



Kaseya 2

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# Ping Monitor

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**User Guide**

Ping Monitor is a Kaseya Free Tool based on Network Monitor 4.0

October 20, 2011

**About Kaseya**

Kaseya is a global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

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# Getting Started

**Network Monitor** is a web-based monitoring solution for monitoring the performance and availability of a wide array of network devices. **Network Monitor** monitoring is *agentless*, meaning it does not install any software or files on monitored machines.

## The Ping Monitor Free Tool

This quick start guide demonstrates how to configure *ping monitoring* using the *Ping Monitor Free Tool* version of **Network Monitor**. Except for the limited number of objects you can configure using the *Ping Monitor Free Tool*, you have access to most of the advanced monitoring features **Network Monitor** has to offer.

The *Ping Monitor Free Tool* uses the ICMP protocol to verify that the object responds to ping packets within a predefined time. The monitor can also calculate packet loss and round trip time during the test. The monitor only triggers on packet loss level if the round trip time is within the specified range.

## How This Quick Start Guide is Organized

1. **Network Monitor Concepts** (*page 1*)
2. **Installation and Setup** (*page 3*)
3. **Configuring the Ping Monitor Free Tool** (*page 9*) - Provides a step-by-step, "first time" demonstration of how to configure the Ping Monitor Free Tool.

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# Network Monitor Concepts

Familiarize yourself with the following terms and concepts to help quick start your understanding of **Network Monitor**.


- **Object** - An object represents a computer or any other device that can be *addressed by an IP number or host name*. An object contains settings that are common to all monitors in that object.
- **Network** - Within **Network Monitor** the term *network* refers to user-defined grouping of objects. *Member objects of a Network Monitor network do not have to belong to the same physical network.* **Network Monitor** networks can be compared to a folder in a file system. Every object must be a member of a **Network Monitor** network. You can activate and deactivate an entire network of objects.
- **Monitor** - A monitor tests a specific function in an object. Most monitors are capable of collecting various statistical data for reporting purposes. *If a monitor fails a test it firsts enter a failed state. After a number of consecutive failed tests it then enters an alarm state. When entering an alarm state a monitor executes a number of actions specified in the alarm action list used by the particular monitor.*
- **Action list** - An action list defines a number of actions to be executed as a monitor enters, or recovers from, an alarm state.
- **Operator - Network Monitor** users are called operators. An operator contains login information, contact information and privileges. An operator can be a member of one or more operator groups.
- **Operator group** - An operator group is a collection of operators. Each object in **Network Monitor** is assigned to one operator group. Notifications sent as a response to a monitor entering an alarm state are normally sent to the object's operator group.
- **Account** - An account is a set of credentials used by a monitor, action or event to carry out an operation.

## Status Icons






A monitor is always in one specific state. This state is visualized in the **Network Monitor** interface with different colors. An object or network always displays the *most important state reported by any single monitor* that belongs to it. Icons are listed below, ranked by their importance.

-  - The monitor is deactivated.
-  - This icon is used for objects and networks only. All monitors in the object or network are deactivated, but the object or network itself is active.
-  - The monitor has entered an alarm state.
-  - The monitor has failed one or more tests, but has not yet entered alarm state.
-  - The monitor is ok.


Additional guidelines:

- Any state other than deactivated is an activated state.
- An activated monitor tests its object.
- Deactivating  any or all monitors of an object does not deactivate the object.
- Deactivating any or all objects of a network does not deactivate their parent network.
- Deactivating an object deactivates *all* of its member monitors.
- Deactivating a network deactivates *all* of its member objects.

### Other Commonly Used Icons

-  - This icon displays the properties of an item and allows you to edit them.
-  - This icon indicates that the object or monitor is inherited from a template. Monitors inherited from a template can not be edited directly.
-  - This icon indicates that the object or monitor is in maintenance state and is not currently monitored.
-  - This icon displays a list of items.
-  - This icon displays a view of an item.

## Monitor status progression

During normal operation, a monitor in **Network Monitor** is in the *Ok* state, displayed in the management interface with a green status  icon. Here is an example from the monitor list view.


Monitor list					
Name	Type	Alarms	Time in current state	Next test	
<input type="checkbox"/> Ping	  Ping	0	2h 21m 12s	0m 6s (453)	

*A monitor during normal operation is displayed with a green status icon.*

Whenever a monitor fails its test, it changes to the *Failed* state, displayed in the management interface with an orange status  icon.

Monitor list					
Name	Type	Alarms	Time in current state	Next test	
<input type="checkbox"/> Ping	  Ping	0	0h 16m 14s	0m 38s (116)	

*A monitor in failed state is displayed with an orange status icon.*

When a monitor keeps failing tests, it eventually changes into the *Alarm* state, displayed with a red status  icon. The number of failed tests required for an Alarm state depends on the **Alarm generation** parameter for each monitor. Increasing the **Alarm generation** parameter makes the monitor less sensitive to temporary outages, and decreasing the parameter makes it more sensitive.

Monitor list					
Name	Type	Alarms	Time in current state	Next test	
<input type="checkbox"/> Ping	  Ping	1	2h 23m 16s	0m 6s (453)	

*A monitor in alarm state is displayed with a red status icon.*

When a monitor first enters an alarm state, the **Alarms** column displays a 1. This is the *alarm count*. This means that the monitor has now generated one alarm. When the monitor is tested the next time and still fails its test, the number of alarms will be two, and so on. The alarm count is very important, because it controls what actions are taken in response to alarms.

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## Responding to alarms

An **action list** is a collection of actions executed in response to an *alarm count*. Every monitor in **Network Monitor** has an action list, either defined directly by a *monitor's* properties, or indirectly by a *object's* properties. For each alarm count in an alarm list, **Network Monitor** executes all actions specified for that alarm count. It is possible—and common—to define several actions for the same alarm count.

The screenshot shows two parts of the Network Monitor interface. The top part is a table titled 'Action list info' with columns 'Name', 'Description', and 'Default'. It lists 'Default list' with description 'The default actionlist' and 'Default' set to 'Yes'. The bottom part is a table titled 'Actions' with columns 'Alarm number' and 'Description'. It lists two actions: '1' with description 'Send email to operator group' and '5' with description 'Send SMS to operator group (short message)'. Both actions have a checkbox to their left.

Action list info		
Name	Description	Default
Default list	The default actionlist	Yes

Actions	
Alarm number	Description
<input type="checkbox"/> 1	Send email to operator group
<input type="checkbox"/> 5	Send SMS to operator group (short message)

### Actions example

In the example above, there are two actions shown. The first action, for the *first* alarm, is a **Send email** action. The next action, configured for the *fifth* alarm, is a **Send SMS** action.

For details on how to edit and configure action lists and actions, see the Action lists topic.

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## Recovering from alarms

A monitor may recover from an Alarm state *by itself*. If so, **Network Monitor** is able to react to this event. For example, if a monitor is currently in an Alarm state and performs a test that succeeds, the monitor status automatically *changes back to an Ok state*. When a monitor recovers, **Network Monitor** can execute a **recover action list**, if one is specified. A recover action list can be specified by a *monitor* or indirectly by the *object* of a monitor.

When the monitor recovers, *all* actions defined in the recover action list are executed, regardless of the alarm number. Creating separate action lists to serve as recovery action lists is recommended.

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## Installation and Setup

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## Installation Checklist

We recommend that you complete the following pre-installation checklist before installing **Network Monitor**.

1. Estimate the memory required by **Network Monitor** to monitor the number of objects on your network, using the recommendations in **Server Sizing** (*page 4*). Ensure the system hosting the **Network Monitor** server has enough free memory to run **Network Monitor**.
2. Check that the system hosting the **Network Monitor** server meets **all software and hardware requirements** (*page 4*).

3. Ensure the Windows account used by the **Network Monitor** service has **sufficient privileges** (page 4).
4. If SNMP is used, install and start the Windows SNMP service on the **Network Monitor** host machine.
5. If ODBC logging is used, create a ODBC system data source on the **Network Monitor** host machine.
6. If a GSM phone is used, install it and verify that it responds correctly to standard AT commands in a terminal program.

When completed you are ready to install **Network Monitor**. After installing **Network Monitor** and connecting to the web interface for the first time, consult the topic **Running the Startup Guide** (page 5).

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## Server Sizing

Minimum requirements for using the Ping Monitor Free Tool Free Tool version of **Network Monitor**.

- 1 GHz CPU
- 2 GB memory
- 5 GB free disk space

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## Network Monitor System Requirements

Systems Hosting the Network Monitor Server

- Windows 2003, 2008, or 2008 R2 with the latest service pack
- Network Monitor comes with its own database.

Supported Browsers

- Microsoft Internet Explorer 7.0 or newer
- Opera 9.0 or newer
- Firefox 3.5 or newer (Recommended for best viewing experience)

The following features must be enabled in your browser settings.

- Accept third party cookies
- Javascript enabled

Cookies are required to keep track of the user session. Java scripts are used by the web interface and must be enabled.

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## Selecting a Service Account

`Kaseya Network Monitor` is a Windows service that is installed to logon using a service account.

### Using the LocalSystem account

The built-in `LocalSystem` account is the default service account assigned to the `Kaseya Network Monitor` service when installing. While the `LocalSystem` account is the most convenient way to get **Network Monitor** up and running, it has many privileges that are unnecessary to run **Network Monitor** locally.

**Note:** We recommend the `Kaseya Network Monitor` service be assigned a service account using the *fewest number of privileges possible*. The `Network Monitor` account manager can then be used to impersonate Windows accounts with elevated permissions when these permissions are required for tests, actions and events.

## Network Monitor Required Privileges

**Network Monitor** requires the service account it is assigned to have the following file system permissions:

- READ, WRITE and EXECUTE to **Network Monitor** base directory
- READ, WRITE, MODIFY to all sub-directories

The service account may also require the `Act as part of operating system` privilege to enable Windows account impersonations. Consult your Windows documentation to determine if this privilege must be added.

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## Logging On

After installing **Network Monitor** the next step is to logon to the web interface. Use either of the following two methods to display the web interface logon page.

- Click the link to the web interface in the **Network Monitor** program folder in the start menu.
- Use the following link if you are configuring **Network Monitor** from the **Network Monitor** host.

`http://localhost:8080`

**Note:** This link above assumes you accepted the standard parameters during the installation and the **Network Monitor** web server is running on the default 8080 port. If you have installed **Network Monitor** on a different host, replace the localhost host name with the name of the **Network Monitor** host.

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## Running the Startup Guide

Logging on the first time to the web interface displays a step-by-step **Startup Guide** to help you get **Network Monitor** ready to use. The **Startup Guide** has five steps.

- **Administrator settings** (*page 6*)
- Network discovery settings
- **Mail settings** (*page 6*)
- **SMS device configuration** (*page 7*)
- **Review and Save Settings** (*page 8*)


**Note:** A person logging into the **Network Monitor** server is referred to as an *operator*. Each operator can only have one logon *session* open at one time.

# Administrator settings

KNM startup guide


To get you started with KNM as quickly as possible, please take a few moments to complete this startup guide.

## Administrator settings

 An administrator user account needs to be created. With this user account you will be able to administrate all functions in KNM.

Username	<input type="text" value="Admin"/>	Enter your desired username or accept the default one.
Password	<input type="password"/>	Enter a password for the administrator account.
Email	<input type="text"/>	Enter an email address to be associated with this account. Alerts and reports will be sent to this address.
Phone	<input type="text"/>	Enter a telephone number for SMS notifications to be associated with this account. If you do not want to configure SMS notifications just leave the field blank.

## Additional accounts

 Setup additional administrator accounts below if needed. Login information to these accounts will be automatically sent to the specified email addresses.

Username	<input type="text"/>	Enter a username for the account
Password	<input type="password"/>	Enter a password for the administrator account.
Email	<input type="text"/>	Enter an email address to be associated with this account.
Username	<input type="text"/>	Enter a username for the account
Password	<input type="password"/>	Enter a password for the administrator account.
Email	<input type="text"/>	Enter an email address to be associated with this account.


1. Enter the username and password of the default **Network Monitor** operator. Remember that the password is case sensitive.
2. Configure an email address for this operator. The email address is used when **Network Monitor** is sending notifications or reports.
3. (Optional) Configure an phone number for this operator. The phone number is used when **Network Monitor** is sending SMS notifications.
4. Clicking **Next** creates the default operator you will use to logon to **Network Monitor** after completing the **Startup Guide**.

# Mail settings

KNM startup guide

To get you started with KNM as quickly as possible, please take a few moments to complete this startup guide.

## Mail settings

 In order to dispatch alerts and send reports by e-mail, KNM needs the following information.

SMTP server	<input type="text"/>	Enter the address of the server you want to use for outgoing mail (SMTP). Default using port 25, to change port number add number to hostname separated with a colon. (E.g. myemailserver:465)
SSL	<input type="checkbox"/>	Check to connect to email server using SSL
Username	<input type="text"/>	Optional username if e-mail server requires authentication.
Password	<input type="password"/>	Optional password if e-mail server requires authentication.
SMTP server 2	<input type="text"/>	KNM can use a secondary fallback SMTP server if the primary one is not available.
SSL	<input type="checkbox"/>	Check to connect to email server using SSL
Username	<input type="text"/>	Optional username if e-mail server requires authentication.
Password	<input type="password"/>	Optional password if e-mail server requires authentication.
Default return address	<input type="text" value="admin@kaseya.com"/>	Most SMTP servers require that outgoing emails have a valid sender. Enter a valid email address to use for this purpose with your SMTP server.

To send email notifications and reports you need to configure the email server settings. Two email servers can be configured: a primary server and a secondary backup server used in case the primary server is unreachable.

- **Primary server** - Enter the host name of the primary email server. If your server requires credentials when sending mail, enter those below. If you are uncertain leave the username and password fields blank.
- **(Optionally) Secondary server** - Enter the host name of the server and optionally credentials used when **Network Monitor** sends an email. This server is used by **Network Monitor** if the primary SMTP server is unreachable.
- **Default return address** - Enter an address that **Network Monitor** uses as its From address.

If you want to skip this step and configure these parameters later, click **Next** to continue. To display

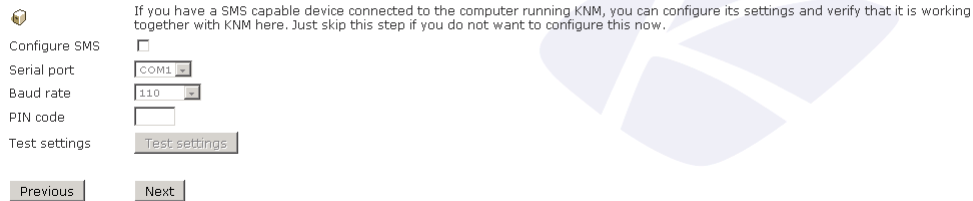
these settings again later, select Settings > Program settings > Email & SMS settings.

## SMS device configuration

KNM startup guide

To get you started with KNM as quickly as possible, please take a few moments to complete this startup guide.

### SMS device configuration



If you have a SMS capable device connected to the computer running KNM, you can configure its settings and verify that it is working together with KNM here. Just skip this step if you do not want to configure this now.

Configure SMS

Serial port

Baud rate

PIN code

Test settings

If have an SMS device connected to a com port on the **Network Monitor** host you can configure **Network Monitor** to send SMS notifications.

- **Configure SMS** - Select this box if you have an SMS device connected to the **Network Monitor** host.
- **Com port** - select the serial port the SMS device is connected to.
- **Baud rate** - Select the baud rate. This is the speed the SMS device is capable of sending and receiving over the COM port. A setting of 2400 is recommended, if you're not sure what to select.
- **PIN code** - If your SMS device is a GSM phone or modem, you might need to unlock the SIM card with a PIN code. Enter that PIN code in the PIN code field.
- **Test settings** - Click the button to test the configuration, if the test fails make necessary changes or uncheck the Configure SMS check box to skip this part of the wizard.

### Operator phone number

If you did not enter a phone number on the first step in the startup guide you can enter it in the My settings page, without the phone number. **Network Monitor** is unable to send the operator an SMS notification. You are able to access the **My settings** page when you logon after the startup guide is completed.

### Tested SMS devices

- Falcom Samba
- Falcom Swing
- Falcom Twist
- Nokia 30
- Z-text fixed line SMS modem

In addition to this list almost all modern GSM phones and modem works. The requirement is that the device should support Text mode sms and that it can be connected to a com port. It may also be connected to an USB port but the device driver must be able to emulate a standard serial port so it can be discovered by **Network Monitor**.

# Review and Save Settings

KNM startup guide  
Please review the information below

**Administrator account settings.**

Username	admin
Password	admin
Email	admin@kaseya.com
Phone	

**Additional administrator accounts**

Username	
Password	
Email	
Username	
Password	
Email	

**SMTP server settings**

SMTP server	
SSL	0
Username	
Password	
SMTP server 2	
SSL	0
Username	
Password	
Default return address	admin@kaseya.com

**SMS settings**

Serial port	
Baud rate	
PIN code	

1. The final step of this startup guide is confirming the information you have filled in previous pages. If you want to change any of the information, click the **Previous** button to go back.
2. Clicking the **Next** button redirects you to the login page and asks for the username and password that you entered in the first page.

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# Configuring the Ping Monitor Free Tool

The following procedures provide a step-by-step, "first time" demonstration of how to configure the *Ping Monitor Free Tool* version of **Network Monitor**. Not all options for each step are described, but should be enough to get you started.

*These procedures should be followed in the order presented.*

**Note:** These procedures assume you've completed the *Installation and Setup (page 3)* of **Network Monitor**.

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## Configuring Operators

A person logging into the **Network Monitor** server is referred to as an *operator*. Each operator can only have one logon *session* open at one time.

**Note:** Each operator can be a member of one or more *operator groups*. Each object in **Network Monitor** always belongs to one operator group. In this way, an operator group in **Network Monitor** can be thought of as being in charge of an object. Normally, alerts for a monitor are sent to the operator group responsible for the object.

**Note:** *Logon accounts* should not be confused with the logons created for operators who administer **Network Monitor**. Logon accounts are used by some monitors and actions to authenticate against remote hosts. A logon account is always tied to an operator group. A logon account is only accessible to members of the logon account's specified operator group.

In this procedure, you create a new operator for yourself.

1. Click Settings > **Operators**.

2. Click **New operator**.

3. Enter values for the following fields.


- **Name**
  - **Password**
  - **Verify password**
  - **Operator group** - Select Administrators. You can select a different operator group later.
  - **Email** - Enter your email address.
4. Click **System administrator** button. This will auto-populate many of the other options on this page.
5. Click **Save** to save your settings.

**Note:** If you like, you can click **Settings > Operator group** to create a new operator group and add operators to that new operator group. All the procedures in this quick start guide assume you are a member of the default Administrators operator group.

## Configuring Networks

In this procedure you ensure the default network provided by **Network Monitor** is activated.

1. Select **Networks > List**.

2. Ensure the **Default Network** has an *activated*  icon. If not, check the checkbox next to **Default Network** and click **Activate**.

- A **Network Monitor** network is a user-defined collection of objects that you choose to manage as a group. A **Network Monitor** network should not be confused with the physical networks that computers and devices belong to.
- Each object you monitor must belong to a **Network Monitor** network.
- **Network Monitor** provides a single **Default Network** for you to use. You can create additional networks if you like.

- *Activating* Default Network ensures any object that belongs to it can be activated for monitoring.
3. Click Default Network to see network details, including any objects that already belong to this **Network Monitor** network.

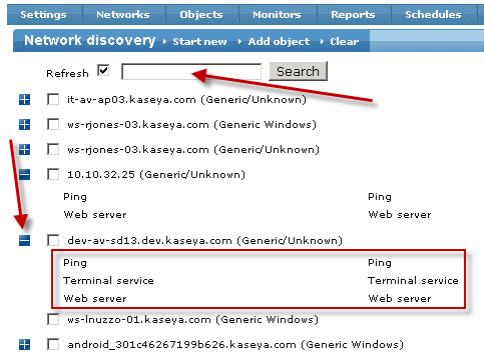
## Adding Objects using Network Discovery

In this procedure you discover computers and devices by scanning your local area network. Then you configure a discovered object and add it to your default **Network Monitor** network. *A discovered machine or device must be configured as an object and added to a network before it can be monitored.*

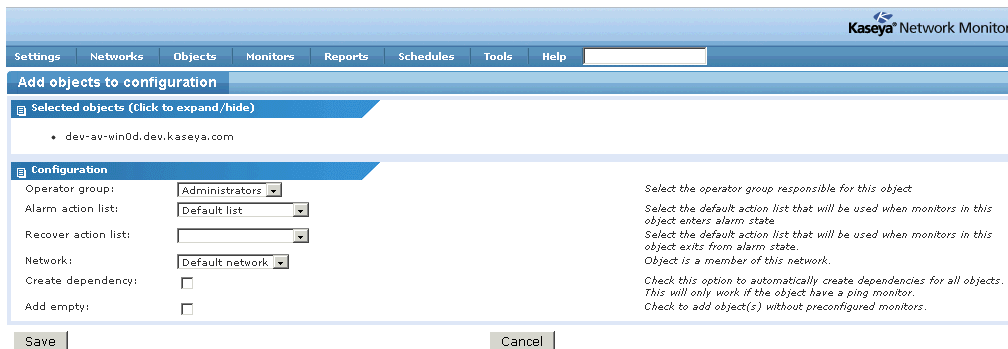
1. Select Tools > Network Discovery > Start New.

2. Specify a subnet to scan.
  - Enter the first three octets of the subnet. For example: 192.168.1.
  - For the fourth octet, enter a range between, or equal to, 1 and 255.
  - Select the ARP only scanning option to generate the quickest results.
  - No other options are required.
  - Click **Start** to start the scan. *It may take several minutes to return a list of discovered objects.*

3. Select a machine or device that **Network Monitor** has automatically assigned a preconfigured Ping monitor. Almost all types of machines and devices are automatically assigned a Ping monitor.
  - You can determine the monitor types automatically assigned to a machine or device by clicking the plus icon **+** next to the name of the machine or device. A list of monitor types displays.



- You can also search for all machines and devices automatically assigned a monitor type by entering the name of the monitor type in the search edit box and clicking the **Search** button.
4. Click the **Add object** link on the **Network discovery** section menu.
    - A discovered machine or device must be configured as an object and added to a network before it can be monitored.
  5. Accept the default values assigned to the object on the **Add objects to configuration** page.



- Accept the default **Operator Group** (**Network Monitor** user group) to assign the object.
- Accept the default **Alarm action list** to assign the object. An alarm action list determines the actions that occur in response to an alarm condition.
- Leave the **Recover action list** blank for now.
- Accept the Default network **Network**.
- Leave the **Create dependency** checkbox blank for now.
- Leave the **Add empty** checkbox blank.
- Click **Save** to complete the configuration of the object.

## Viewing Monitors

In this procedure you review the **Ping** monitor that was automatically added when you added an object to the default network.

1. Select Objects > List. All objects in all networks display.

The screenshot shows the 'Objects' section of the Kaseya Network Monitor. The interface includes a navigation menu at the top with options like Settings, Networks, Objects, Monitors, Reports, Schedules, Tools, and Help. Below the menu, there are several action links: Object list, Activate, Assign to gateway, Copy, Deactivate, Delete, Edit, Link, New object, Unlink, and View report. A search bar is present with a 'Search' button and a 'Filter' dropdown set to 'No filter'. The main content area displays a table of objects with the following columns: Name, Address, System type, Operator group, and Network.

Name	Address	System type	Operator group	Network
<input type="checkbox"/> android_a1000017face3b.kaseya.com	android_a1000017face3b.kaseya.com	Generic/Unknown	Administrators	Default network
<input type="checkbox"/> dev-av-win0d.dev.kaseya.com	dev-av-win0d.dev.kaseya.com	Windows 2003, 32 bit	Administrators	Default network
<input type="checkbox"/> it-av-ap02.kaseya.com	it-av-ap02.kaseya.com	Generic/Unknown	Administrators	Default network
<input type="checkbox"/> qa-av-doc.dev.kaseya.com	qa-av-doc.dev.kaseya.com	Generic Windows	Administrators	Default network
<input type="checkbox"/> QA-AV-W3325	QA-AV-W3325	Generic/Unknown	Administrators	Default network
<input type="checkbox"/> qa-av-win764.kaseya.com	qa-av-win764.kaseya.com	Generic Windows	Administrators	Default network
<input type="checkbox"/> ws-rwalker-02.kaseya.com	ws-rwalker-02.kaseya.com	Generic/Unknown	Administrators	Default network

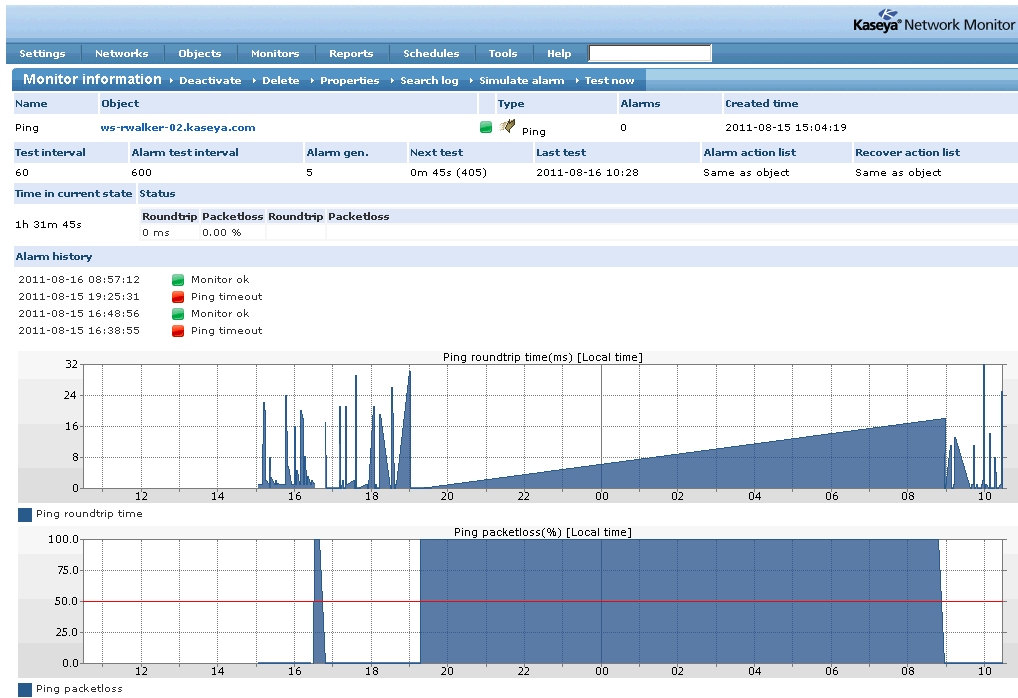
2. Click the name of the object you just added.

The screenshot shows the 'Object information' page for the object 'ws-rwalker-02.kaseya.com'. The interface includes a navigation menu at the top with options like Settings, Networks, Objects, Monitors, Reports, Schedules, Tools, and Help. Below the menu, there are several action links: Object information, Deactivate, Delete, Make template, Properties, Search log, and View report. The main content area displays the object's details in a table format.

Name	Address	Network		
ws-rwalker-02.kaseya.com	ws-rwalker-02.kaseya.com	Default network		
Operator group	Alarm action list	Recover action list		
Administrators	Default list			
Description				
Generic/Unknown				
Alarm history				
2011-08-16 08:57:12	Ping	Monitor ok		
2011-08-15 19:25:31	Ping	Ping timeout		
2011-08-15 16:48:56	Ping	Monitor ok		
2011-08-15 16:38:55	Ping	Ping timeout		
Monitor list				
Name	Type	Alarms	Time in current state	Next test
<input type="checkbox"/> Ping	Ping	0	1h 30m 37s	0m 52s (404)
Related reports				
Name	Description			
Ping response times				

- The **Name**, **Address** and **Network** displays in the **Object information** section at the top of the page.
  - A list of the monitors automatically assigned to this object displays in the **Monitor list** section in the middle of this page. They are now all active.
3. Click the word **Ping** in the **Name** column of the **Monitor list**, for a monitor with a green status icon.
    - The **Monitor information** page displays.

➤ If you just added the object, the monitor may not have returned any data yet.



## Viewing Reports

In this procedure you view a report of the data returned by the Ping monitor.

1. Select Objects > List. The **Object list** page displays.
2. Click the name of the object you just added to be monitored. The **Object information** page displays.

The screenshot displays the 'Object list' page in Kaseya Network Monitor. The page shows a table of objects being monitored. The table has columns for Name, Address, System type, Operator group, and Network. The objects listed are:

Name	Address	System type	Operator group	Network
<input type="checkbox"/> android_a1000017face3b.kaseya.com	android_a1000017face3b.kaseya.com	Generic/Unknown	Administrators	Default network
<input type="checkbox"/> dev-av-win0d.dev.kaseya.com	dev-av-win0d.dev.kaseya.com	Windows 2003, 32 bit	Administrators	Default network
<input type="checkbox"/> it-av-ap02.kaseya.com	it-av-ap02.kaseya.com	Generic/Unknown	Administrators	Default network
<input type="checkbox"/> qa-av-doc.dev.kaseya.com	qa-av-doc.dev.kaseya.com	Generic Windows	Administrators	Default network
<input type="checkbox"/> QA-AV-W3325	QA-AV-W3325	Generic/Unknown	Administrators	Default network
<input type="checkbox"/> qa-av-win764.kaseya.com	qa-av-win764.kaseya.com	Generic Windows	Administrators	Default network
<input type="checkbox"/> ws-rwalker-02.kaseya.com	ws-rwalker-02.kaseya.com	Generic/Unknown	Administrators	Default network

- At the bottom of the page click the report icon for Ping response times in the **Related Reports** section.

The screenshot shows the Kaseya Network Monitor interface. At the top, there is a navigation bar with tabs for Settings, Networks, Objects, Monitors, Reports, Schedules, Tools, and Help. Below this is a breadcrumb trail: Object information > Deactivate > Delete > Make template > Properties > Search log > View report. The main content area is divided into several sections:

- Object information:** Name: ws-rwalker-02.kaseya.com, Address: ws-rwalker-02.kaseya.com, Network: Default network.
- Operator group:** Alarm action list, Recover action list, System type: Generic/Unknown.
- Description:** Default list.
- Alarm history:** A table showing four entries with timestamps, status icons (green for 'Ping', red for 'Ping timeout'), and descriptions (Monitor ok, Ping timeout).
- Monitor list:** A table with columns: Name, Type, Alarms, Time in current state, Next test. It shows one entry: Ping, Type: Ping, Alarms: 0, Time in current state: 1h 30m 37s, Next test: 0m 52s (404).
- Related reports:** A table with columns: Name, Description. It shows one entry: Ping response times. A red arrow points to a report icon (a document with a magnifying glass) next to this entry.



- The **View Report** page displays. Accept all of the defaults.
- Click the **View Report** button at the bottom of the page.
  - A Ping response times report displays.

## Configuring Alarms

In this section you edit the default alarm settings for the Ping Monitor Free Tool, to force an alarm to be created immediately.

- Re-display the **Monitor Information** page for Ping, if it is not already displayed.
  - You can re-display this page by clicking Objects > List > <objectname> > Monitor List > Ping.
- Identify the **actual Ping packetloss percentage** for this object in the graph.
  - If you just added the new monitor, the monitor may not have returned any data yet.
  - Text at the top of the *second* chart says: Ping packetloss(%) [Local Time].
  - On the chart itself, the threshold for creating an alarm is shown as a **red line**.
- Click **Properties** in the **Monitor information** section menu.

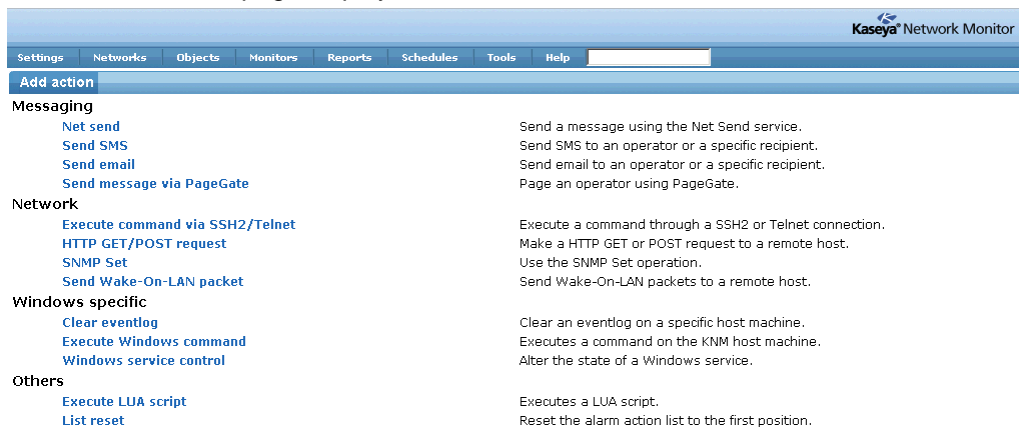
➤ The **Edit monitor** page displays.

4. In the **Ping monitor properties > Packet loss** field, enter a value *less* than the **actual Ping packetloss percentage** you identified in step 2 above.
5. Expand the **Advanced properties** section by clicking **Click to expand/hide**, if it is not already expanded.
  - The **Alarm generation** value specifies the minimum number of *consecutive* "tests" that must fail to generate an alarm.
  - The **Test interval** value in the **Basic Properties** section shows how much time must elapse between tests *before the first alarm is generated*.
  - The **Alarm test interval** value in the **Advance properties** section shows how much time must elapse between tests *after the first alarm is generated*. This interval is usually much longer than the **Test interval**, to give you time to respond to the original alarm.
  - After the first alarm count, each additional, consecutive test that fails will increase the alarm count by one.
6. Leave the **Alarm action list** field blank so that it defaults to the alarm action list specified for the object.
7. Click **Save** to save your changes to this monitor.
  - The **Monitor Information** page displays.
  - The first time the monitor fails a test it will display a warning  icon.
  - The icon will change to an alarm  icon when it enters its first alarm state.
  - The monitor will remain in its alarm state until any *one* of the following occurs:
    - ✓ The test no longer fails, at least once, in continuing series of consecutive tests.
    - ✓ The alarm is acknowledged by an operator (**Network Monitor** administrator). An acknowledged alarm means an operator knows about it and is acting to correct it.
    - ✓ The monitor properties page is edited.

# Configuring Alarm Action Lists

In this procedure you create a new alarm action list. An alarm action list determines the automated response to an alarm count. Then you link it to the new Ping Monitor Free Tool you created in an earlier procedure.

1. Select Settings > **Alarm lists**.
  - The **Action list info** page displays.
2. Click **New action list**.
  - Edit action list page displays.
3. Enter the following parameters.
  - **Name**
  - **Description**
  - **Operator Group** - Leave this field blank, so that it can be assigned to any object or monitor.
4. Click **Save** to save your changes.
  - The **Action lists** page displays.
5. Click the name of your new action list in the **Name** column.
  - The **Action list info** page displays for your new action list.
6. Click **Add action** in the **Actions** section of this page.
  - The **Add action** page displays.



7. Click the **Send email** option.
  - The **Edit action** page display for **Send email**.
8. Enter a value of 2 in the **Alarm number** field.
  - This is the *alarm count* number. An alarm count value of 2 means this action will occur in response to a *second alarm*, if the alarm action list you are editing is associated with a monitor or object.
  - You can associate different actions with different alarm counts using this field.
9. Click the **Specific recipient** radio option and enter in your email address.
  - This ensures your new action list will only send email to you, rather than any other recipients.
  - Alternatively, you could send email to all operators on duty, an operator group assigned to the object, the operator group manager, or a different operator group.
10. Expand the **Test Action Configuration** section of this page.
  - Select the object you added earlier and the Ping monitor.

11. Click **Test Action**.
  - Check your email inbox for the test email that was sent to you.
12. Re-display the **Monitor Information** page for Ping.
  - You can re-display this page by clicking Objects > List > <objectname> > Monitor List > Ping.
13. Click **Properties** at the top of the page.
  - The **Edit monitor** page displays.
14. Expand the **Advanced properties** section by clicking **Click to expand/hide**, if it is not already expanded.
15. In the **Alarm action list** field, select the name of the new alarm action list you just created.
  - Selecting this value overrides the default alarm action list specified for the object.
16. Click **Save** to save your changes to this monitor.
  - The **Monitor Information** page displays.
  - The email notification action you created will be triggered the next time an alarm count of 2 occurs for this monitor. *The alarm count is reset to zero any time you edit the properties of a monitor.*

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