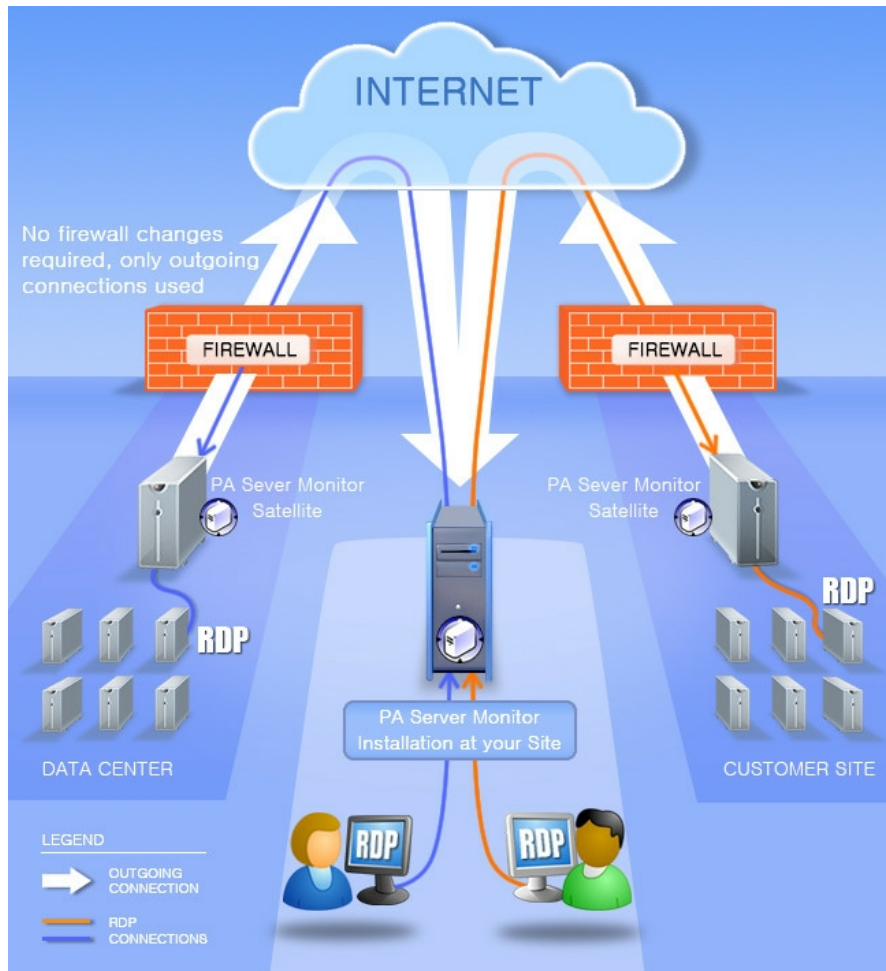
available on most Windows servers and is therefore often an easier option.

Remote Desktop (Remote Support)

NOTE: The features described below require a Satellite Monitoring Service, and thus are only available in Ultra product editions.

PA Storage Monitor enables Microsoft's Remote Desktop (and VNC, etc) to connect to computers across firewalls that otherwise would not be accessible.

Access to remote servers is made available using the same [outgoing-only, SSL-encrypted HTTP connection](#) that the Satellite uses when connecting to your Central server. (See [SNAP Tunnels](#) for more information).

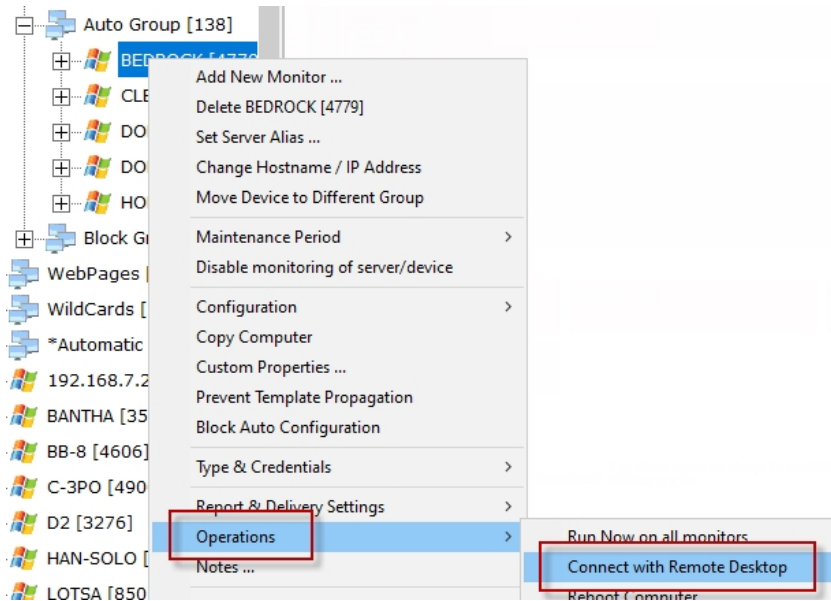


As usual, this is completely agentless -- you do not need an agent on the target server. It just has to be visible to a Satellite Monitoring Service.

There are two easy ways to quickly start a Remote Desktop session with a remote computer.

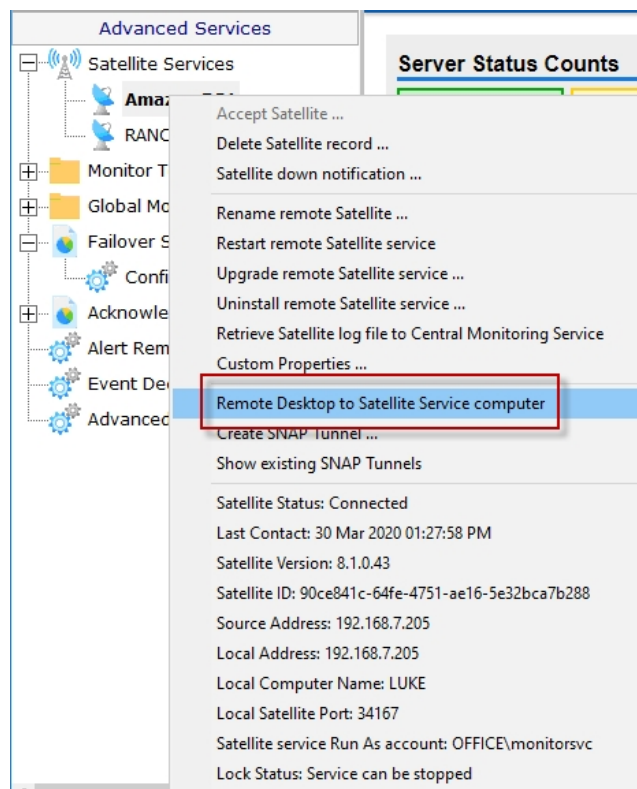
Connect to a Monitored Server

Right-click the computer and choose **Operations** -> **Connect with Remote Desktop**. This will create a SNAP Tunnel and then launch Remote Desktop with the appropriate commands for it to connect using the SNAP Tunnel.



Connect to a Satellite Computer

Right-click on a Satellite and choose **Remote Desktop to Satellite Service computer**. This will create a SNAP Tunnel and then launch Remote Desktop with the appropriate commands for it to connect using the SNAP Tunnel.



Installing Remote Consoles

The PA Storage Monitor Console can be installed and run on any computer that can reach the Central Monitoring Service. If the service's [HTTPS port](#) is available through the company firewall, the Console can be installed and run on any computer that has Internet access.

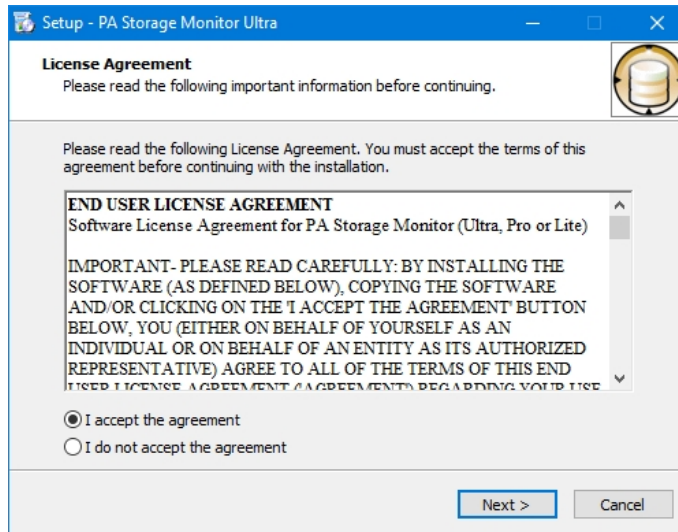
To install a Remote Console

1. Be sure that you have completed the [Installation Prerequisites](#) before installing your first Remote Console.
2. On the computer on which you want to install the Remote Console, open a browser, and connect to your Central Monitoring Service using the following URL:

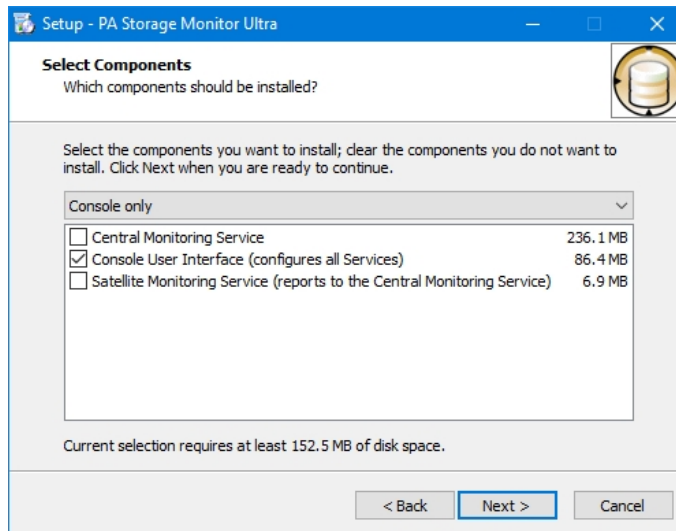
`https://[computername]:[port number]`

where *computername* is the name of the computer where the Central Monitoring Service is installed, and *port number* is the HTTPS port that the service exposes (See [Installation Prerequisites](#)).

3. On the main reports page, near the bottom, is a "Product Installer" link for the Setup program. Download and run the setup program.
4. The License Agreement page will appear.



5. Click **Next** to advance through the wizard, accept the license agreement, select a destination location, and then display the Select Components page.



6. Select the **Console User Interface** option, and leave the other options unselected.
7. Click **Next** repeatedly while accepting all the defaults.
8. Click **Finish** to complete the installation. The PA Storage Monitor Console connection window will appear.

Next, [Starting the Console](#)

Controlling Remote Access

To control which users can use a Remote Console to connect to the Central Monitoring Service, go to **Settings -> Remote Access**. This must be done from the Console installed on the Central Monitoring Service.

When you initially open the Remote Access Control window, it looks like the image below.

Remote Access allows you to specify lists of users that can run Remote Consoles, and also which users can login and view reports if they are protected. You can specify a user list via simple text file, or via Active Directory or LDAP groups. When logins are checked, the UserList.txt file is checked first, and then the LDAP or Active Directory server.

Once you have specified which users can login here, you can go to [Filter User Access](#) to further restrict some logins to just particular groups of servers. This is particularly useful in a Managed Service Provider setting where you want to give customers access to see their own server status reports.

UserList.txt Users

The easiest way to specify users is via the UserList.txt file. This is a simple text file which contains comments on how to enter new users. It's quite easy:

```
# This is the default UserList.txt file
# Users are specified using the format shown below:
# [Users]
# {username}={password},{role}
#
# Passwords ARE case sensitive, username is not. Don't use a comma in
# the password itself.
# Role is a value shown below:
# A - administrator - full rights to configure the system (implies R and V)
# R - run reports (implies V)
# V - view existing reports (via Console or web browser)
#
# So an example file might look like:
#
# [Users]
```

```
# dan=S3cr3tP@assw0rd,A
# jon=m1ghym0us3,R
# philip=w@tch,V
#
# Extra space or tab characters will be removed when the file is processed

[Users]
doug=test16,A
quinn=h@ryp077er,A
john=133tr,A
henry=5891sda,A
bob=239ska,R
```

In the example above, user Quinn would be able to login to a Remote Console or a password protected report page using password h@ryp077er.

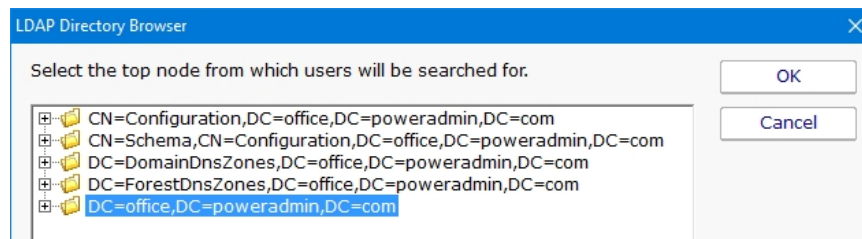
Active Directory Users

PA Storage Monitor can also refer to Active Directory groups to specify user logins.

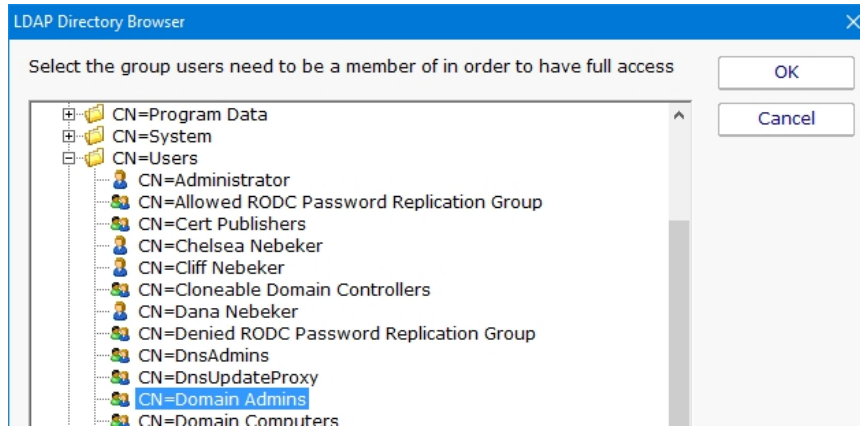
1. First, specify an Active Directory or LDAP server and its port. The default LDAP port is 389.
2. Indicate whether the server is LDAP or Active Directory.
3. Specify a username and password for an account that can connect to and search the directory. This will be used to check group membership. This account does not need any write rights to the directory.

Every few seconds the server settings and account credentials are checked. Once good credentials have been entered, the rest of the dialog will be enabled automatically.

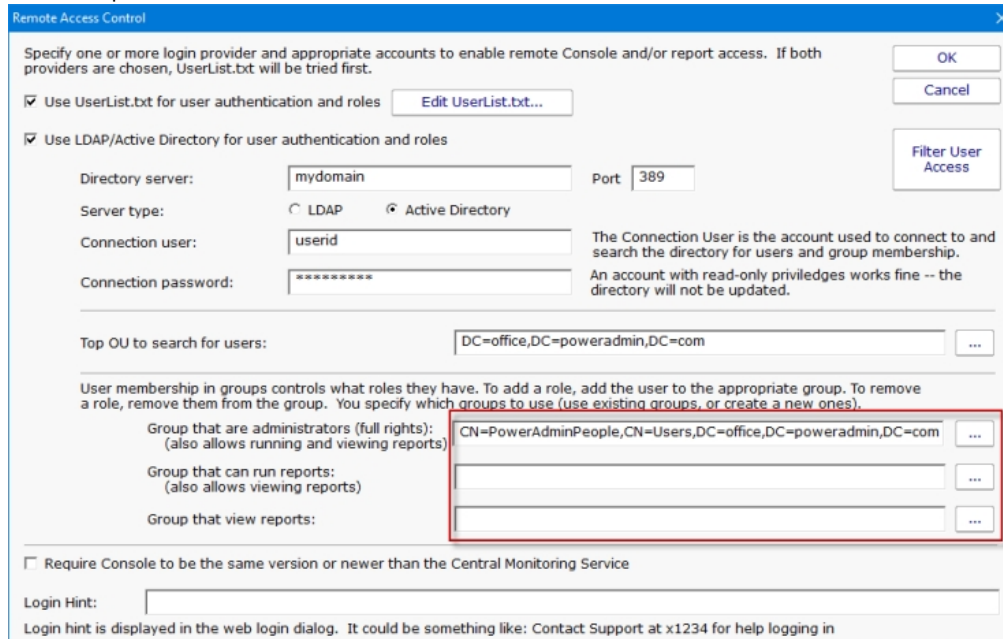
4. Click the ... button next to **Top OU to search for users**. If nothing happens, the credentials are not allowing access to the LDAP or Active Directory server. If the credentials are good, an LDAP Browser dialog will appear. Choose the top OU where the user accounts exist.



5. Choose three groups whose members will have Administrator, Run Report and View Report rights respectively. If a user is in multiple groups, they get the rights of the highest group they are in.



Not all groups have to be specified as shown below.



6. Press OK to finish. The monitoring service does not need to be restarted for these changes to take effect.

Access Control

Access Control allows different [remote users](#) to have different access to the monitored servers. For example, system administrators usually need to see everything, but particular groups or customers might only need to see their own servers.

Reports for servers or groups that a user can't access will be hidden from them. If they somehow find a URL to a report that they aren't allowed to see, the report will be blocked.

To change the Access Control settings, launch the Console on the server where PA Storage Monitor is installed. Go to Settings -> Remote Access -> Filter User Access.

Layout

User List

The Access Control dialog is a simple one. On the left is a list of users. Names that have [UL] after them are defined in the UserList.txt file. All other users shown were found in the specified Active Directory OU (specified in the [Remote Access](#) dialog).

Below each name is a summary of their current access. "Full Access" is shown for users that can see all servers/devices being monitored.

Group List

On the right side is a list of all of the groups defined. Access is controlled on a group by group basis. The groups can be sorted alphabetically, or in their normal hierarchical layout.

User Rights

User Rights are extra rights that are typically given to users that have limited rights. Top-level administrators (administrators that have access to the top Servers/Devices group) automatically have all User Rights. Administrators that have restricted access do not necessarily have the rights below unless explicitly granted.

Access all actions

By default users have access to actions that are attached to a monitor that they already have access to. This User Right will give the selected user access to all actions defined in the system.

Acknowledge alerts on accessible servers/devices

This right allows the specified user to acknowledge alerts on all servers/devices that they already have access to.

Create SNAP Tunnels (for RDP, etc)

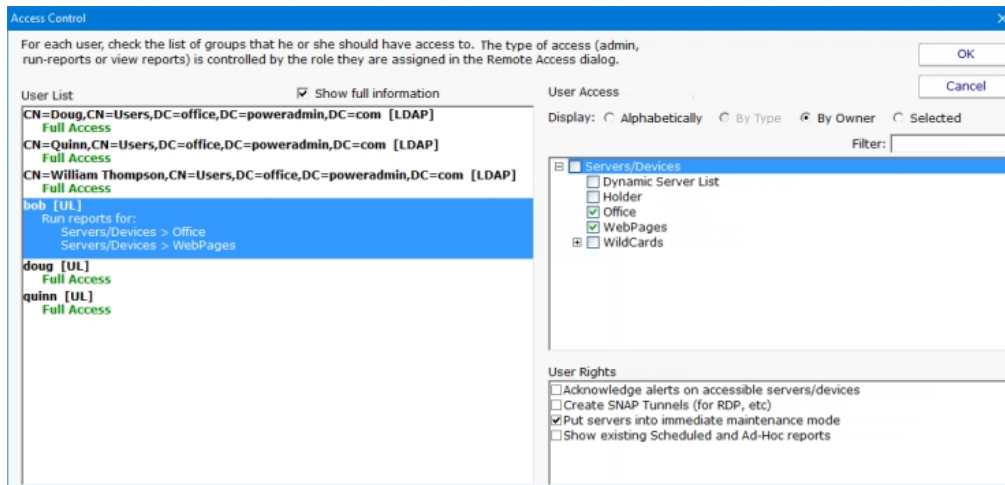
This allows the specified user to create SNAP Tunnels which are used for remote access among other things.

Put servers into immediate maintenance mode

Administrator users automatically have the right to put servers into maintenance. This User Right allows you to grant this right to non-administrator users.

Show existing Scheduled and Ad-Hoc reports

This user option will allow a user to view the Scheduled and Ad-Hoc reports. When a user is selected in the User List and this checkbox is checked the user will be able to view the reports section in the console and in the web interface.



Editing

To change what a user can access, select the user account on the left. The right side will display a check box in each group that the user can access. Simply select the groups that the user will have access to. Switching to a new user or pressing the OK button will save the changes to that user's access control.

Type of Access

This dialog controls what a user can access. To control what type of access they have (administrator, run-reports or view reports) to the servers, go to [Remote Access](#) where each user's role is specified.

How to Acknowledge and Stop Alerts

A common desire is to be notified when there is a problem, possibly with event escalation, and then to quiet the alerts while the problem is being worked on. This can be enabled using [Event Deduplication](#).

Escalate Alerts

First, decide what sort of event escalation steps you'd like. Perhaps if disk space is low you would like to get an initial alert, again 30 minutes later, and then again every 6 hours until the problem is fixed. This is [Event Escalation](#), and can be configured in the monitor's Action settings.

Event Deduplication

The [Event Deduplication](#) engine is responsible for figuring out that two events are the same. Once an event is recognized as a duplicate, some rules kick in. By default, duplicate alerts are suppressed. However, you can instead choose to keep sending alerts until the [event is acknowledged](#).

With the setting to stop sending alerts when an event is acknowledged, you should also change the deduplication 'reset' step to only use the monitor's state, specifically the monitor has to transition back to an OK state before incoming events are considered new events and alerted on again. See the settings below:

Event Deduplication controls how duplicate events are defined and handled. Duplicate events are defined as having the same Deduplication ID -- and how the ID is created is configurable.

Use simple event deduplication. This keeps the Recent Alerts part of the Server Status Report from being filled with the same event based on event description comparison. Actions get run for all events, whether they are duplicates or not.

Use advanced event deduplication. When an event is first seen, actions are run. Subsequent events will not trigger actions, until the event is 'reset'. What it takes to 'reset' an event is configurable.

Stop firing actions when:

- The event is recognized as a duplicate of an open event
- The event is acknowledged

Reset an event's duplicate status when:

- The root issue is detected as fixed by the monitor
- The event is acknowledged
- The event is acknowledged, OR the root issue is detected as fixed
- The event is acknowledged AND the root issue is detected as fixed

How to Add and Activate Licenses

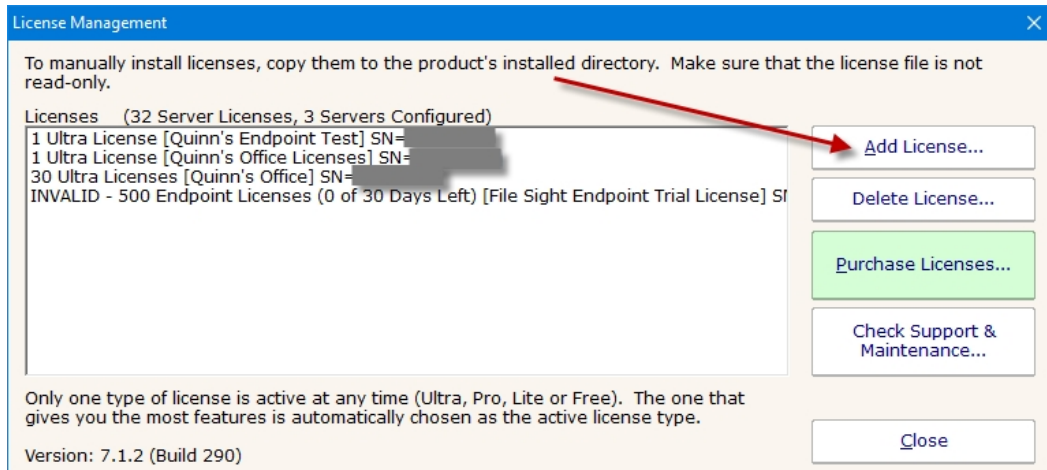
Most of the time your licenses will be automatically activated using the first steps listed below but there are times when you may have to manually activate your license.

Automatic License Activation

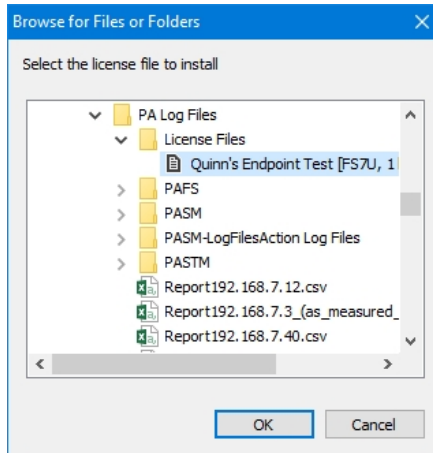
There are two ways to add licenses to your installation, using the Console or add the license files to the installation's root directory.

Adding License Files Using the Console

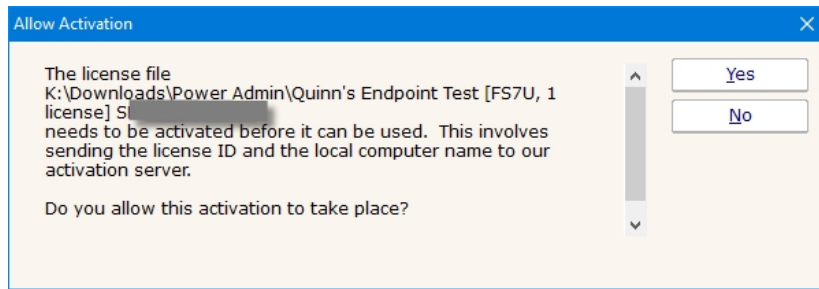
1. You can upload your license files within the Console. In the top menu of the Console go to Licensing. In the License Management menu select the Add License button.



2. Then browse to where your license file is and select the file. Then select OK.



3. Select Yes to automatically upload and activate the license.

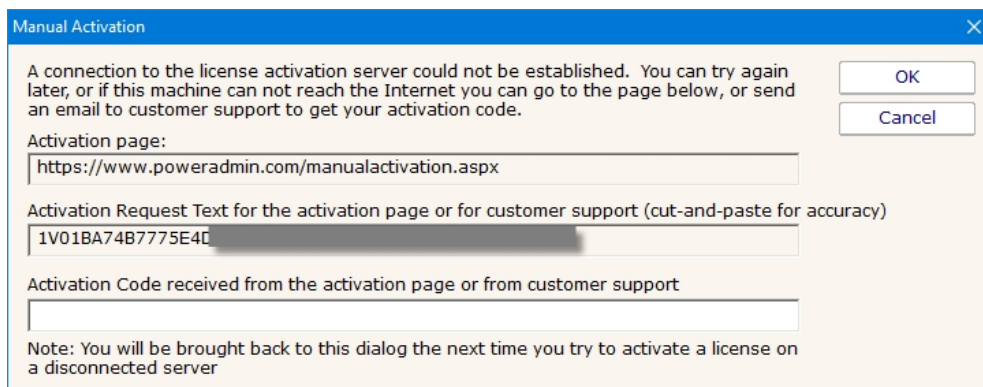


Adding License Files to the install Directory

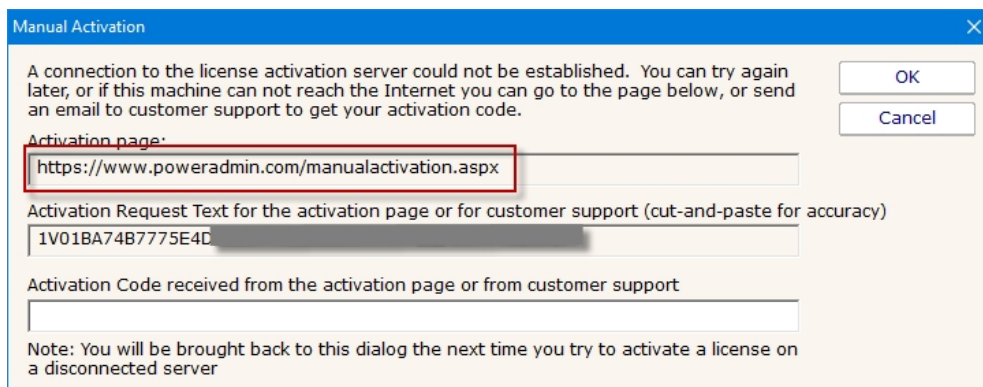
Copy the license file to the root install directory. When you restart your Console, you will be given the "Allow Activation" pop-up, select Yes to activate your license.

Manual License Activation

1. When the server where your monitoring service is running has no Internet access you will need to manually activate your license. Follow the steps above to add your license in the service and when the service gets to the point where it tries to activate your license you will be given a menu like this...



2. Follow the instructions in the Manual Activation menu to manually activate your license. Go to a machine that has Internet access and go to the URL address shown. You can highlight and copy the URL and Activation Request Text from this menu.



3. Copy the Activation Request Text from the menu and enter it on this webpage.

Manual License Activation

Thank you for activating your Power Admin product license. If you need any help please [contact us](#).

Please enter your Activation Request Text below:

1V01BA74B7775E40 [REDACTED]

4. Then copy the Activation Code and enter it back in the Manual Activation menu and click on OK.

Manual License Activation

Thank you for activating your Power Admin product license. If you need any help please [contact us](#).

Your activation text was:

1V01BA74B7775E [REDACTED]

Your activation code is:

1V749 [REDACTED]

Please enter another Activation Request Text below if needed:

How to Update Satellites from an Alternate Source

When the Central Monitoring Service sends an update command to the Satellites, the Satellites download three files from the Central Service's Install folder:

Sleep.exe

Upgrade_Satellite.bat

Sat_Only_Setup.exe

The last file, Sat_Only_Setup.exe, is usually in the 30-40MB range. If you have a very slow network connection to the Central Service, or you have many Satellites (some customers have many hundreds), the bandwidth used might cause a problem.

By editing the Upgrade_Satellite.bat file, AND replacing the Sat_Only_Setup.exe with a smaller file (which will be ignored and overwritten), you can direct the Satellite to download from a different location. And since Sat_Only_Setup.exe is a small file, bandwidth to the Central Service server will be greatly reduced.

If you look in Upgrade_Satellite.bat, you'll see it does the following steps:

1. logs the time
2. stops the service
3. sleeps for 60 seconds
4. launches setup
5. waits 30 seconds
6. starts the service

You can edit the file (in the Central Service's Install folder) and add a step 3.5 which will use wget to download the Sat_Only_Setup.exe from a different location.

For example, right before Sat_Only_Setup.exe is launched, insert this code:

```
REM Download from custom URL
IF EXIST "%PROGRAMFILES(X86)%" (GOTO 64BIT) ELSE (GOTO 32BIT)

:64BIT
"%ProgramFiles(x86)%\PA Server Monitor\wget.exe" --no-check-certificate --output-document
"%ProgramFiles(x86)%\PA Server Monitor\Install\Sat_Only_Setup.exe" https://{URL where you have placed
Sat_Only_Install.exe}
Goto CONTINUE_INSTALL

:32BIT
"%ProgramFiles%\PA server monitor\wget.exe" --no-check-certificate --output-document "%ProgramFiles%\PA
Server Monitor\Install\Sat_Only_Setup.exe" https://{URL where you have placed Sat_Only_Install.exe}
Goto CONTINUE_INSTALL

:CONTINUE_INSTALL
```

Thank you to Russell at Sheffield Business Systems for helping us work this out!

The above code will download Sat_Only_Setup.exe from a location you choose. You should upload the Sat_Only_Setup.exe file from your Central Service's Install folder -- that way the Satellite is guaranteed to be the same version as the Central Service.

One note: Every time the Central Service is upgraded, the Upgrade_Satellite.bat will get overwritten with the original file. That turns

out to be helpful as it will be a good reminder to upload a recent Sat_Only_Setup.exe to your preferred download location.

Summary

1. Upgrade_Satellite.bat in the Central Service's Install folder according to the above example
2. Upload the valid Sat_Only_Setup.exe in the Central Service's Install folder to a website of your choosing
3. Replace Sat_Only_Setup.exe in the Central Service's Install folder with any small file (it will be ignored)
4. Tell the Satellites to upgrade themselves via the Console

How to Automate Satellite Deployment

Deploying the Satellite service to remote computers can be done with a few operations. Essentially the Satellite has to be installed and then told where the Central Monitoring Service is.

Get Files to Remote Server

The installer comes with the Central Monitoring Service, the Satellite and the Console. You need to get the installer onto the target computer. This can be done via your own copy/delivery operation. You have the option of fetching the Setup.exe from the Central Monitoring Service via an HTTPS call. At installation time, the installer copies itself to C:\Program Files\PA Storage Monitor\Install\Setup.exe, which is available from:

https://{central server name}:{configured port}/\$INSTALL_PATH\$/Setup.exe (including the \$ characters).

A registry file will also be needed (discussed below). You could copy that to the Install directory above, and reference the file via URL using \$INSTALL_PATH\$/{your registry file}

Install Satellite

Once the Setup.exe program is on the target server, start it with the following command line:

```
Setup.exe /SP- /VERYSILENT /SUPPRESSMSGBOXES /NORESTART /TYPE=satellite /TASKS="!desktopicon,!nacli"
```

Documentation about these parameters and their meaning is available at http://unattended.sourceforge.net/InnoSetup_Switches_ExitCodes.html

Directing the Satellite

The Satellite will connect to the Central Monitoring Service indicated by a registry setting. The registry key is:

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor
```

Note: On 64-bit operating systems, the key is actually under HKEY_LOCAL_MACHINE\SoftwareWow6432Node

The registry settings to set are:

ServiceHostName - The hostname or IP address of the Central Monitoring Service

ReportHTTPPort - The port that the Central Monitoring Service is listening on. [This is configurable.](#)

Agent_Name (optional) - The name of the Satellite that should show up in Consoles and reports. The local computer name will be used if this is left blank.

An example registry file is shown below.

```
Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\software\PAStorageMonitor]
"Agent_Name"="Dr. Johnson's Dentist Office"
"ReportHTTPPort"=dword:00000051
"ServiceHostName"="MYPUBLIC.HOST.NAME"
```

Note: The ReportHTTPPort dword value above must be in hexadecimal

You can run RegEdit and point it at a registry file like the example above, or launch the Satellite with the /HOST command line to set the ReportHTTPPort and ServiceHostName registry values:

```
StorageMonitorSatellite.exe /HOST=MYPUBLIC.HOST.NAME:81 /END
```

The /END option tells the Satellite process to stop after it processes the command line (it's not running as a service if you've launched it this way, so no reason to keep running).

Start Satellite

Once the above steps are complete, you can start the Satellite service using:

```
net start "PA Storage Monitor Satellite"
```

The Satellite will now connect to the Central Monitoring Service and wait to be accepted (see [Configuring the Satellite Monitoring Service](#), the last few steps).

You can now add servers and monitors to be monitored by the Satellite just like you would for monitoring from the Central Monitoring Service -- just indicate that the Satellite will monitor the server when adding it (see [Adding Computers](#)).

How to Embed Child Reports in Parent Reports

Customers often want to show custom reports for child groups in parent groups. This can be done by showing an IFRAME in the parent group using the child group's URL. The technique below will show how to automatically determine the child URLs to use from a parent group.

Implementation

For this approach, you will define two Custom Report/Executive Summary reports. We recommend doing this on the Servers/Devices group so all groups below will inherit these definitions.

One custom report will be for the Parent level, and another will be for all the Child (sub-group) reports.

Create and define the Child Custom Report first with whatever content you want in it.

In the Child Custom Report, set the Report Title field to "NONE" (without the quotes). That will make it look a little better (this will promote the group names to bigger headers in the report).

In the Parent report, add an HTML: Custom Block and put the code below in it:

```
<script>
  function resizeIframe(obj) {
    obj.style.height = obj.contentWindow.document.body.scrollHeight + 'px';
  }
</script>

$for{childID in paGetGroupChildIDs(objID)}
  < i f r a m e   s r c = " h t t p s : / / 127.0.0.1:81/STATUS_CUSTOM_(16_{$childID})/index.html?
  CMD=REFRESH_REPORT&RTYPE=16&ROBJ={$childID}&hideMenu=1 "
  frameborder="0" scrolling="no" style="width:100%;"
  onload="resizeIframe(this);" > </ifof
$rof
```

The above code will add an IFRAME pointing to each of the Child group Custom Reports. This way you can open the top level company report, and it will also show the child reports within the report.

You will need to change the red values. Figuring out what to replace the **16** with is a tiny bit tricky, but it can be done:

View one of the child Custom Reports (for any group, it doesn't matter which one).

Click the Open in Browser button so the report is opened in a browser. It might take you to the login screen, and that is OK.

Look at the URL. There is an RTYPE value there. It will be one of 14, 15, 16 or 17. Whatever is there is what you put in place of the 16's in the code example above.

Now you can go to the Parent Custom Report and you should see each Child Custom Report embedded within it.

How to Extract Data from PA Storage Monitor

Data for PA Storage Monitor is stored in a database, and some customers want to access that data for additional uses. This is fairly easy to do. Reading data is fine. **We recommend NOT writing** to the databases.

SQLite or MS SQL?

Before you go much further, you need to know if you are using the embedded SQLite databases, or a MS SQL Server database. This can be seen in the [Database Settings](#) dialog. Your application will either use the same or a similar connection string to connect to the MS SQL Server database, or one of the many available connectors for the SQLite databases.

Statistics

The most common case requested is access to the numeric data such as comes from performance counters, disk space measurements, ping and web page response times, etc.

To find the data you want, look in the Statistics table. The rows in this table define each individual statistic for which data is kept. The **CompID column** is the ID for the device. You can see these IDs in the Console by choosing the View > Show Object IDs in Navigation Tree menu option. You can also look in the ConfigComplInfo table to map computer names to ComplIDs.



SQLite vs MS SQL Server: Unlike MS SQL Server which keeps all the data in a single database, with SQLite data is split up among separate databases in separate database files. These are kept in a folder shown in the [Database Settings](#) page.

There will be a separate database file per monitor type. For example, Ping response data is kept in PingResponse.db and Disk Space data is kept in FreeDiskSpace.db. The ConfigComplInfo table is in the ConfigInfo.db file.

Each SQLite database file will contain the Statistics table, and the StatData table. With MS SQL Server, there is a single Statistics table for all monitor types. There may be a single StatData table, or that table might have been split into multiple tables for large installations.

When searching the Statistics table for the data you want, look at the **OwnerType column** - this indicates the type of monitor that the data came from. The values for Owner Type are:

Monitor Type	Owner Type
Bandwidth Monitor	38
Citrix Monitor	21
Disk Space	1
Environment Monitor	20
Execute Script (custom values)	5
FTP Monitor	24
Performance Monitor	4
Ping Monitor	8
Server Temperature	15
Service Monitor (up/down state)	3

SNMP Monitor	18
Web Page Monitor	6
Plugin Monitor	42

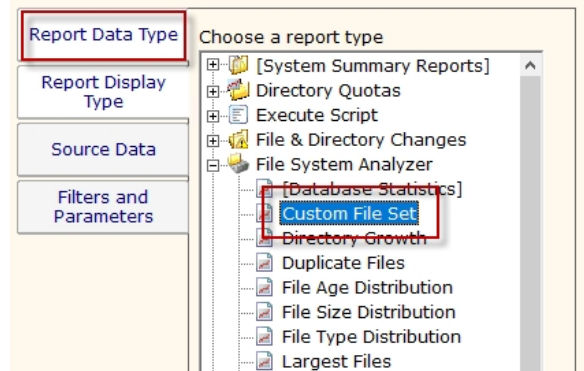


SQLite Locking: When doing reads or writes to an SQLite database, the entire database file is locked for everyone. So make sure your queries run as quickly as possible so the database locking doesn't affect the monitoring process.

How to Find MP3 and Other File Types on the Server

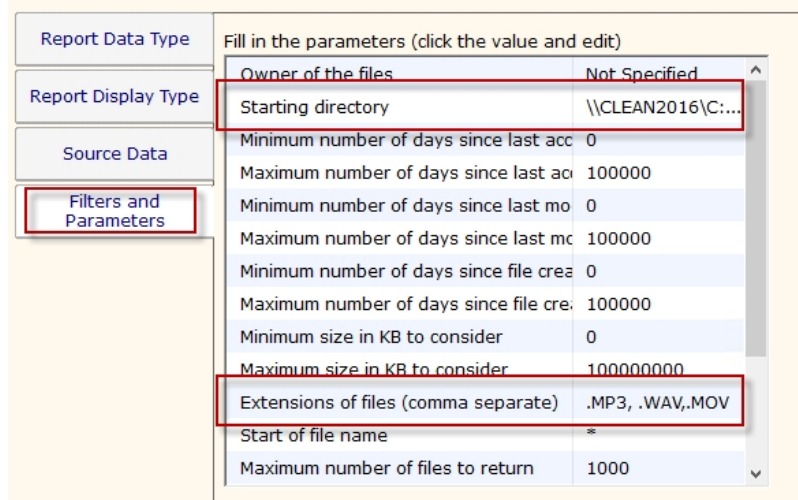
The [File System Analyzer](#) monitor of PA Storage Monitor will catalog a file system so you can easily find out what is stored at a high level. Sometimes you want to know about specific files or file types though, such as MP3, MP4, WMV, MOV, AVI, AAC, etc. that might not be allowed on a file server.

To find these files (after the File System Analyzer has had a chance to complete at least one scan), run a Custom File Set report as shown below:



Select a Report Display Type, and Source Data (which contains the target directory that you want to check). Note that one display type is a .CSV file so you can easily import that list of files found into Excel, or some other application.

The most important part is the Filters and Parameters tab. Here you can specify one or more file types, each one separated with a comma.



You will end up with a file report like that shown below:

File below \\Q\D:

\\Q\D: [30 Mar 2020 02:00]

Created 30 Mar 2020 03:29 PM

All Reports

PDF Version

Covers 309370 files in 10777 directories from 6 users, 7 records

File Path	Owner	Size (MB)
\\Q\D:\DEV2\WEBSITE\WWW5\MEDIA\ATR041909SEG3.MP3	OFFICE\QUINN	8.2 MB
\\Q\D:\DEV2\PROJ\SERVERMONCFG\INSTALL\64-BIT\BUILDDONE.WAV	OFFICE\QUINN	0.5 MB
\\Q\D:\DEV2\PROJ\SERVERMONCFG\INSTALL\64-BIT\BUILDFAILED.WAV	OFFICE\QUINN	0.2 MB
\\Q\D:\DEV2\3RDPARTY\PYTHON\PYTHON32\LIB\TEST\SN...	OFFICE\QUINN	0 MB
\\Q\D:\DEV2\3RDPARTY\PYTHON\PYTHON32\SRC\LIB\TEST\SN...	OFFICE\QUINN	0 MB
\\Q\D:\DEV2\3RDPARTY\PYTHON\PYTHON33_32BIT\LIB\TEST\...	OFFICE\QUINN	0 MB
\\Q\D:\DEV2\WEBSITE\WWW4\MEDIA\ATR041909SEG3.MP3	OFFICE\QUINN	8.2 MB

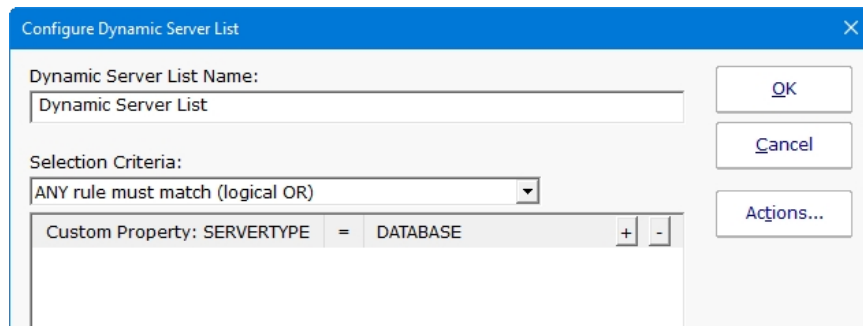
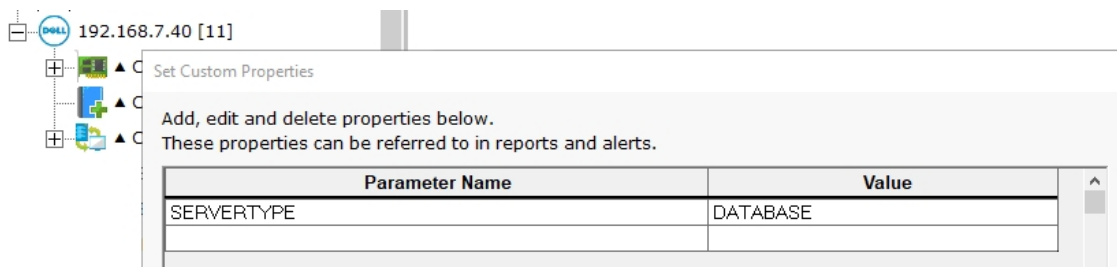
How to Dynamically Group Devices

Servers/devices 'live' in one group at a time. You can drag (move) servers/devices into a different group by dragging it in the Console. However, sometimes you want the server or device to show up in more than one group. This is one method to accomplish this.

Rules Based Grouping

Using the [Dynamic Server List](#), you can define rules that will create a list of servers. One powerful way to create a list of your choosing is to base the list on which servers have a specific [custom property](#) that you specify. Then you can create a list of all servers that have that property.

For example, you might add a custom property of "SERVERTYPE" and set it equal to "DATABASE". Then you could create a Dynamic Server List that finds all servers where USAGE=DATABASE as shown below:



Once this Dynamic Server List is created, you can create a [Dynamic Group](#) which is based on the output of the list. Using this technique, you can arbitrarily assign any server/device to a group by setting a property on that server/device and have it automatically show up in your desired group.

Creating a Dynamic Group is as easy as right-clicking on Servers/Devices and choosing Create New Dynamic Group, and then selecting the server list that will populate that group. As the Dynamic Server List monitor runs and updates the server list, the group will also update to match the server list.



To automate monitoring configuration, you can use this tip and add [monitor templates](#) to the dynamic group to automatically apply monitors to specific types of servers/devices.

How to Integrate with PA Storage Monitor

PA Storage Monitor has a variety of ways to integrate into your business to help support business needs. A few integration points and ideas are listed below.

Sending Alerts to External Systems

PagerDuty

Use the built-in [PagerDuty Action](#) to forward notifications and fixed events.

SIEM Systems

Security Information and Event Management systems often accept incoming data via [Syslog](#) or [SNMP Trap](#).

Slack

[This HOWTO page](#) shows how to use the [Call URL](#) action to forward alerts to Slack

Ticketing System

Many customers use the [Call URL](#) action to put tickets into their helpdesk/trouble ticket system.

Execute Script

The [Execute Script](#) action can be used to run VBScript, Javascript and Powershell scripts to send alerts to your existing systems.

Run Program

Some customers use the [Start Application](#) action to pass alert details to other programs.

Enterprise Configuration Syncing

A number of customers need to keep their configuration management (often home-grown systems) in sync with their monitoring so nothing slips through the cracks.

Sync Current System Lists

Most of the [External API](#) is useful for keeping track of what is monitored.

Sync Current Network Devices

The [ConfigComputerInfo](#) and [ConfigGroupInfo](#) tables are specifically for external application usage to see what computers are being monitored.

Automatically Monitor New Devices

The [Network Scanner](#) can run periodically and discover new devices on the network and start monitoring them.

Extending Report Usage

Show Reports

Besides showing some reports on large screens in the IT department, some people show reports in an IFRAME on their own report page.

Generate Chart Images

The [External API's](#) [CREATE_CHART](#) command can generate chart images like those on the server status reports.

Use Existing Charts

Some customers will show charts in existing Scheduled Report from their own web-based report via simple HTTPS link to the image .

Import Raw Monitored Data

Some customers have their [Scheduled Reports](#) write out CSV files that are imported into their other systems for processing.

Direct Data Usage

Extract Data

You can [extract data](#) from the PA Storage Monitor databases for use in your own systems.

How to Setup OAuth 2.0 with Office365

Starting in October 2022, Microsoft is expected to disable legacy (username/password) logins for Office365 and only allow "modern" authentication mechanisms, specifically OAuth 2.0.



Although POP and IMAP access will require OAuth, Microsoft is allowing SMTP to continue using 'legacy' authentication (username/password). The legacy option is easier to use and less of a security risk for SMTP than with POP and IMAP (since it is send-only).

OAuth 2.0 requires an application to be registered in an authentication directory, and for Office365 that is Azure Active Directory. This document will walk you through the required steps so you can use Office365 in your PA Storage Monitor installation for sending email alerts.

Note: The below steps are supported in PA Storage Monitor version 8.5 or newer.

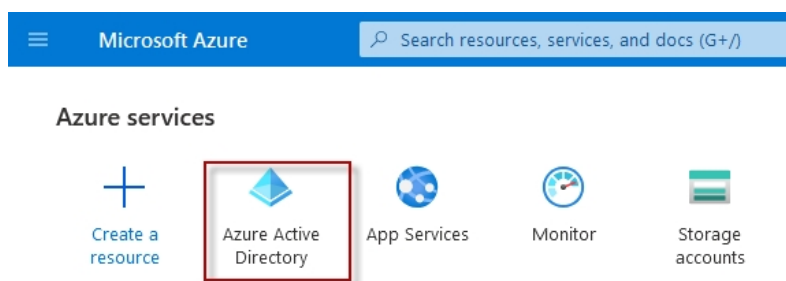
Register PA Storage Monitor in Azure Active Directory



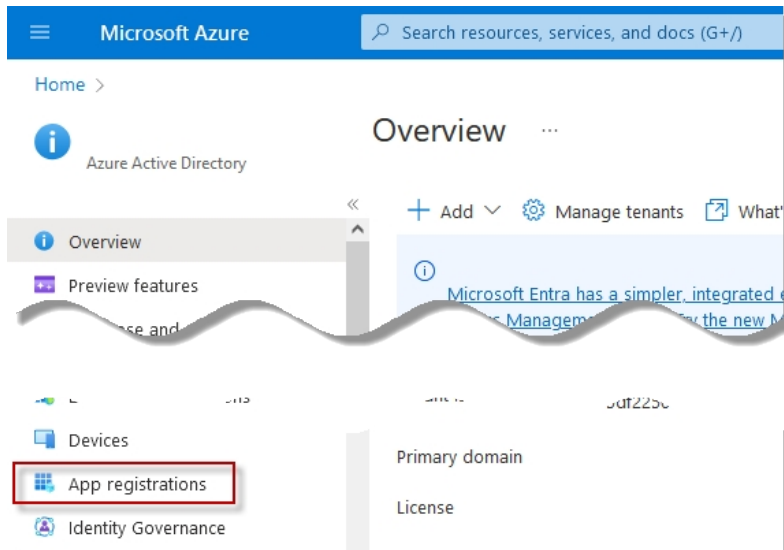
If you have multiple installations of PA Storage Monitor, these steps (application registration) must be done for each installation. Installations can NOT share the IDs and secrets that will be granted through this process. If the IDs and secrets are shared among multiple applications or installations, they will log each other out every time the credentials are used (every time an email is sent).

However, you CAN have multiple applications all send through the same Office365 account/email address.

If you have an Office365 account, you also have an Azure Active Directory account. Login to Azure at <https://portal.azure.com/>. If you don't go directly to your Active Directory, you might need to select it at the top:



Once you are in Azure Active Directory, click on App Registrations found on the left side.



Click New Registrations near the top.



Give your application registration a name. We recommend including the application name and the server it is installed and what access is being granted. Something like "PA Storage Monitor on SERVER01 for emailing via Office365".

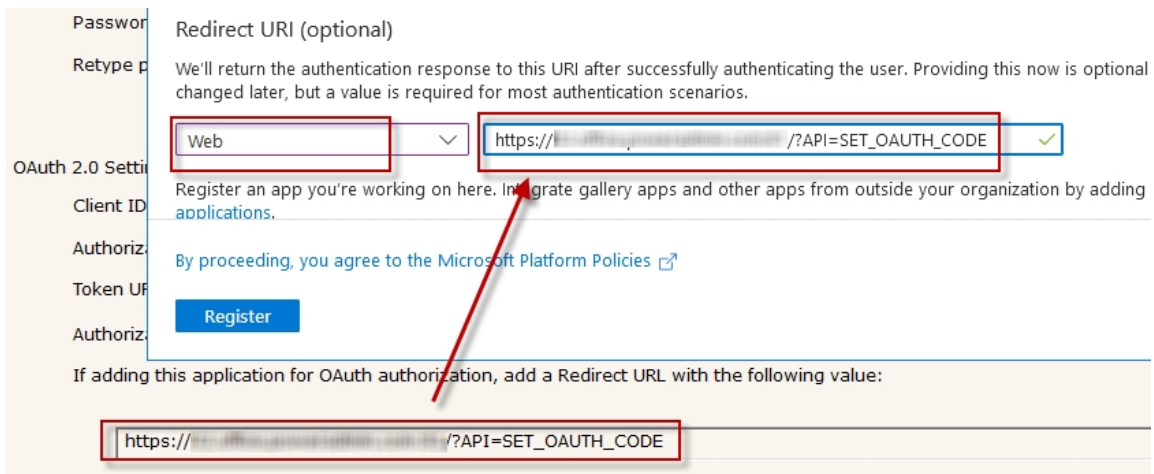
The default Supported Account Type (single tenant) is the correct value for most situations.

Supported account types

Who can use this application or access this API?

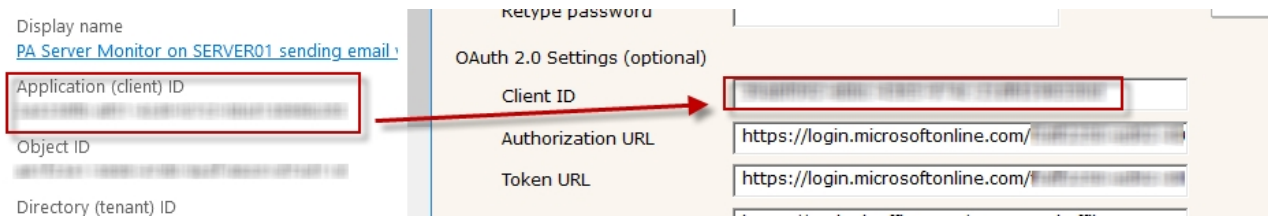
- Accounts in this organizational directory only (Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

For the Redirect URI, choose Web, and specify the URL found at the bottom of your [Email Action](#)

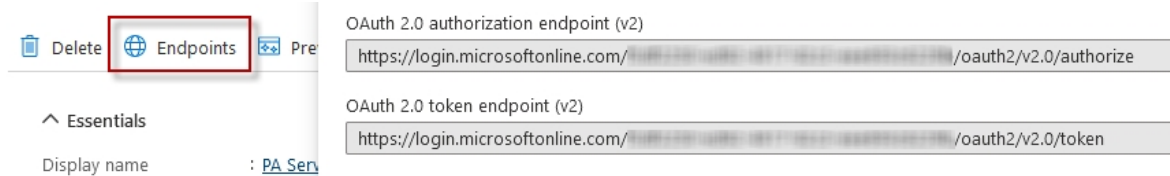


Application Values

Now copy the Azure Application (Client) ID to the Client ID field in the Email Action.



To get the Email Action's Authorization URL and Token URL values, click the Endpoints button in the Azure Application Registration, and copy the URLs on the right.



Application Scope

The Authorization Scope requests specific access to Office365 resources. Depending on what type of connection you're setting up, use one of these Scope strings. For the Email Action use the SMTP setting. Other scenarios, such as the [Email Acknowledgement feature](#), might use POP3 or IMAP.

For SMTP:

```
https://outlook.office.com/SMTP.Send offline_access
```

For POP3:

```
https://outlook.office.com/POP.AccessAsUser.All offline_access
```

For IMAP:

```
https://outlook.office.com/IMAP.AccessAsUser.All offline_access
```

Mail Server

The Email Action's SMTP Server Name, Port, and Username for SMTP Server will be the same whether you use OAuth 2.0 or not, and will be available from your Office365 account. Typically these are values such as smtp.outlook.com, port 587, and Explicit SSL/TLS respectively.

Client Secret (instead of Password)

The Password field is NOT the email account password, but rather a Client Secret for this specific Application Registration. Click the Add a Certificate or Secret link.

Essentials

Display name	:	Client credentials	:	Add a certificate or secret
Application (client) ID	:	Redirect URIs	:	1 web_0 spa_0 public client
Object ID	:	Application ID URI	:	Add an Application ID URI

Click the +New Client Secret button and give the secret a name. We recommend making the expiration as long as possible so you will not need to revisit this soon. Currently 24 months is the maximum allowed.

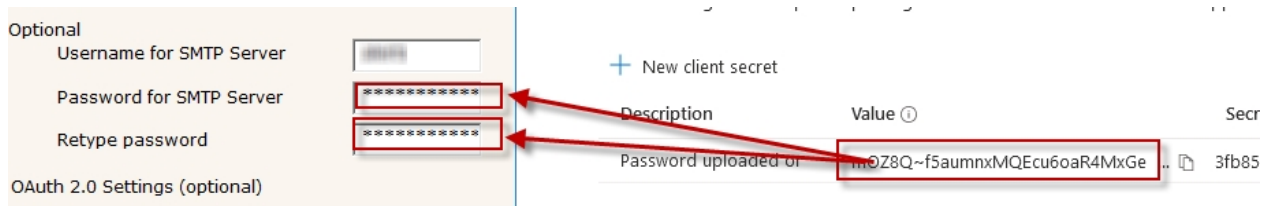
Add a client secret

Description

Expires

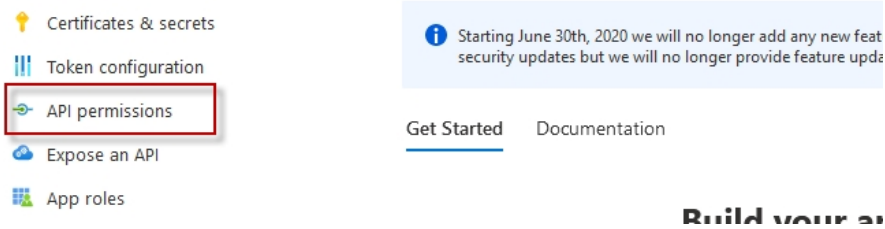
[Add](#) [Cancel](#)

Once you press the Add button, the Client Secret's value is displayed. **Copy the value immediately.** Once you leave this page, the value will never be displayed again. This Client Secret is used in the Email Action's Password field.

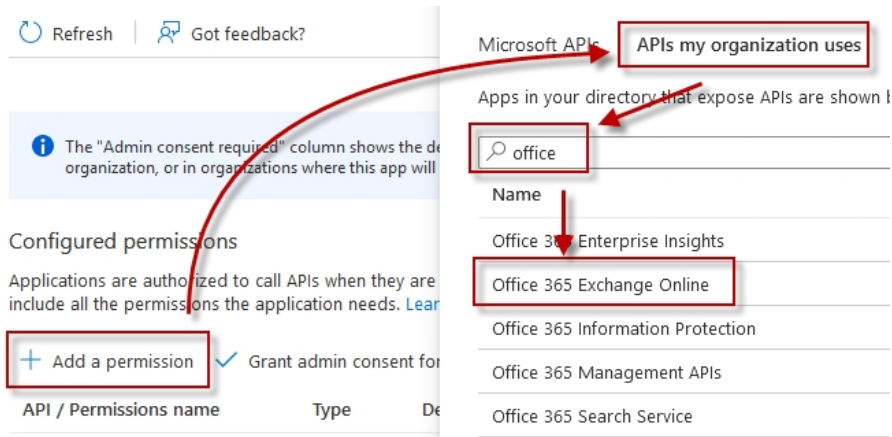


API Permissions (for POP3 or IMAP)

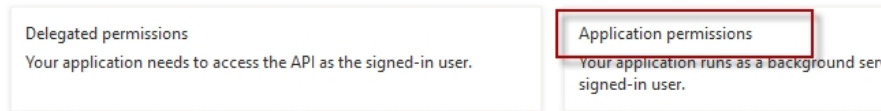
API permissions may need to be granted, for example if using IMAP or POP access for example. To do that, select the API permissions link on the left.



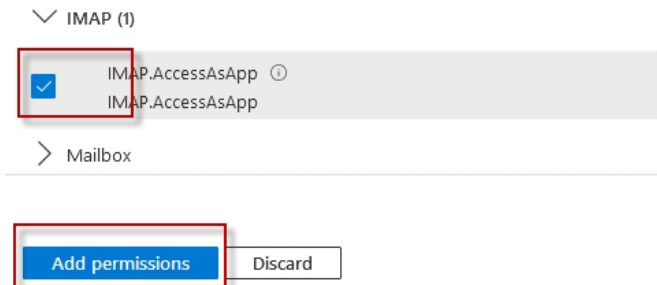
Click "Add a permission", and then on the left the "APIs my organization uses". Enter "office" in the search box and then select "Office 365 Exchange Online".



Select Applications Permissions on the left side.

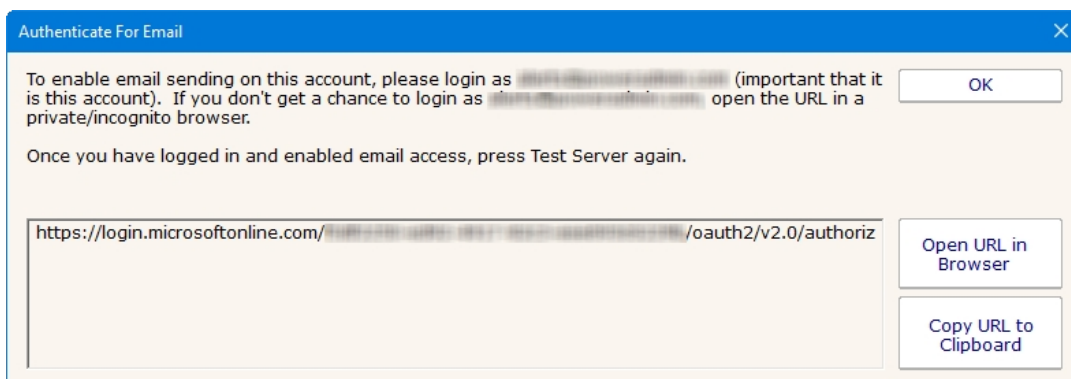


Scroll down and select "IMAP.AccessAsApp" and/or "POP.AccessAsApp" as required, and then click "Add Permissions" at the bottom.



Authenticating with OAuth 2.0

Now that all of the pieces are in place, you can click the Email Action's Test Server button (or the Test button in the other area in the application where you are working). This will probably display the dialog below. This dialog can also potentially be shown at other times if tokens expire and Office365 requires a new authentication (more on this below).



The shown authentication URL needs to be visited and logged into in a browser. You can either copy the URL and open a browser yourself, or press the Open Browser button. **Be sure to login with the requested account (the account that will send emails).**

CAVEAT: Office365/Azure uses cookies to keep track of logged in sessions. If you go to this URL and it immediately forwards you to the OAuth Authentication Complete page, you will have authenticated using whatever account the cookies are tied to, and not necessarily the account that the Email Action will use. If this happens, copy the URL to a private/incognito browser and login there. This will ensure you authenticate the proper account.

Once you have authenticated, press the Test Server button again to do a final and complete email send test.

Periodic Reauthentication

Office365 (Azure) now controls how long the authentication is valid. Every time an email is sent the authentication is checked and refreshed. According to Microsoft documentation, if the internal authentication tokens aren't used for 90 days (i.e. no emails are sent for 90 days) the authentication will timeout. If the Office365 user account's password is changed this can also cancel the current authentication. In addition, we saw above that the Client Secret is only valid for up to 24 months.

If/when the authentication becomes invalid, that is considered a System Error and the new required authentication URL will be shown at the top of reports, and sent out via other notification Actions. This would be a good reason to have a Backup SMTP server configured. Until the newest authentication URL is used to login, email will fail to send.

How to Prepare Satellite Installations for Imaging

Satellite Monitoring Services have a unique ID that helps the Central Monitoring Service know which Satellite is communicating, which one should receive which monitors, etc.

When a Satellite server is imaged and that image is then duplicated to multiple servers, the multiple Satellites will have the same ID (no longer unique) which will cause problems.

To get around this, set the following registry values on the Satellite server before imaging it:

```
HKEY_LOCAL_MACHINE\software\PAStorageMonitor
Agent_ID = "$MacAddress$"
Agent_Name = "$Machine$"
```

When the Satellite is run, it will use the computer's network card MAC Address, and/or the computer's fully qualified domain name for the given parameter. Note that you can combine these values and add additional values. That means the above values can be any combination of:

\$MacAddress\$

\$Machine\$

Any letters from A-Z and any digits from 0-9

Any number of dash - characters

These are all valid examples:

```
Agent_ID = "$MacAddress$"
Agent_ID = "$Machine$"
Agent_ID = "$MacAddress$-$Machine$"
Agent_ID = "CONTROL-428-A-$MacAddress$"
```

How to Predict Full Server Disks

With PA Storage Monitor, you can run reports and see mathematical predictions of when server disk drives will run out of room. Follow the steps below.

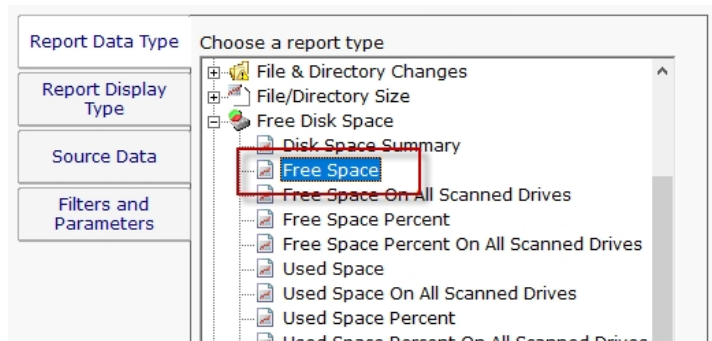


Watch the training video [Using Disk Space Trends to Predict Low Disk Space](#).

Disk Space Summary								Created 30 Mar 2020 01:37 PM
Summarized Data								All Reports PDF Version
Computer	Drive	Last Checked	% Used	% Free	Total (GB)	Used (GB)	Free (GB)	Predicted Full
D2	H:	3/30/2020 1:37:42 PM	77 %	23 %	17.6 GB	13.4 GB	4.1 GB	4/17/2020 1:37:42 PM
LUKE	C:	3/30/2020 1:37:24 PM	75 %	25 %	24.5 GB	18.1 GB	6.3 GB	4/18/2020 1:37:42 PM
LOTSA	D:	3/30/2020 11:04:21 AM	72 %	28 %	416.5 GB	295.8 GB	120.7 GB	4/29/2020 1:37:42 PM
CLEAN2016	C:	3/30/2020 1:32:18 PM	47 %	53 %	29.5 GB	13.8 GB	15.7 GB	7/16/2020 1:37:42 PM
BEDROCK	E:	3/30/2020 1:31:20 PM	17 %	83 %	931.5 GB	149.1 GB	782.4 GB	8/2/2020 1:37:42 PM
Q	C:	3/30/2020 1:00:14 PM	48 %	52 %	465.3 GB	221.6 GB	243.6 GB	8/14/2020 1:37:42 PM
FINN	C:	3/30/2020 11:00:49 AM	53 %	47 %	29.5 GB	15.6 GB	13.9 GB	9/26/2020 1:37:42 PM
Q	E:	3/30/2020 1:00:14 PM	4 %	96 %	465.3 GB	16.2 GB	449 GB	1/25/2021 11:37:42 AM
Q	K:	3/30/2020 1:00:14 PM	28 %	72 %	1863 GB	509.7 GB	1353.3 GB	4/16/2021 1:37:42 PM
LUKE	C:	3/30/2020 1:32:19 PM	75 %	25 %	24.5 GB	18.1 GB	6.3 GB	
RANCOR	C:	3/30/2020 1:26:05 PM	79 %	21 %	29.7 GB	23.3 GB	6.4 GB	
WAMPA	C:	3/30/2020 1:00:17 PM	71 %	29 %	29.7 GB	21 GB	8.7 GB	
RANCOR	E:	3/30/2020 1:26:05 PM	14 %	86 %	10 GB	1.3 GB	8.7 GB	
HAN-SOLO	C:	3/30/2020 1:34:11 PM	65 %	35 %	29.5 GB	18.9 GB	10.6 GB	

[Click to enlarge](#)

1. Install PA Storage Monitor and [add the computers](#) that you want to monitor.
2. Add a Disk Space monitor to each computer (if there isn't one already) and have it monitor the disk space on the server's drives
3. By default, the Disk Space monitor will check and record the free and used disk space once every 6 hours. This is configurable.
4. After a few days, there will be enough data to start creating trend lines in the Free Disk Space report.



Report Data Type	Fill in the parameters (click the value and edit)	
Report Display Type	Starting date	Today
Source Data	Ending date	7 days ago
Filters and Parameters	Summarize data by	Daily Minimum
	Show trend line (for line charts)	Yes - Best Fit
	Report Units	GB
	Threshold line (for graphical output)	Click to edit

5. **To get a Predicted Full Date**, run the Free Disk Space -> Disk Space Summary report.
 - o You can easily select all the drives on all the servers that you are monitoring, or any subset.
 - o On the Filters and Parameters tab, make sure the 'Predicted Full' column is selected in the 'Columns to Show' parameter.
 - o When the report finishes, click the Predicted Full column header to sort by that column.

Report Data Type	Choose a report type
Report Display Type	<ul style="list-style-type: none"> File & Directory Changes File/Directory Size Free Disk Space <ul style="list-style-type: none"> Disk Space Summary Free Space Free Space On All Scanned Drives Free Space Percent Free Space Percent On All Scanned Drives Used Space Used Space On All Scanned Drives Used Space Percent
Source Data	
Filters and Parameters	

Note that if a drive's disk usage isn't trending up, it won't have a Predicted Full date. This is normal and expected.

How to Shrink Database Files

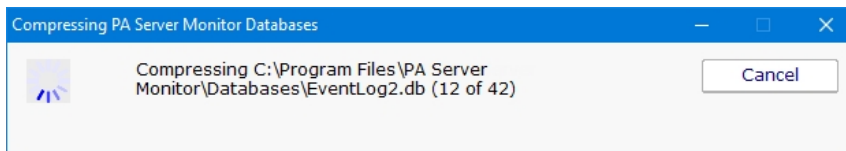
PA Storage Monitor can use MS SQL Server or an embedded SQLite database to store its data. This can be changed in [Database Settings](#). You can control how much data is kept by adjusting the Database Cleanup Settings in the Database Settings dialog.

If you find the embedded SQLite database is using too much space (the files are stored in C:\Program Files\PA Storage Monitor\Databases) you can do the following to shrink the database files:

1. Change the Database Cleanup Settings so that data is kept for a shorter amount of time.
2. Because the databases get cleaned up about once per day, wait a day for the databases to get cleaned up.
3. After the database files have been cleaned up, they will not be smaller, but there will be empty space in the database files. To reclaim the empty space, stop the PA Storage Monitor service and run:

```
C:\Program Files\PA Storage Monitor\StorageMonSvc.exe /COMPRESS_DATABASES
```

Extra disk space is needed for this operation as a copy of each database is made during the cleanup step. You will see the following dialog:



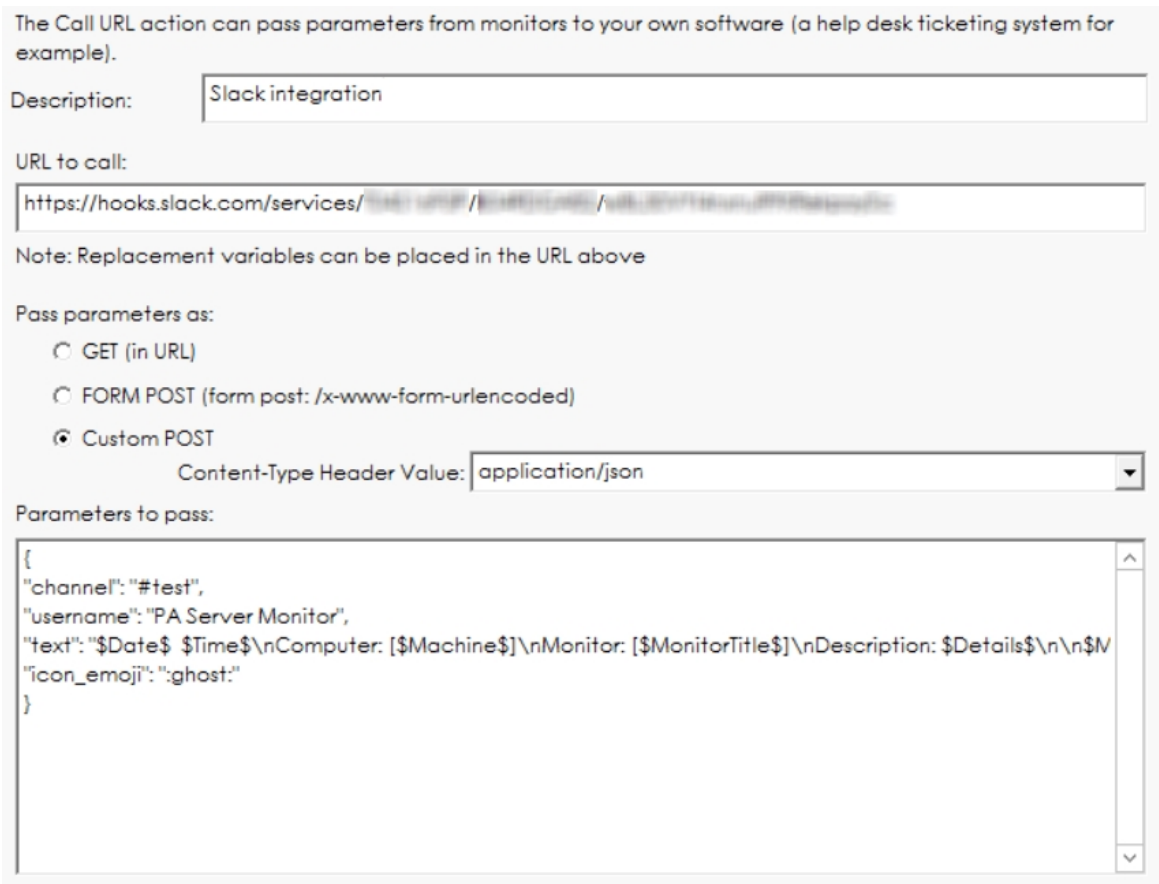
When the compressing step is finished, you should start the PA Storage Monitor service.

How to Integrate with Slack

Integrating with Slack is very easy with PA Storage Monitor. The [Call URL](#) action can be used to post alerts to a Slack channel.

Before creating the Call URL action, you need to get an **"Incoming WebHook"** integration URL from within your slack account. This will be the URL that is called from the Call URL action.

Once you have the **Incoming WebHook** URL from Slack, create the Call URL action and set it up like the image below, where the "URL to call" field is your **Incoming WebHook**.



The Custom POST option needs to be selected, with application/json as the encoding.

The format of the Parameters section is controlled by Slack. They have additional fields that can be used. We have shown some typical fields in the example above.

You can copy/paste from here:

```
{
"channel": "#test",
"username": "PA Storage Monitor",
"text": "$Date$ $Time$\nComputer: [$Machine$]\nMonitor: [$MonitorTitle$]\nDescription: $Details['', ' '
[80] $\n\n$MonitorMsg$\n$TimeInError$\n\n$SentFrom$",
"icon_emoji": ":ghost:"
}
```

In the fields, you can use the standard replacement variables that are enclosed in \$ such as \$Details\$ which will contain the body of the alert. Press the Variables button to see a full list of [replacement variables](#). Note that in this example, any quote marks in the \$Details\$ variable are being turned into spaces, and the variable is being truncated to 80 characters.

One advanced user came up with this clever way of attaching a different icon based on the Status variable (thanks Jonathan!)

```
{
"channel": "#test",
"username": "PA Storage Monitor",
"text": "$Date$ $Time$\nComputer: [$Machine$]\nMonitor: [$MonitorTitle$]\nDescription: $Details['', ' ']\n[80]$ \n\n$MonitorMsg$\n$TimeInError$\n\n$SentFrom$",
"icon_emoji": "$Status["msOK", "white_check_mark"] ["msALERT_RED", "no_entry"] ["msALERT", "warning"]$: "
}
```

How to Create a Consolidated Uptime Report

Many monitors have Uptime reports which show graphically any down time reported by that monitor (for the Ping and Service monitors for example). You can also create a summary uptime report like the one shown below.

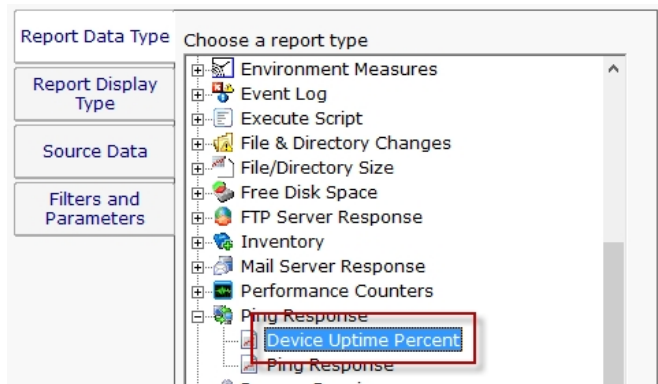
Complete Range Avg Ping % Created 30 Mar 2020 01:47 PM
Summarized Data All Reports PDF Version

Data shown for 01 Mar 2020 12:00 AM to 30 Mar 2020 11:59 PM, 6 records

Source	Date	Up Percent
BANTHA	2/29/2020 8:00:00 PM	99.9 %
BB-8	3/4/2020 12:56:00 PM	99.3 %
D2	2/29/2020 8:00:00 PM	99.99 %
HAN-SOLO	3/25/2020 11:34:00 AM	99.9 %
LOTSA	2/29/2020 8:00:00 PM	99.99 %
LUKE	3/27/2020 3:59:00 PM	100 %

The basic solution is to create an Uptime report, with a tabular output, for multiple data sets. The secret is to summarize the data using the "Complete Range" summarization rule -- that is what gives you one line per monitor. Details shown below.

First, select the Uptime report for the data that you want to report on. In this case, we'll choose the Ping Uptime report.



Next, choose a display type. The Tabular Report, HTML Table Report or CSV Export types will work fine.

Report Data Type	Choose a display type
Report Display Type	Chart: Bar Chart: Line Chart: Uptime File Export: Comma Separated Values (CSV) File Export: Tab Separated Values Table: Dynamic (sortable columns) Table: HTML
Source Data	
Filters and Parameters	

Choose the server/devices that you want to report on. You can select the top group node to select all servers/devices. NOTE: Each selected server/device has to be queried separately in the database, so a large selection can make the report take a while. Once you get the report how you like it, create a [Scheduled Report](#) so the report is run and ready before you need it.

Report Data Type	Select the specific data to use (press CTRL while
Report Display Type	Display: <input type="radio"/> Alphabetically <input type="radio"/> By Type <input checked="" type="radio"/> By Own Filter: <input type="text"/>
Source Data	<input checked="" type="checkbox"/> Servers/Devices <ul style="list-style-type: none"> <input checked="" type="checkbox"/> DOMAIN2 <input checked="" type="checkbox"/> LOTSA <input checked="" type="checkbox"/> Office <ul style="list-style-type: none"> <input checked="" type="checkbox"/> 192.168.7.12 <input checked="" type="checkbox"/> 192.168.7.13 <input checked="" type="checkbox"/> 192.168.7.3 <input checked="" type="checkbox"/> 192.168.7.40 <input checked="" type="checkbox"/> 192.168.7.7 <input checked="" type="checkbox"/> CLEAN_2008 <input checked="" type="checkbox"/> HP Printer [192.168.7.11] <input checked="" type="checkbox"/> RANCOR <input checked="" type="checkbox"/> WebPages <ul style="list-style-type: none"> <input checked="" type="checkbox"/> SUPPORT.POWERADMIN.COM <input checked="" type="checkbox"/> WWW.GOOGLE.COM <input checked="" type="checkbox"/> WWW.OEFC.ORG
Filters and Parameters	

The report parameters are the key step here. Choose the time period for the report, and then chose **Complete Range** for the summarization period. This will average all the data between the two dates and come up with an overall Uptime percent.

Report Data Type	Fill in the parameters (click the value and edit)	
Report Display Type	Starting date	Today
Source Data	Ending date	Current Time - 31 D...
Filters and Parameters	Max ping ms considered up	500
	Summarize data by	Complete Range Avg
	Hours/days filter	No filtering
	Threshold line (for graphical output)	Click to edit

Custom SSL Certificate

IMPORTANT:

To try and make the filenames below a little easier to work with, they were changed in version 8.5. If you are using version 8.4 or older, click the Show Older Names button below to show the filenames that apply to your software version.

[Show Newer Names](#) [Show Older Names](#)

Documentation currently showing: Showing v8.5 and newer filenames

File Type	New Name	Old Name
Private Key	SSL_PRIVATE_KEY.pem	CLIENT_PRIVATE.pem
SSL Certificate	SSL_CERT.pem	SIGNED_CLIENT_CERT.pem

PA Storage Monitor can use your own SSL certificate instead of the default self-signed certificate.

If at any time there are any problems with certificates, you can run the C:\Program Files\PA Storage Monitor\CA\000_RESET_CERTIFICATES.cmd file (run as an administrator), and then restart the service. New certificates will be created. If things are really messed up, you can delete the C:\Program Files\PA Storage Monitor\CA folder completely and restart the service to create a new CA folder.



Note that although the commands are shown on multiple lines, this is simply because there isn't space to show the full command one on line. But the text in the command boxes below should be run as a single command.

Use your own existing certificate

1. You will need to get your certificate into PEM format if it isn't already. There are a number of utilities that can do this that you can find on the Internet. Try searching for something like 'convert {your cert type} to PEM'. Note that .pem, .crt, .cer, and .key are often used interchangeably. If you look at the file with a text editor and see readable text, you have a .pem file.

For example, to convert a .PFX file using OpenSSL (which is in the C:\Program Files\PA Storage Monitor folder) run the following:

Tell OpenSSL where to find its configuration file (do NOT use quotes, even if there are spaces in the path):

```
set OPENSSL_CONF=C:\Program Files\PA Storage Monitor\CA\openssl.cnf
```

The conversion command:

```
"C:\Program Files\PA Storage Monitor\openssl.exe" pkcs12 -in "C:\My Files\myCert.pfx" -passin pass:current-pfx-password -out "C:\My Files\myNewCert.pem" -passout pass:new-pem-password
```

current-pfx-password above is the current private key password for the .pfx file, and *new-pem-password* is the private key password for the output pem file.

Look at the resulting .pem file in a text editor -- you'll see there are two sections. Split this into two separate files, like below:

SSL_PRIVATE_KEY.pem file contents:

```
-----BEGIN ENCRYPTED PRIVATE KEY-----
MIIFDjBABgkfhkiG9w0BBQgwMzAbBgkqh1iG9w0BBQwwDgQIvSKYYbDSkPICAggA
... many more lines like those above ...
4pvqu3DGh93oIV7YlC1Gn4BY/2jVd2F1NxRjIxvDs1lhDvvFFMUWC41Xc5pZ6d9U
pyY=
-----END ENCRYPTED PRIVATE KEY-----
```

SSL_CERT.pem file contents:

```
-----BEGIN CERTIFICATE-----
MIIFPzCCBCFgAwIBAgIS3SGXUxVkgYN9r5PZvhFNF148MA0GCSqGSIb3DQ5BBQUA
... many more lines like those above ...
ITywFF+LW4hdG5TYw2smJmbBgkfbW7nusufXAzg7I0E5z2HyxRmLm+Eees4J00mo
f6jn
-----END CERTIFICATE-----
```

You don't need the other lines that are in the file.



If you want to include a full certificate chain in **SSL_CERT.pem**, make sure that:

- The certificates are listed in the order of Application Certificate, Intermediate Certificate(s), Root Certificate (possibly the reverse of what is in the original .pem file)
- There needs to be a blank line between each --END CERTIFICATE-- and --BEGIN CERTIFICATE-- section

Thank you Martin for these tips :)

2. Save the certificate's private key file to
C:\Program Files\PA Storage Monitor\CA\SSL_PRIVATE_KEY.pem
3. Save the SSL certificate to
C:\Program Files\PA Storage Monitor\CA\SSL_CERT.pem
4. PA Storage Monitor will need to know the password for the private key. You can specify this by running the following command:

```
"C:\Program Files\PA Storage Monitor\diag.exe" /SETCONFIG=SSLCertPKPW:your-certificate-password
```

The above command will encrypt and store the password with a machine-specific key in the registry.

If you ever need to erase the password (such as if you delete the CA folder and go back to the self-signed certificate), run:

```
"C:\Program Files\PA Storage Monitor\diag.exe" /SETCONFIG=SSLCertPKPW:
```

- Restart the PA Storage Monitor service and it will now be using your SSL certificate.

Create your own new certificate

- Go to the C:\Program Files\PA Storage Monitor\CA folder
- Create a folder inside CA named **NewCert**.
- Copy Client.cnf from CA into **NewCert**
- Open **NewCert**\Client.cnf in a text editor. Go to the PACA_dn section near the bottom and edit the values as you like (C=Country, ST=State/Province, L=City).

If you want to change the private key file's password, change the entries on the lines for input_password and output_password.

Change the CN value to the hostname of your server. Some SSL certificate providers expect to see a dot in the name, so the public name of your server would best (something like monitor.mydomain.com).

Note that depending on the SSL provider that you use, the subjectAltName field might be ignored which is where additional machine names are mentioned.

- Open a command prompt and change directory to C:\Program Files\PA Storage Monitor\CA\NewCert
- Run the following to tell OpenSSL where to find your configuration file (do NOT use quotes, even if there are spaces in the path):

```
set OPENSSL_CONF=C:\Program Files\PA Storage Monitor\CA\NewCert\client.cnf
```

Then run the following to actually create the Certificate Signing Request file (also known as a CSR file). DO use quotes if there are spaces in the path: (note the below is all on one line)

```
"C:\Program Files\PA Storage Monitor\openssl.exe" req -newkey rsa:2048 -keyout "C:\Program Files\PA Storage Monitor\CA\NewCert\SSL_PRIVATE_KEY.pem" -keyform PEM -out "C:\Program Files\PA Storage Monitor\CA\NewCert\SSL_CERT_CSR.cs" -outform PEM -rand "C:\Program Files\PA Storage Monitor\openssl.exe"
```

- This will create two new files:
 - SSL_CERT_CSR.cs** -- this is the Certificate Signing Request file that you will send/copy to the SSL certificate vendor (like Verisign, GlobalSign, etc)
 - SSL_PRIVATE_KEY.pem** -- this is the private key file for this certificate. This file will need to remain on the server, but should be kept private.
- To see what you are sending to the SSL provider, run:

```
"C:\Program Files\PA Storage Monitor\openssl.exe" req -in "C:\Program Files\PA Storage Monitor\CA\NewCert\SSL_CERT_CSR.cs" -noout -text
```

9. After sending `SSL_CERT_CSR.csr` to a certificate provider, you will get back a certificate file. Save the file (in PEM format) to:
`C:\Program Files\PA Storage Monitor\CA\SSL_CERT.pem`



If you want to include a full certificate chain in `SSL_CERT.pem`, make sure that:

- The certificates are listed in the order of Application Certificate, Intermediate Certificate(s), Root Certificate
- There needs to be a blank line between each `--END CERTIFICATE--` and `--BEGIN CERTIFICATE--` section

Thank you Martin for these tips :)

10. When the above file is copied, also copy
`C:\Program Files\PA Storage Monitor\CA\NewCert\SSL_PRIVATE_KEY.pem`
into the CA folder.
11. PA Storage Monitor will need to know the password for the private key. This password can be found in the `client.cnf` file on the line with `input_password`. You can give PA Storage Monitor the password by running the following command:

```
"C:\Program Files\PA Storage Monitor\diag.exe" /SETCONFIG=SSLCertPKPW:private-key-pass-phrase
```

The above command will encrypt and store the password with a machine-specific key in the registry.

12. You can optionally delete the `NewCert` folder at this point.
13. Restart the PA Storage Monitor service and it will now be using your SSL certificate.

Alert Suppression, Event Escalation, Event Deduplication

Understanding how [Alert Suppression](#), [Event Escalation](#), and [Event Deduplication](#) work together can give you the tools to have fine grained control over your alerting environment.



Alert Suppression

When a monitor first detects a problem, it consults with its Alert Suppression rules to determine whether the monitor should go into Alert state or not. So this is the first filter in the alert path. If the alert is suppressed, the monitor is not in Alert state and no further alerting is considered.

Action List - Event Escalation

If a monitor is in Alert state at the end of it's check, it consults it's list of actions that might contain a list of Event Escalation alerts. This step is where the set of actions to run is determined. Event Escalation can be enabled and configured on a monitor-by-monitor basis.

Event Deduplication

There are two kinds of Event Deduplication -- Simple and Advanced. Below we'll discuss Advanced, as Simple doesn't have any affect on actions that are run.

After getting a list of possible actions to fire during the Event Escalation step, the alert is check to see if it is a 'new' alert. If it is new, the actions are fired as normal. But, if the event is not 'new', that means it's a duplicate. 'New' and 'duplicate' are determined by looking at fields in the event.

If an event is a duplicate:

By default, actions are not fired on duplicate events

You can indicate actions should continue to be fired, until the [alert is acknowledged](#).

Enabling Automatic Configuration

Things to expect:

The most important point is many new monitors will get created for all of your servers/devices. If you have an existing installation, these will probably be duplicate monitors.

Because of the above, you might want to delete any standard monitors that you haven't made special customizations to. You can do that via Bulk Config > Monitors: Delete Monitors. Sorting "By Type" might make it easier to delete all of one type of monitor (all Ping monitors for example) at once.

Most of the new monitors don't have any actions assigned to them yet. You'll need to go to the Automatic Configuration group, and visit each contained group to add notification actions to the Power Templates in that group.

By default, all servers/devices inherit from the same (applicable) Power Templates. If you need different servers to send alerts to different groups, you'll need to have your own Dynamic Groups with templates that alert according to your needs, and rules that apply these templates to some servers but not others (Custom Properties is an easy way to do this).

Summary: If you have an existing installation that is working well, it's probably better to NOT enable Automatic Configuration

[Learn more about Automatic Configuration](#)

Disabling Automatic Configuration

Things to expect:

When Automatic Configuration is disabled, the Automatic Configuration group, with its child groups, will be deleted.

Because of the above, the Power Templates will get deleted, which means all monitors that inherit from those templates will be deleted.

You can always re-enable Automatic Configuration, but the new Power Templates that are created will not have the actions attached the way you have it now.

Summary: If your configuration was originally created by Auto Configuration, it might be best to leave it rather than lose your configuration and need to start over.

Making the Change

After reading the above, if you would like to make the change anyway, you will need to enter this keyword:

UNDERSTAND

Undo the Change

When Auto Configuration is enabled or disabled, a configuration backup is created at:

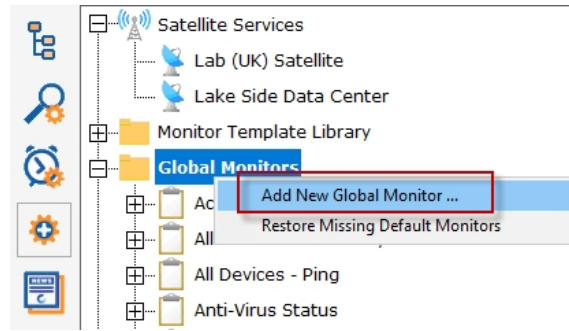
```
C:\Program Files\PA Storage Monitor\Config\Backup
```

The backup is made before the Auto Configuration change is made.

If you need to restore this backup, you'll need to use the Console on the Central Monitoring Service, and go to the following menu: Configuration > Import Complete Configuration.

Global Monitors

Global Monitors are very similar to normal monitors with the exception that they are not attached to a server or group.



Global Monitors are found under the Advanced Services section of the Console application.

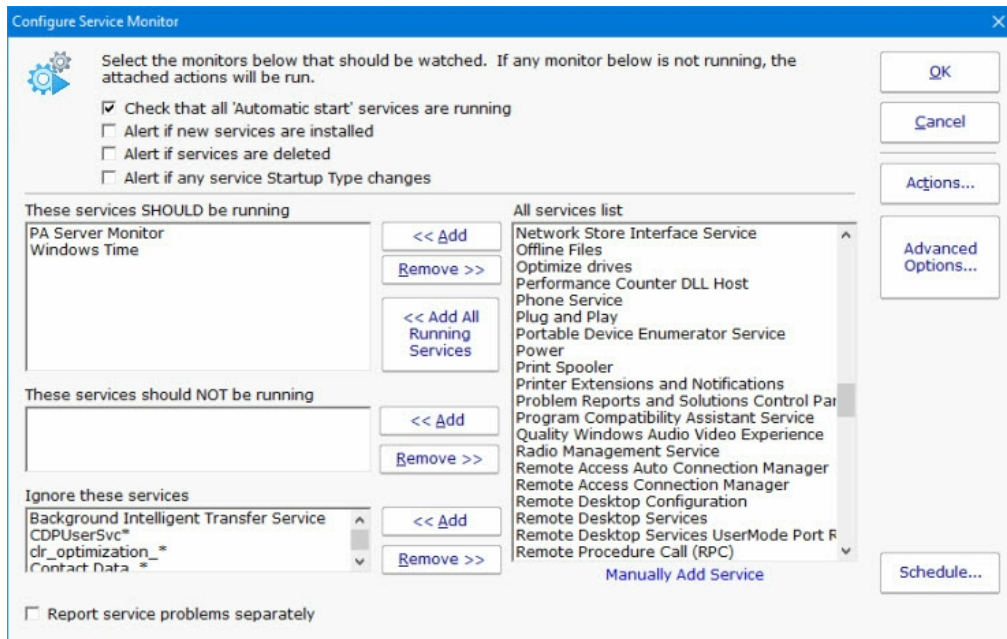
Like regular monitors, these monitors have the standard options for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

Service Monitor

The Service Monitor watches the same system services that can be seen from the Administrator Tools Services applet (services.msc). If a service is not running, actions are fired (which could notify you and/or restart the service for example). The [Restart Service](#) action is typically attached to this monitor.



Watch the training video [How to Add a Service Monitor in PA Server Monitor](#).



There are a lot of different parts to this monitor, so we'll take them one at a time.

Check that all 'Automatic start' services are running

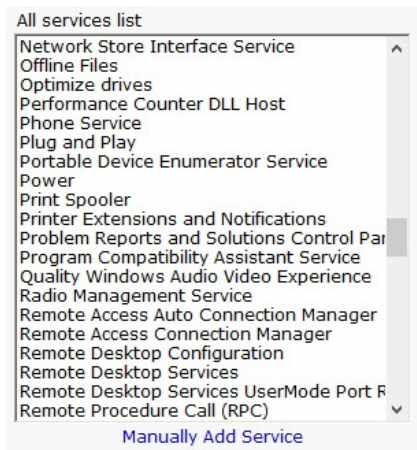
The easiest way to use this monitor is to check the "Check that all 'Automatic Start' services are running". Every time the monitor runs, the service list is fetched and if a service is set to Automatic start isn't running, alerts will fire.

Alert if new services are installed
 Alert if services are deleted

This option simply fires alerts when a new service is first seen, or if a service that was once registered is no longer there.

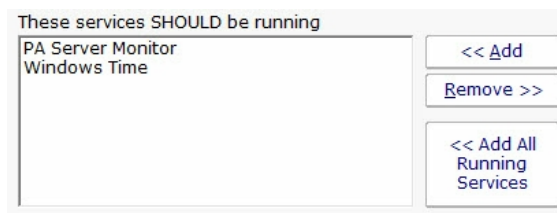
Alert if any service Startup Type changes

This option simply fires alerts when service's Startup Type changes.

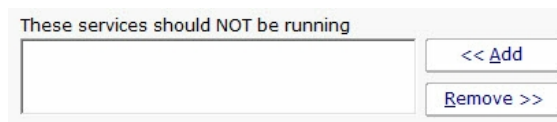


This box lists all of the service that are currently listed on the target server. It will match the list you see in services.msc. If you can see this list, the monitor is able to actively communicate with the target server (even if you are monitoring a server at a remote site via a [Satellite Monitoring Service](#)).

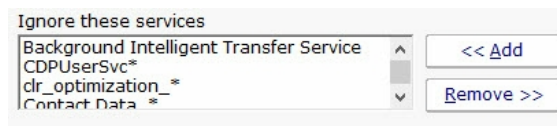
Occasionally you may come across a service that is added and removed during some procedure. If you want to ignore a service like that, you can click the "Manually Add Service" link at the bottom to temporarily add it to the "All services list". Once it's there, you can add it to the Ignored service list so it won't be alerted on.



If you have services that need to be running (perhaps they aren't "Automatic Start", or you don't want to monitor all "Automatic Start" services with the check box above), you can list them here.



Indicate any service that should NOT be running here. For example, some organizations will disable a service because of a security policy. If that service is ever running, it would need to be brought to someone's attention.



A number of services start and stop on their own during normal usage. You probably don't want to be notified about those services, so you can indicate they should be ignored. Ignoring a service means it will be ignored from all other checks specified above. PA Storage Monitor automatically adds a few common auto-stop services to this list automatically.

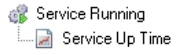
Report service problems separately

This option will tell the service to send alerts for each service that goes into alert mode instead of grouping alerts together.

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

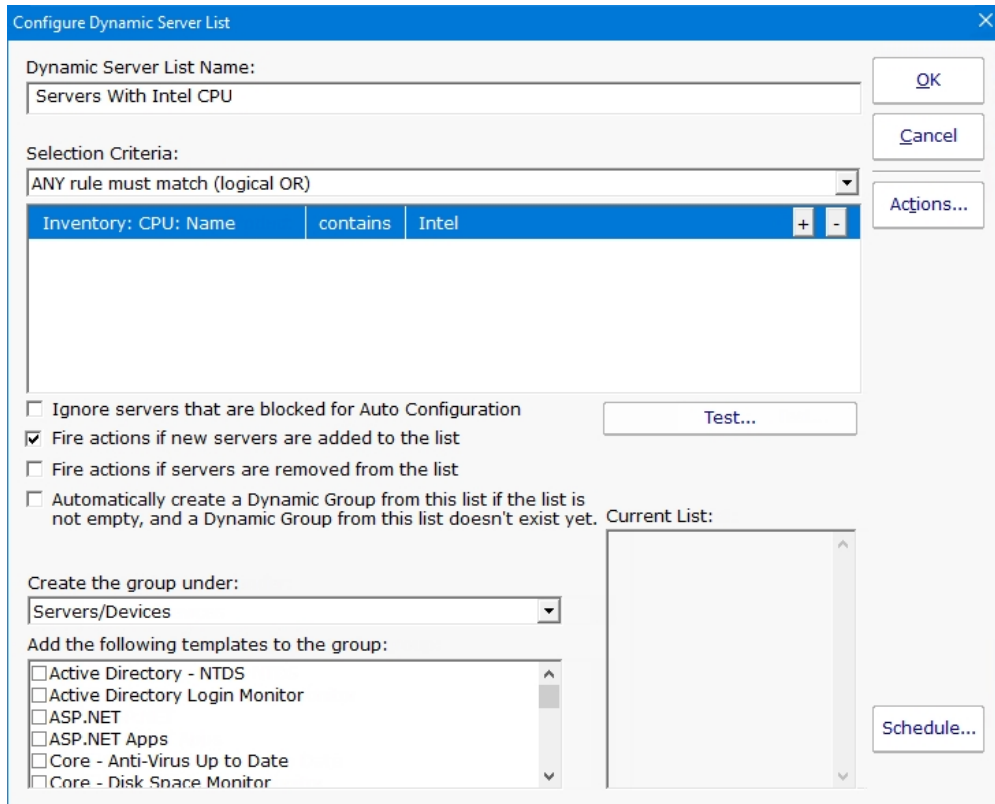
Supported Reports



Service up or down data is recorded every time the monitor runs. You can define a time period, and optionally a summarization (hourly, daily, weekly, monthly) to create an uptime report for the service.

Dynamic Server List

The Dynamic Server List monitor is a [Global Monitor](#) that runs outside of any server. It periodically checks servers to see which ones belong in a list determined by your criteria.



This monitor is very powerful and lets you select servers by:

Calculated status values (disk space, CPU usage, SNMP values, etc.)

Event Log entries

Group membership

Installed Windows services

Inventory values

Monitor types assigned

Monitored by Satellite

Name matching

Running processes

For example, you could define a list of:

Servers with average CPU usage over 10%

Servers with no anti-virus protection

Servers running IIS

You can receive alerts when servers enter and/or leave the list.

Rule Information

Each of the rules available gather information from different places and have specific behaviors, which will be documented below.

Blocked From Auto Configuration

This is a setting that is applied to Servers/Devices when they are first created. It can be updated via the Bulk Config operation Computers: Set/Reset Block From Auto Configuration.

Contained in Group

This rule will return all computer that are in the specified group, or within a sub-group of the specified group.

Contained Monitor Names

This rule is a string search, that will check the names of monitors within a server/device, and if the name search matches, the server/device is added to the list.

Contains Monitor Type

Checks the server for all monitors it contains and if any are of the specified monitor type, the server is added to the list.

Custom Property

Custom Properties on the server/device are checked for a match. Note that Customer Properties are inherited from groups 'above' the server/device in the group hierarchy, so Custom Properties set directly on the server/device as well as inherited properties are checked.

Has Process

Checks the database for a list of Processes on servers/devices that were monitored by a Process Monitor.

Has Windows Service

Checks the database for any services that were monitored by a Service Monitor on the target server. Removing a Service Monitor from a server does not automatically remove the database entries for that server. This is a powerful way to make Dynamic Groups based on the software installed on a server.

Inventory

This will check values collected and stored in the database by the Inventory Collection monitor. Things such as Anti-Virus product, IP Address, OS version, installed CPU and memory, etc can be queried. Note that not all inventory fields are found/collected for all devices.

Is Device Type

This works on the property that can be set on servers/devices via Type & Credentials > Set Computer/Device Type in the Console. This can also be set by the Bulk Config operation Computers: Set Credentials (Windows, SNMP, ESX, IPMI).

Monitored By

This allows you to create a list of devices that are monitored by the Central Monitoring Service, or by particular Satellites. This can be useful for creating lists of servers owned by a particular customer or in a specific geography if your other groups are arranged this way.

Monitoring Software is Installed

This property is true for servers where the Central Monitoring Service or a Satellite Monitoring Service is installed and running.

Registry

This rule reads a particular registry value and compares it to the criteria you set. If the criteria match, the server is added to the list.

Server/Device Name

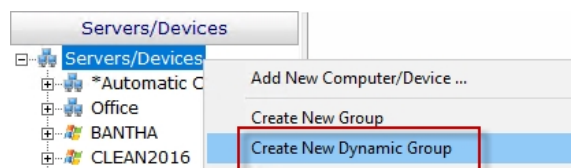
The name (including any alias that is set) is compared to the given rule to determine servers/devices that match.

Statistic

Statistics from most monitor types can be targeted with this rule. Once a specific statistic is chosen, values from that statistic are checked, and servers for which the statistic meets the checks are added to the list.

Dynamic Groups

Once you've defined a server list and how often it should update, you can use it further by defining a Dynamic Group.



The Dynamic Group is defined by choosing an existing Dynamic Server List. Any server/device that shows up in the Dynamic Server List will belong to the group.

Because the Dynamic Group is defined by the server list, servers/devices can not be manually added or removed from the group. Other than that, these groups behave similar to other groups. That means you can:

Define status reports for the group, showing specific information for your chosen servers

Use Dynamic Groups in Bulk Config as a selection criteria for servers to operate on (for example, a group with all Windows 2012 R2 servers)

Run Ad-Hoc or Scheduled Reports for the servers in the group

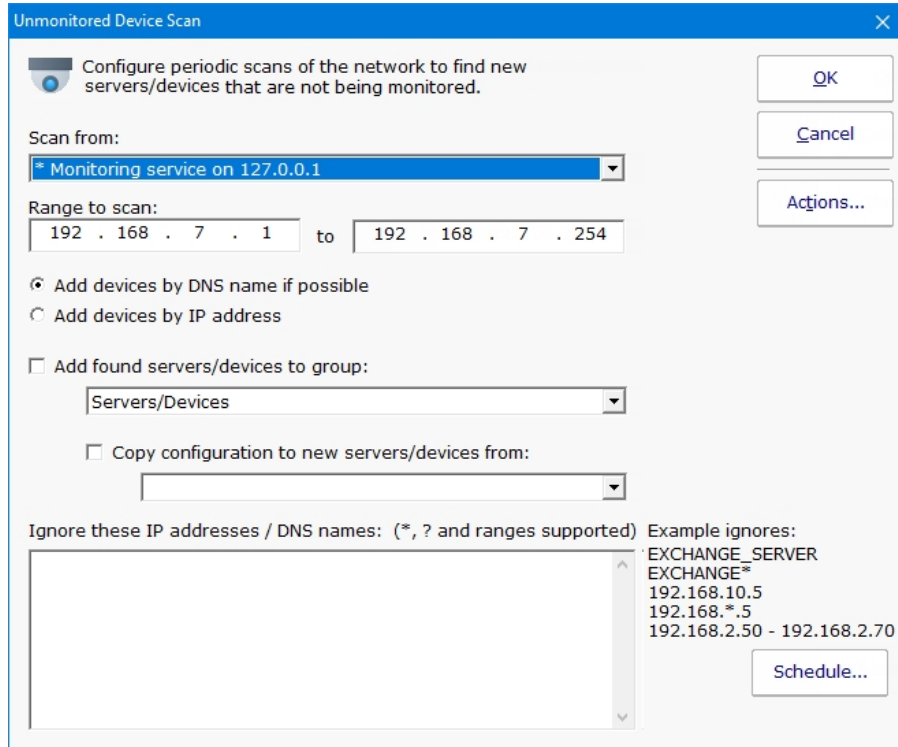
[Grant access](#) to servers in the group

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#) and setting the [Monitor Schedule](#).

Network Scanner

The Network Scanner monitor is a [Global Monitor](#) that runs outside of any server. It does an IP address ping scan looking for servers that are not already being monitored.



When new devices are found on the network, you can have them automatically added to PA Storage Monitor to a specific group. You can also have a configuration copied from an existing server/device.

If you configure actions for this monitor and new devices are found on the network, you will receive a list of those devices in the fired actions.

Standard Configuration Options

Like all monitors, this monitor has standard buttons on the right for [Adding Actions](#), setting [Advanced Options](#) and setting the [Monitor Schedule](#).

Custom SSL Certificate

IMPORTANT:

To try and make the filenames below a little easier to work with, they were changed in version 8.5. If you are using version 8.4 or older, click the Show Older Names button below to show the filenames that apply to your software version.

[Show Newer Names](#) [Show Older Names](#)

Documentation currently showing: Showing v8.4 and older filenames

File Type	New Name	Old Name
Private Key	SSL_PRIVATE_KEY.pem	CLIENT_PRIVATE.pem
SSL Certificate	SSL_CERT.pem	SIGNED_CLIENT_CERT.pem

PA Storage Monitor can use your own SSL certificate instead of the default self-signed certificate.

If at any time there are any problems with certificates, you can run the [C:\Program Files\PA Storage Monitor\CA\000_RESET_CERTIFICATES.cmd](#) file (run as an administrator), and then restart the service. New certificates will be created. If things are really messed up, you can delete the C:\Program Files\PA Storage Monitor\CA folder completely and restart the service to create a new CA folder.



Note that although the commands are shown on multiple lines, this is simply because there isn't space to show the full command one on line. But the text in the command boxes below should be run as a single command.

Use your own existing certificate

1. You will need to get your certificate into PEM format if it isn't already. There are a number of utilities that can do this that you can find on the Internet. Try searching for something like 'convert {your cert type} to PEM'. Note that .pem, .crt, .cer, and .key are often used interchangeably. If you look at the file with a text editor and see readable text, you have a .pem file.

For example, to convert a .PFX file using OpenSSL (which is in the C:\Program Files\PA Storage Monitor folder) run the following:

Tell OpenSSL where to find its configuration file (do NOT use quotes, even if there are spaces in the path):

```
set OPENSSL_CONF=C:\Program Files\PA Storage Monitor\CA\openssl.cnf
```

The conversion command:

```
"C:\Program Files\PA Storage Monitor\openssl.exe" pkcs12 -in "C:\My Files\myCert.pfx" -passin pass:current-pfx-password -out "C:\My Files\myNewCert.pem" -passout pass:new-pem-password
```

current-pfx-password above is the current private key password for the .pfx file, and *new-pem-password* is the private key password for the output pem file.

Look at the resulting .pem file in a text editor -- you'll see there are two sections. Split this into two separate files, like below:

CLIENT_PRIVATE.pem file contents:

```
-----BEGIN ENCRYPTED PRIVATE KEY-----
MIIFDjBABgkfhkiG9w0BBQgwMzAbBgkqh1iG9w0BBQwwDgQIvSKYYbDSkPICAggA
... many more lines like those above ...
4pvqu3DGh93oIV7YlC1Gn4BY/2jVd2F1NxRjIxDs1lhDvvFFMUWC41Xc5pZ6d9U
pyY=
-----END ENCRYPTED PRIVATE KEY-----
```

SIGNED_CLIENT_CERT.pem file contents:

```
-----BEGIN CERTIFICATE-----
MIIFPzCCBCFgAwIBAgIS3SGXUxVkgYN9r5PZvhFNF148MA0GCSqGSIb3DQ5BBQUA
... many more lines like those above ...
ITywFF+LW4hdG5TYw2smJmbBgkfbW7nusufXAzg7I0E5z2HyxRmLm+Ees4J00mo
f6jn
-----END CERTIFICATE-----
```

You don't need the other lines that are in the file.



If you want to include a full certificate chain in **SIGNED_CLIENT_CERT.pem**, make sure that:

- The certificates are listed in the order of Application Certificate, Intermediate Certificate(s), Root Certificate (possibly the reverse of what is in the original .pem file)
- There needs to be a blank line between each --END CERTIFICATE-- and --BEGIN CERTIFICATE-- section

Thank you Martin for these tips :)

2. Save the certificate's private key file to
C:\Program Files\PA Storage Monitor\CA\CLIENT_PRIVATE.pem
3. Save the SSL certificate to
C:\Program Files\PA Storage Monitor\CA\SIGNED_CLIENT_CERT.pem
4. PA Storage Monitor will need to know the password for the private key. You can specify this by running the following command:

```
"C:\Program Files\PA Storage Monitor\diag.exe" /SETCONFIG=SSLCertPKPW:your-certificate-password
```

The above command will encrypt and store the password with a machine-specific key in the registry.

If you ever need to erase the password (such as if you delete the CA folder and go back to the self-signed certificate), run:

```
"C:\Program Files\PA Storage Monitor\diag.exe" /SETCONFIG=SSLCertPKPW:
```

- Restart the PA Storage Monitor service and it will now be using your SSL certificate.

Create your own new certificate

- Go to the C:\Program Files\PA Storage Monitor\CA folder
- Create a folder inside CA named **NewCert**.
- Copy Client.cnf from CA into **NewCert**
- Open **NewCert**\Client.cnf in a text editor. Go to the PACA_dn section near the bottom and edit the values as you like (C=Country, ST=State/Province, L=City).

If you want to change the private key file's password, change the entries on the lines for input_password and output_password.

Change the CN value to the hostname of your server. Some SSL certificate providers expect to see a dot in the name, so the public name of your server would best (something like monitor.mydomain.com).

Note that depending on the SSL provider that you use, the subjectAltName field might be ignored which is where additional machine names are mentioned.

- Open a command prompt and change directory to C:\Program Files\PA Storage Monitor\CA\NewCert
- Run the following to tell OpenSSL where to find your configuration file (do NOT use quotes, even if there are spaces in the path):

```
set OPENSSL_CONF=C:\Program Files\PA Storage Monitor\CA\NewCert\client.cnf
```

Then run the following to actually create the Certificate Signing Request file (also known as a CSR file). DO use quotes if there are spaces in the path: (note the below is all on one line)

```
"C:\Program Files\PA Storage Monitor\openssl.exe" req -newkey rsa:2048 -keyout "C:\Program Files\PA Storage Monitor\CA\NewCert\CLIENT_PRIVATE.pem" -keyform PEM -out "C:\Program Files\PA Storage Monitor\CA\NewCert\SSL_CERT_CSR.cs" -outform PEM -rand "C:\Program Files\PA Storage Monitor\openssl.exe"
```

- This will create two new files:
 - SSL_CERT_CSR.cs** -- this is the Certificate Signing Request file that you will send/copy to the SSL certificate vendor (like Verisign, GlobalSign, etc)
 - CLIENT_PRIVATE.pem** -- this is the private key file for this certificate. This file will need to remain on the server, but should be kept private.
- To see what you are sending to the SSL provider, run:

```
"C:\Program Files\PA Storage Monitor\openssl.exe" req -in "C:\Program Files\PA Storage Monitor\CA\NewCert\SSL_CERT_CSR.cs" -noout -text
```

9. After sending `SSL_CERT_CSR.csr` to a certificate provider, you will get back a certificate file. Save the file (in PEM format) to:
`C:\Program Files\PA Storage Monitor\CA\SIGNED_CLIENT_CERT.pem`



If you want to include a full certificate chain in `SIGNED_CLIENT_CERT.pem`, make sure that:

- The certificates are listed in the order of Application Certificate, Intermediate Certificate(s), Root Certificate
- There needs to be a blank line between each `--END CERTIFICATE--` and `--BEGIN CERTIFICATE--` section

Thank you Martin for these tips :)

10. When the above file is copied, also copy
`C:\Program Files\PA Storage Monitor\CA\NewCert\CLIENT_PRIVATE.pem`
into the CA folder.
11. PA Storage Monitor will need to know the password for the private key. This password can be found in the `client.cnf` file on the line with `input_password`. You can give PA Storage Monitor the password by running the following command:

```
"C:\Program Files\PA Storage Monitor\diag.exe" /SETCONFIG=SSLCertPKPW:private-key-pass-phrase
```

The above command will encrypt and store the password with a machine-specific key in the registry.

12. You can optionally delete the NewCert folder at this point.
13. Restart the PA Storage Monitor service and it will now be using your SSL certificate.