

TSplus Server Monitoring Documentation



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Server Reporting Features

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Get Started with Server Monitoring

Step 1: Installing Server Monitoring on your computer

Installing Server Monitoring is an easy process.

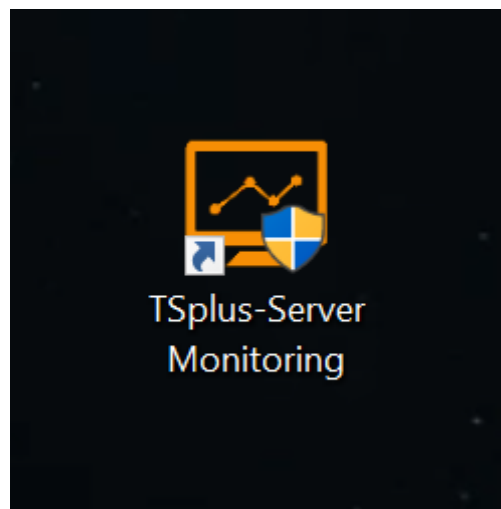
Simply download the installer (Setup-TSplus-ServerMonitoring.exe) from [our web site](#), and follow the steps detailed [here](#).

Files are decompressed and copied into the following folders:

- "C:\Program Files\TSplus-ServerMonitoring" (32 bit systems)
- "C:\Program Files\ServerMonitoringAgent" (32 bit systems)
- "C:\Program Files (x86)\TSplus-ServerMonitoring" (64 bit systems)
- "C:\Program Files (x86)\ServerMonitoringAgent" (64 bit systems).

The free trial is fully featured with a 15-day license.

After installation, there will be a new shortcut on your Desktop:



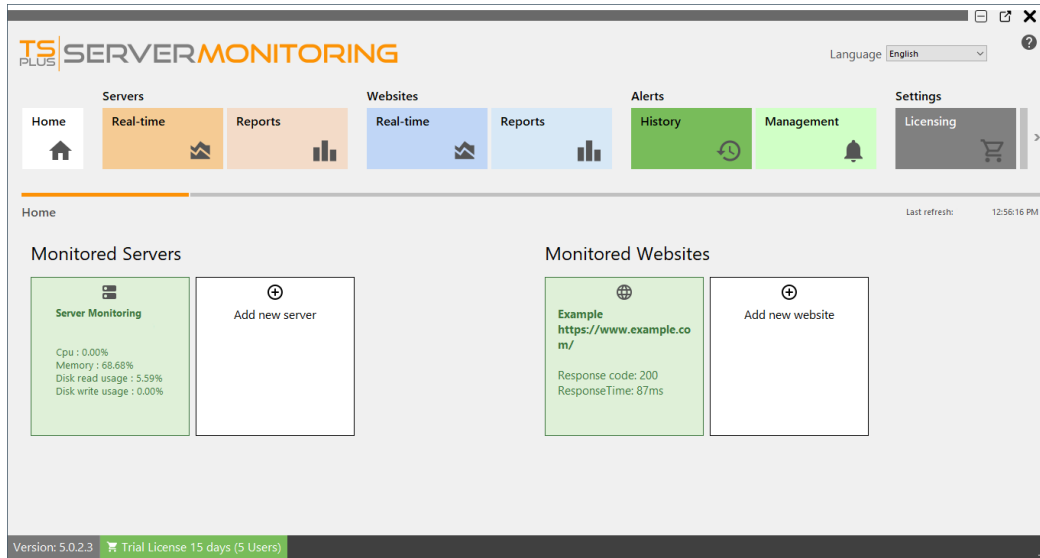
Step 2: Checking your Installation

The installation of Server Monitoring comes in 2 parts :

- The Server Monitoring Administration Console - The main Server Monitoring interface, where an admin can view information and create reports on server health and activity.
- The Server Monitoring Agent - A small program installed on each monitored server. The Agent collects critical data and sends it to the Server Monitoring Administration Console.

When the Server Monitoring Administration Console is installed, the Agent is as well. This means that when you open Server Monitoring for the first time, you will immediately see the local machine listed as a Monitored Server on the home screen.

To open the Administration Console, click on the Server Monitoring desktop shortcut. You will be greeted by a home screen that looks like this:



You can see one server configured (the server where you installed Server Monitoring) and one website configured (www.example.com).

Next steps

For more details about Server Monitoring, please read the [full online documentation](#).

Do not hesitate to [contact us](#) if you have questions or feedback about Server Monitoring and/or this quick-start guide.

Pre-requisites

Hardware Requirements

Processor and Memory requirements based on the number of monitored servers:

Monitored servers	CPU Cores	Memory (RAM)
1-2	2	8
3-4	4	16
5+	8	32

NOTES: - Installing Server Monitoring on an SSD disk drive is recommended for better performance.

- Be sure to allocate enough disk space on the server that hosts the Administration Console. The amount of data collected and the size of the SQL database will depend on how many servers are monitored.
- Best practices dictate that it is ideal to run Server Monitoring on a dedicated server. This prevents other applications from reducing resources available to your monitoring platform.

Operating System

Your hardware must use one of the operating systems below:

- Windows **7 Pro**
- Windows **8/8.1 Pro**
- Windows **10 Pro**
- Windows **11 Pro**
- Windows **Server 2008 SP2/Small Business Server SP2 or 2008 R2 SP1**
- Windows **Server 2012 or 2012 R2**
- Windows **Server 2016**
- Windows **Server 2019**
- Windows **Server 2022**

Both 32 and 64 bits architectures are supported.

The agents (servers which are monitored) can be Linux or Windows Operating Systems. Linux agents have been tested so far on Ubuntu and Debian distributions. If you have a server with another distribution and get some issues to install the agent, please contact us.

Network

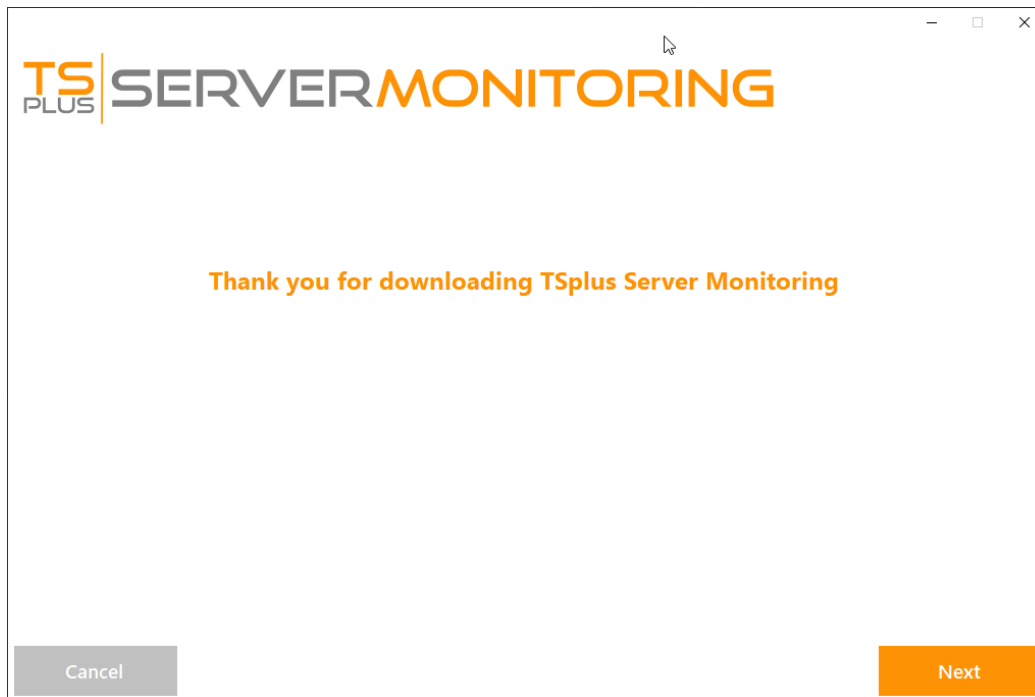
Only one network port is required: port 7778, which is not an officially registered port and therefore not already assigned to specific services.

Note: Server Monitoring uses the same network ports as [ServerGenius](#), therefore ServerGenius must be uninstalled prior to installing Server Monitoring.

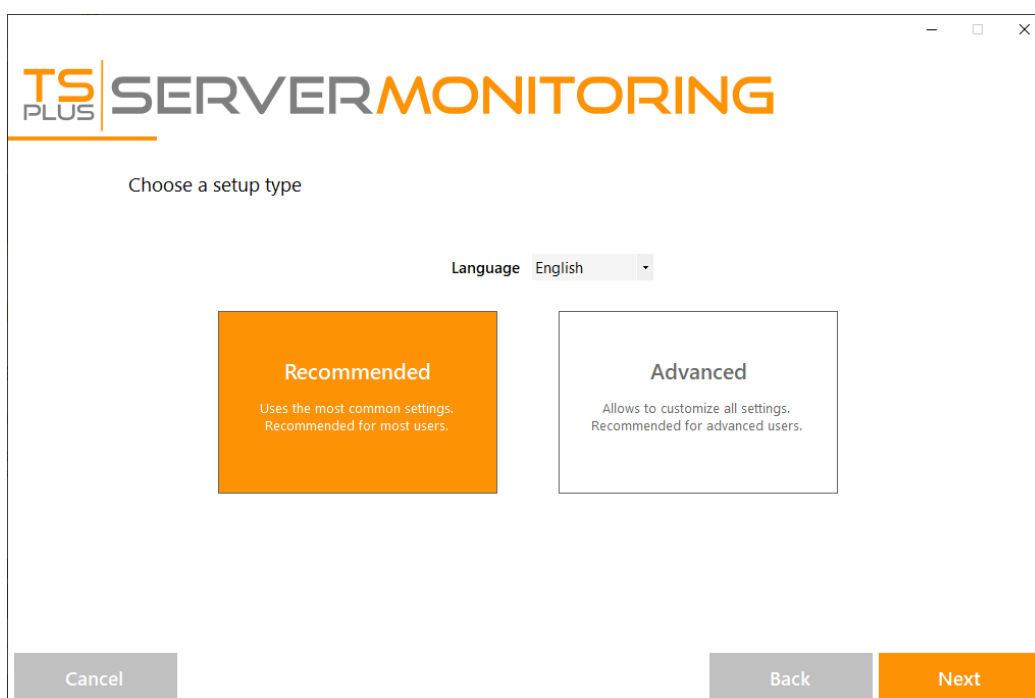
Installation

Run the Server Monitoring Setup program and then **follow the installation steps**.

Note: Windows will prompt you to run the setup as Administrator.

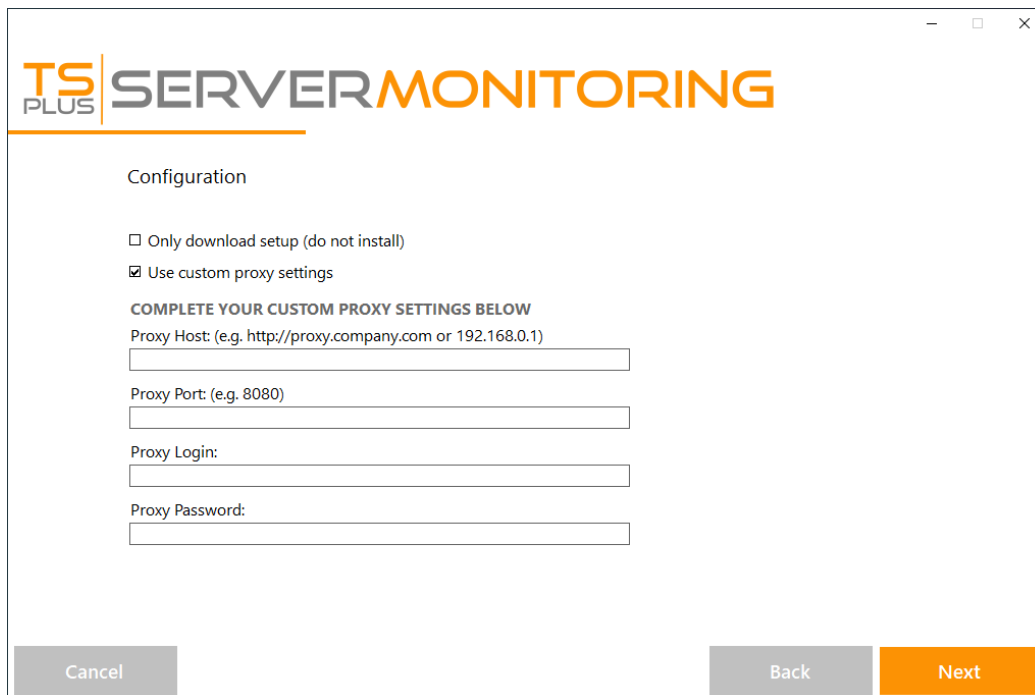


Click on "Next".



Choose if you want the recommended install, or the advanced install.

If you choose the advanced install, you will have a few extra configuration options:



TS PLUS | SERVERMONITORING

Configuration

☐ Only download setup (do not install)

☒ Use custom proxy settings

COMPLETE YOUR CUSTOM PROXY SETTINGS BELOW

Proxy Host: (e.g. http://proxy.company.com or 192.168.0.1)

Proxy Port: (e.g. 8080)

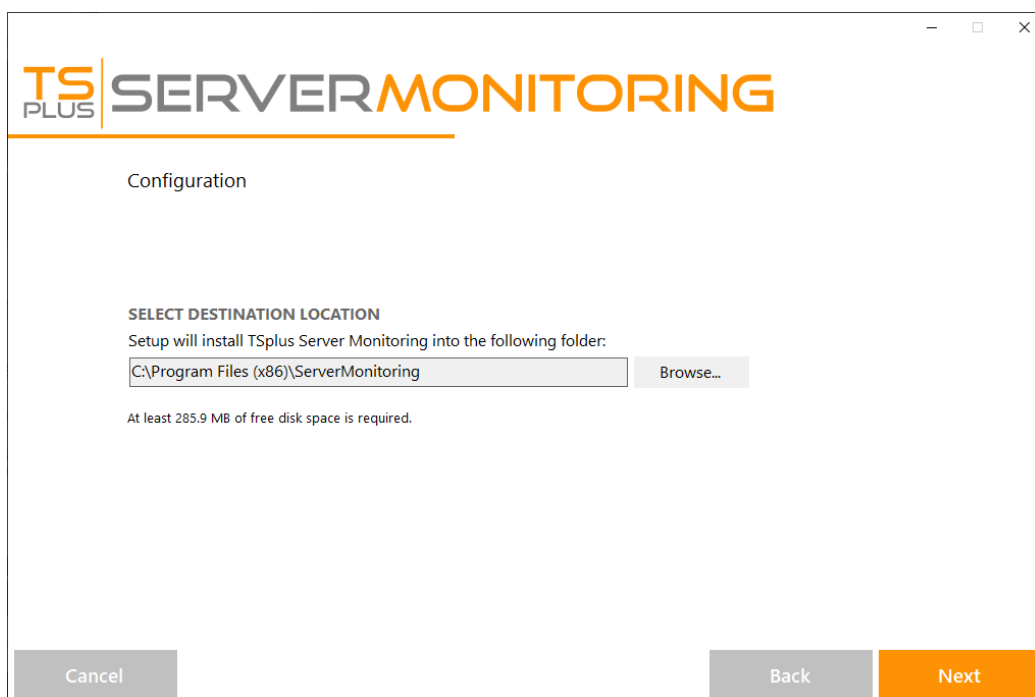
Proxy Login:

Proxy Password:

Cancel Back Next

The Advanced option allows you to:

- Use custom proxy settings.
- Download the installer without running it, which does not install Server Monitoring.



TS PLUS | SERVERMONITORING

Configuration

SELECT DESTINATION LOCATION

Setup will install TSplus Server Monitoring into the following folder:

C:\Program Files (x86)\ServerMonitoring Browse...

At least 285.9 MB of free disk space is required.

Cancel Back Next

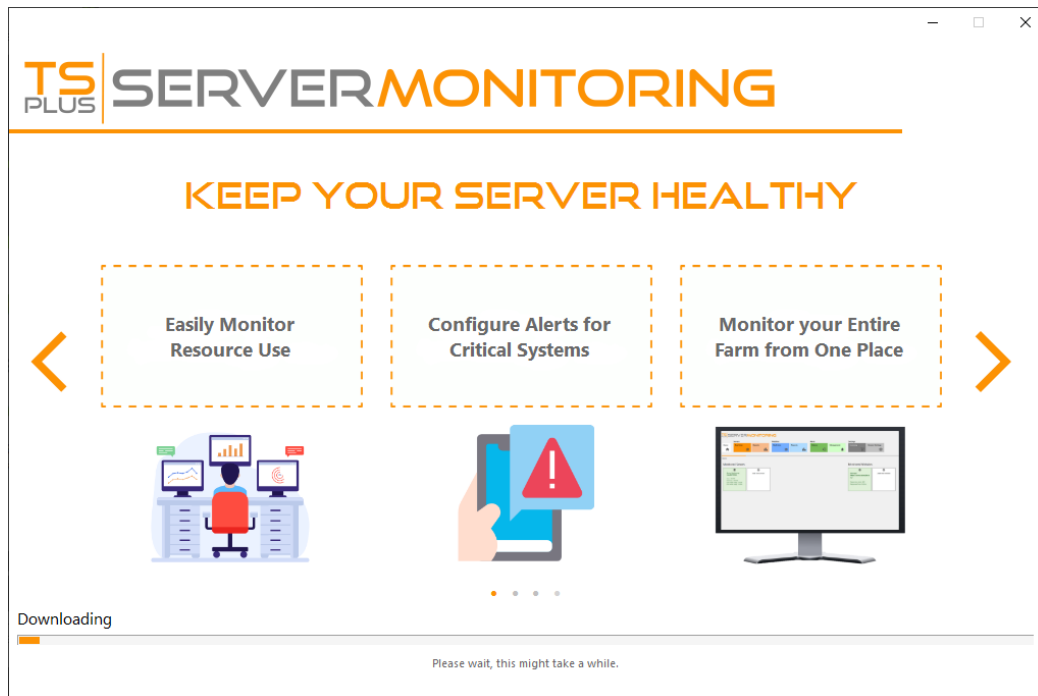
You can choose to install Server Monitoring in a custom location.

The screenshot shows the 'Database Configuration' window of the TS PLUS SERVER MONITORING application. The window has a title bar with standard Windows controls. The header features the TS PLUS logo and the text 'SERVER MONITORING'. Below the header, the title 'Database Configuration' is centered. There are two radio buttons: 'Use the default SQL Server instance' (unselected) and 'Configure an existing database' (selected). Below these is the instruction 'ENTER YOUR CUSTOM DATABASE SETTINGS BELOW'. The form contains several fields: 'Instance Name' with the value '.\SQLEXPRESS', 'Database Name' with the value 'ServerMonitoring', 'Login Type' with a dropdown menu showing 'Windows Authentication', 'Username (optional for Windows authentication)', and 'Password (optional for Windows authentication)'. At the bottom, there are three buttons: 'Cancel', 'Back', and 'Next'.

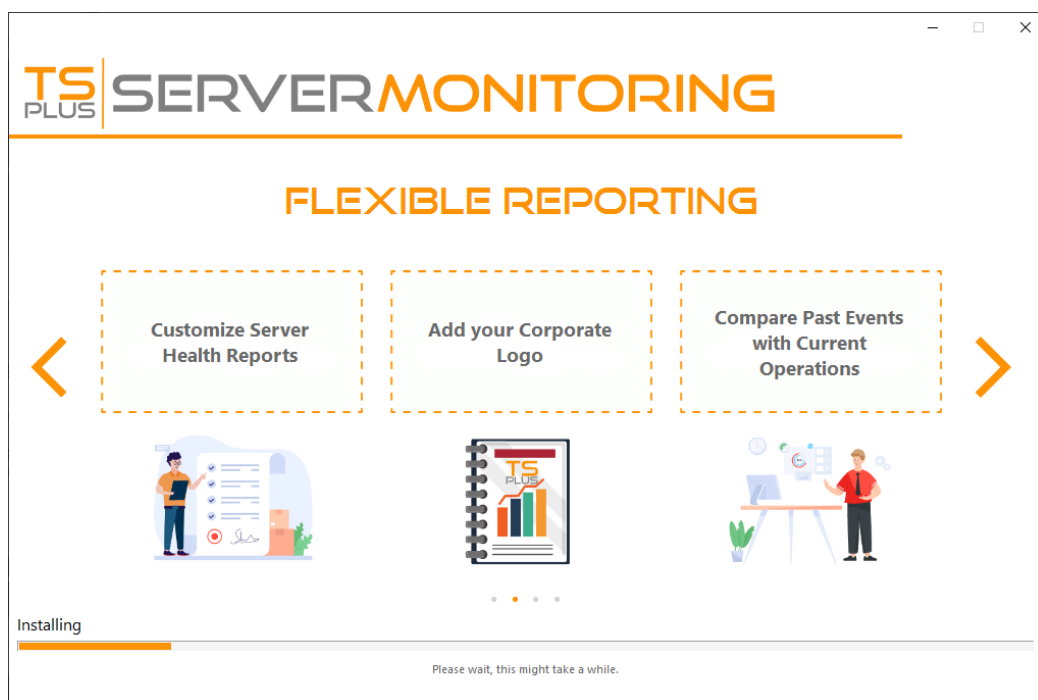
Server Monitoring uses a SQL Server database to store all the data coming from your monitored servers. You can use the default SQL Server Instance, or choose another instance if you already have SQL Server installed.

The screenshot shows the 'License Agreement' window of the TS PLUS SERVER MONITORING application. The window has a title bar with standard Windows controls. The header features the TS PLUS logo and the text 'SERVER MONITORING'. Below the header, the title 'License Agreement' is centered. The main content area contains a scrollable text box with the following text: 'TSplus ServerMonitoring license agreement', 'Software', 'You should carefully read the following terms and conditions before opening the software package, or if downloaded, before using such downloaded software. Opening the package or using the software, if downloaded, means you accept these terms and conditions and understand that they will be legally binding on you and TSplus ServerMonitoring. If you do not agree with these terms and conditions, or do not want them to be binding on you, you should promptly return the package unopened for a full refund or delete the downloaded software from any storage medium that it is stored on.', 'Ownership', 'You acknowledge and agree that TSplus ServerMonitoring ("licensor") is the owner of all rights, title and interest in and to the enclosed disks and/or cdrom and/or the downloaded TSplus ServerMonitoring software, if downloaded, and the computer programs contained therein in machine readable object code form as well as the accompanying user documentation along with all subsequent copies thereof, regardless of the media or form in which they may exist (collectively the "software"). The software is protected by copyright laws and international treaty provisions, and this license agreement does not convey to you any interest in or to the software, digital content, or any accompanying printed materials, but only a limited right of use and limited reproduction which is revocable in accordance with the terms of this license agreement.', 'License', 'Grant of license.', 'Licensor hereby grants and you accept a nonexclusive license to use the software in accordance with the terms of this agreement.', 'Remote Desktop/Remote Assistance.', 'The Software contains Remote Desktop and Remote Assistance technologies that enable the Software or applications installed on the TSplus ServerMonitoring Computer (hereafter referred to as a Host Device) to be accessed remotely from other Devices. You may use the Software's Remote Desktop feature to access the Host Device from any Device provided you acquire a separate Software license for that Device (for example, you may use any Windows XP based laptop to remotely access one TSplus ServerMonitoring Host Device). When you are using Remote Assistance (or other software which provides similar functionality for a similar purpose) you may share a Session with other users without any limit on the number of Device connections and without acquiring additional licenses for the Software. For Microsoft and non-Microsoft applications, you should consult'. At the bottom, there are three buttons: 'Cancel', 'Back', and 'I agree'.

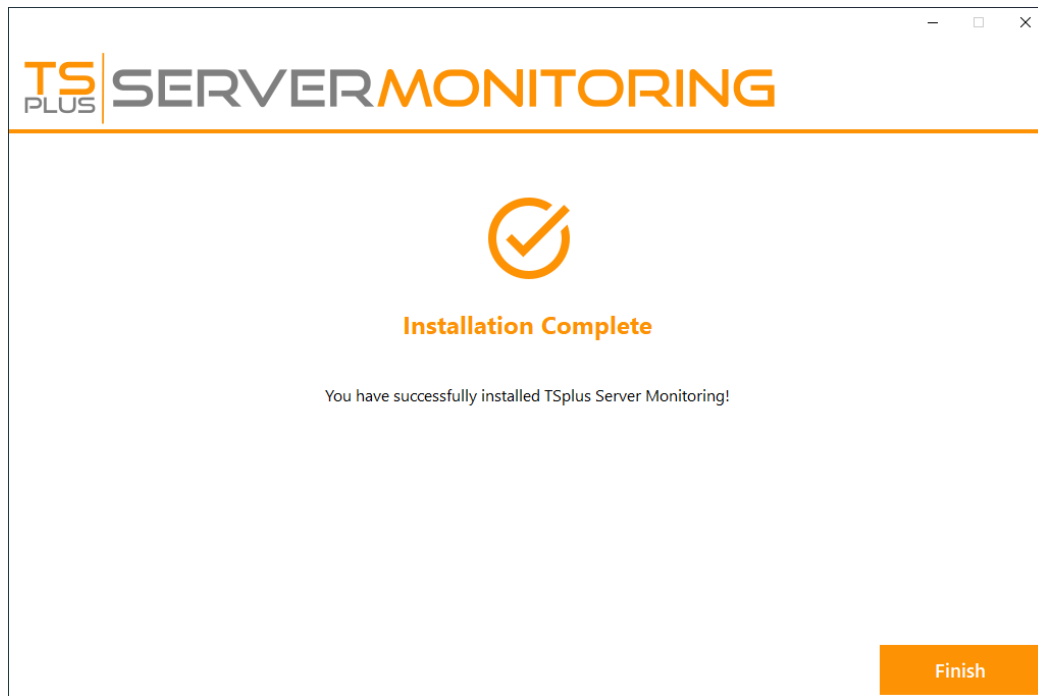
Please click on "I agree" to accept the license agreement.



The setup will now download all the prerequisites

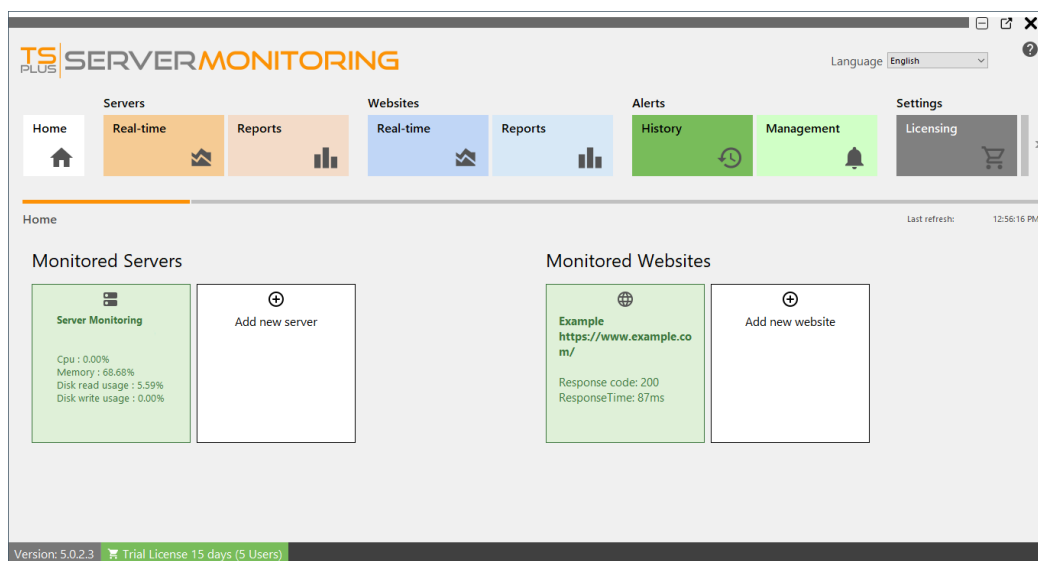


Please be patient - It can take a few minutes to fully install the software and its prerequisites.



NOTE: You may be required to restart your computer before using Server Monitoring.

You can now open Server Monitoring by clicking on the shortcut created on your desktop.
You will be greeted by the home screen of the Administration Console:

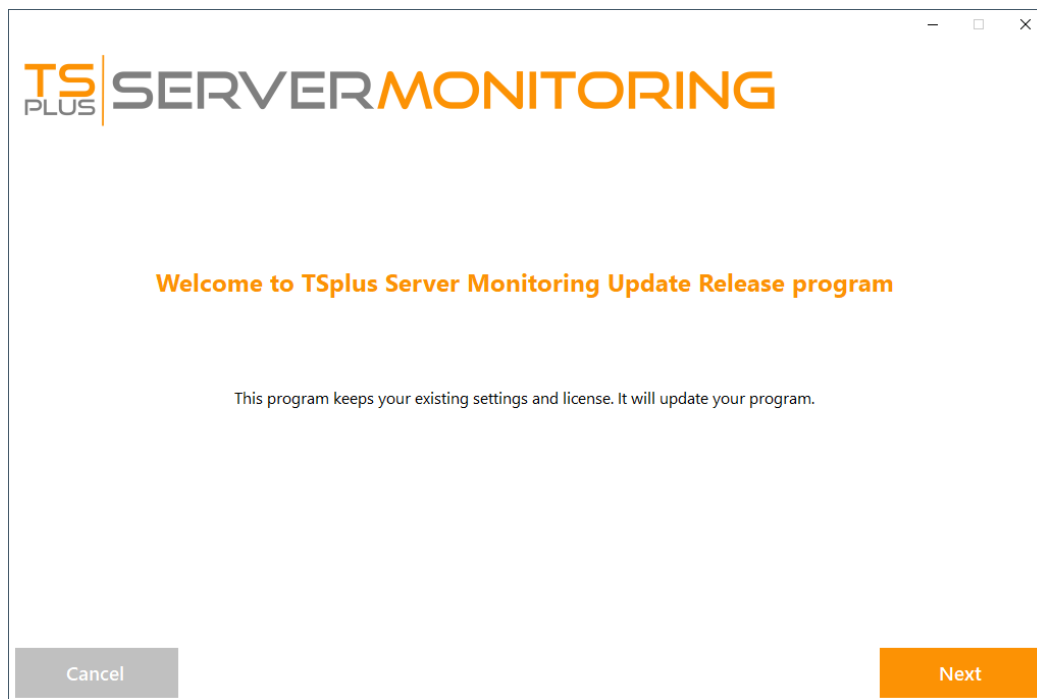


The free trial of Server Monitoring is a fully featured 15 day license.

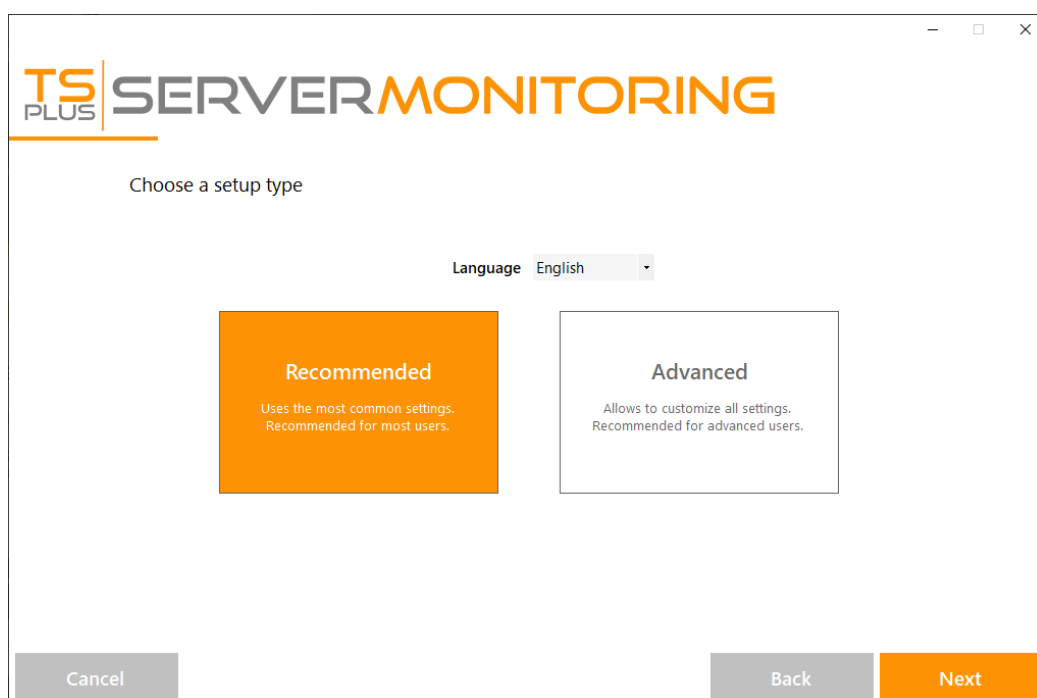
Updating Server Monitoring

Run the Server Monitoring Update Release program, available [here](#) and **follow the installation steps**.

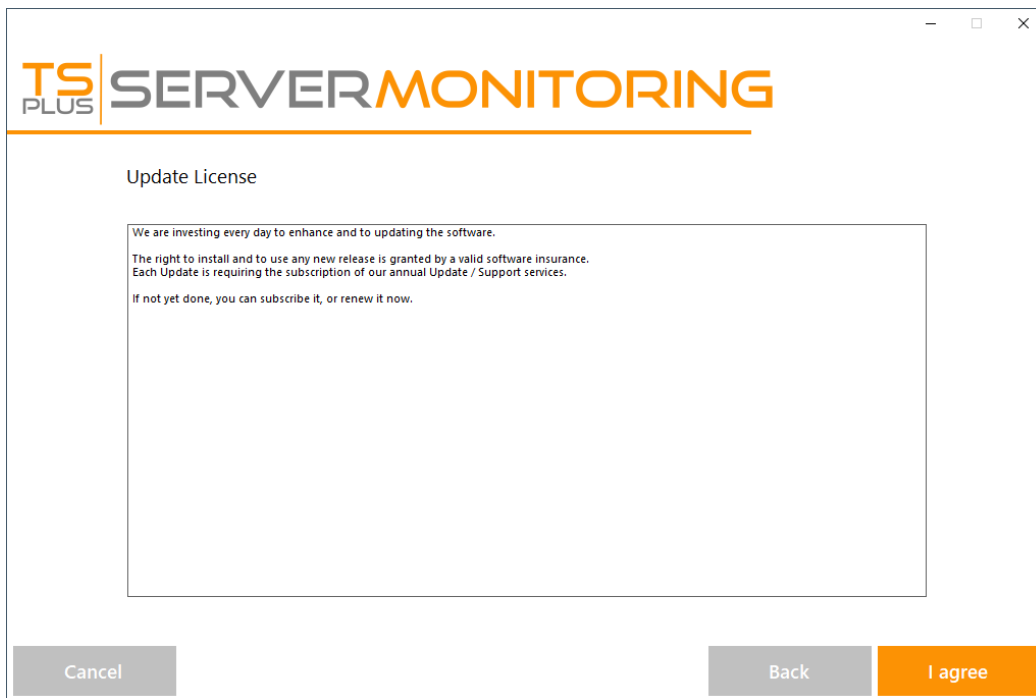
NOTE: Windows will prompt you to install the update as Administrator.



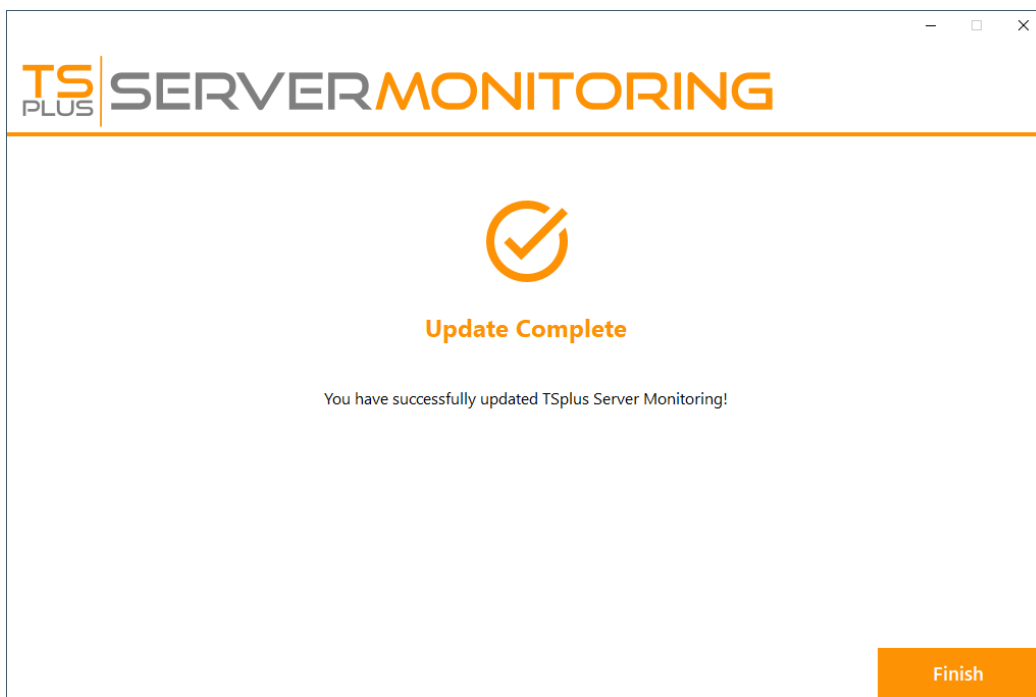
Click on "Next".



Choose the appropriate installation method for your deployment.



Click "I agree" to accept the the license agreement.



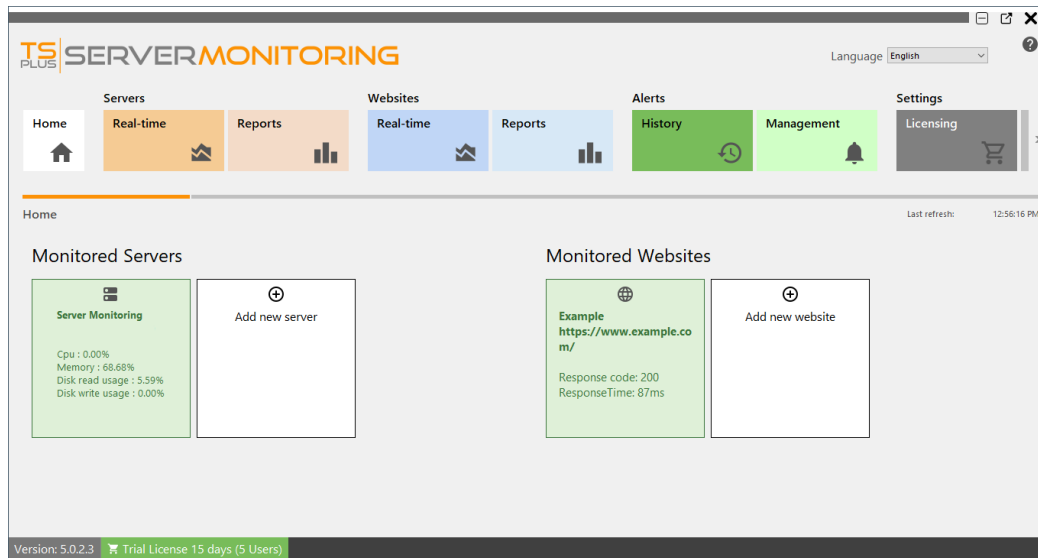
The update is now complete. You can start using the latest version of Server Monitoring.

NOTE: Depending on the content of the update package, you may be asked to restart your server.

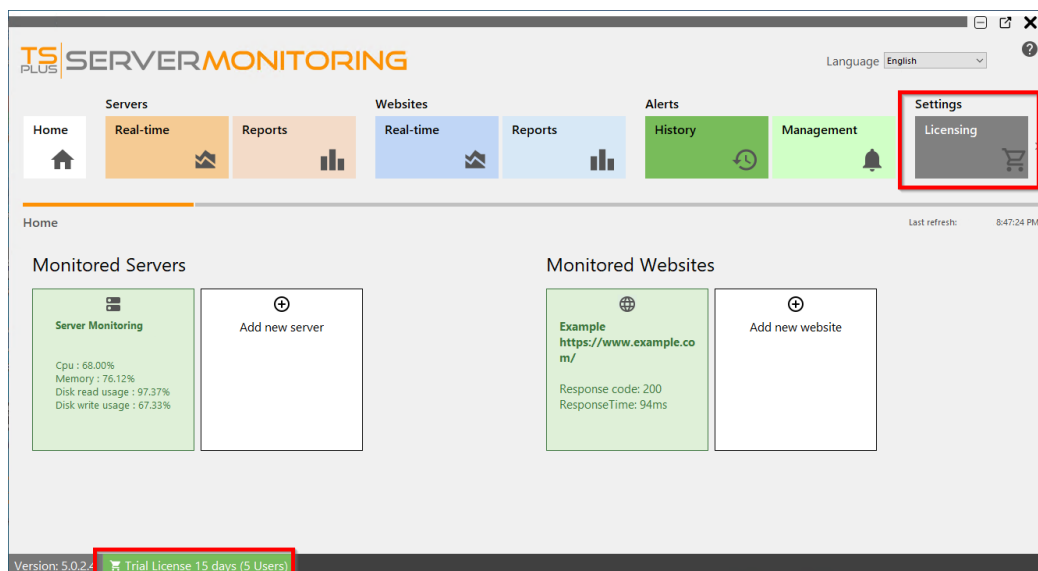
Activating your license

Server Monitoring includes a License Administration Dashboard.

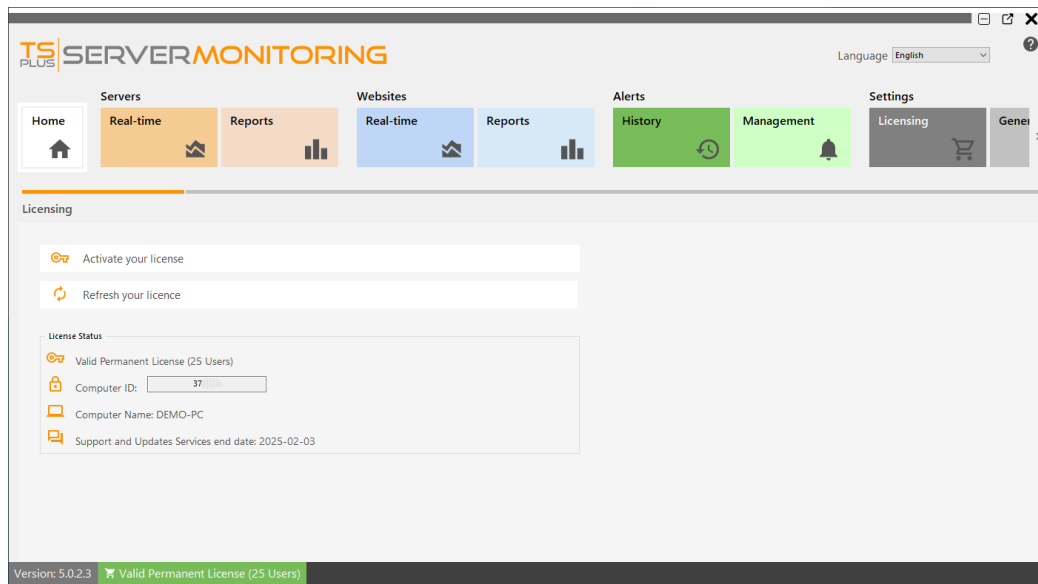
On the Home screen, you can see the status of your License in the status bar at the bottom. For example, a trial License as seen below:



To see your License status and information, with your Computer ID and Computer Name, please click on the License button, or the license status in the status bar :



This screen shows you details about your license and offers you options for activation and updates:

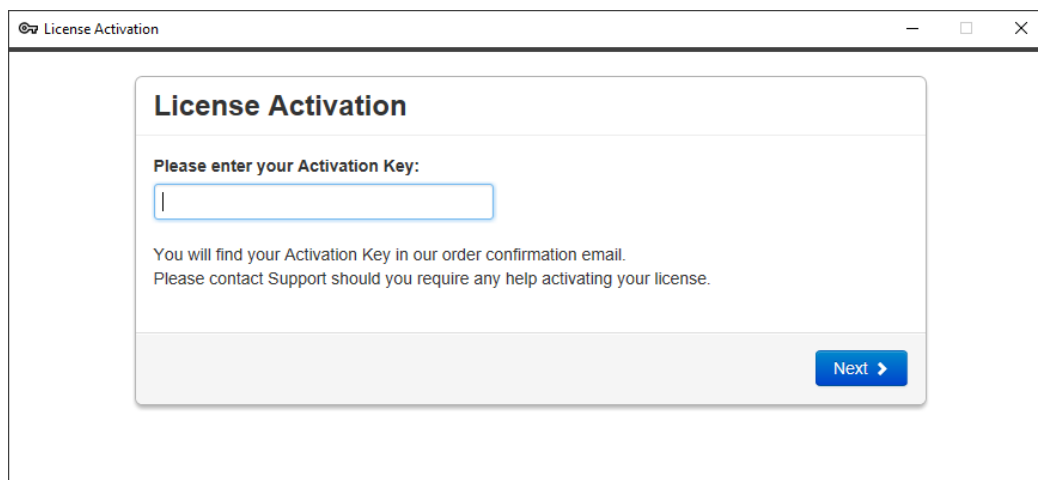


Click on the "Activate License" button then click on the "Administration" > "License" menu.

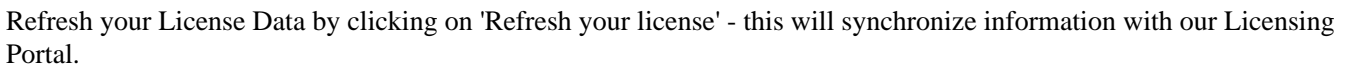
In order to get your Activation Key, connect to our [Licensing Portal](#), enter your Email Address and your Order Number:

[Download the Customer Portal User Guide](#) for more information about how to use it.

You will be able to see and copy your activation key. Click on the "Activate your License" button and enter it:



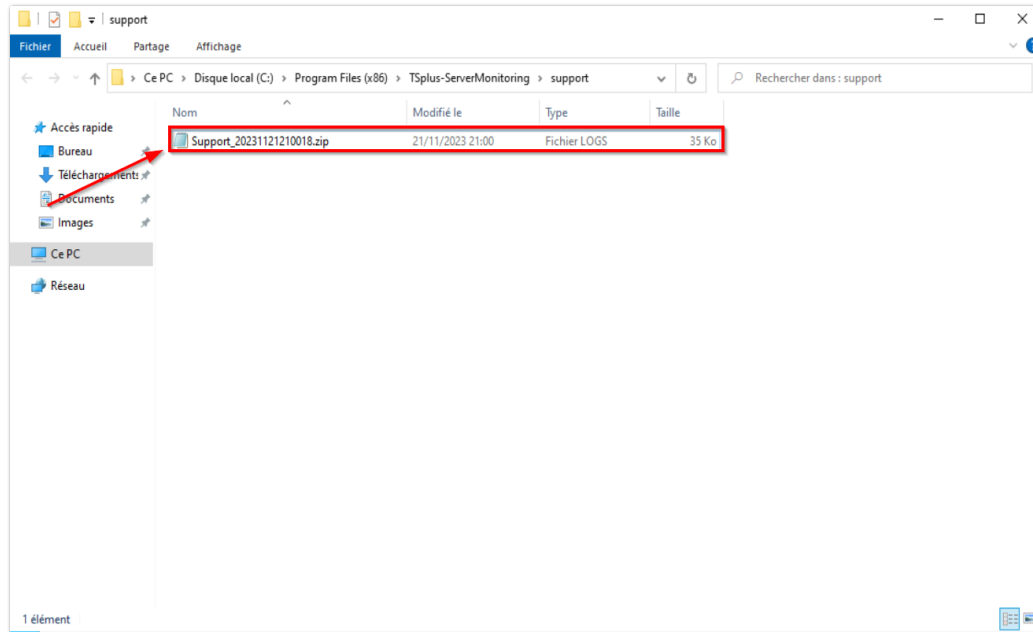
You can see the new status of your License by going back to your license details:



Export logs for support:

1. Enable troubleshooting
2. Reproduce the problem
3. Export logs for help

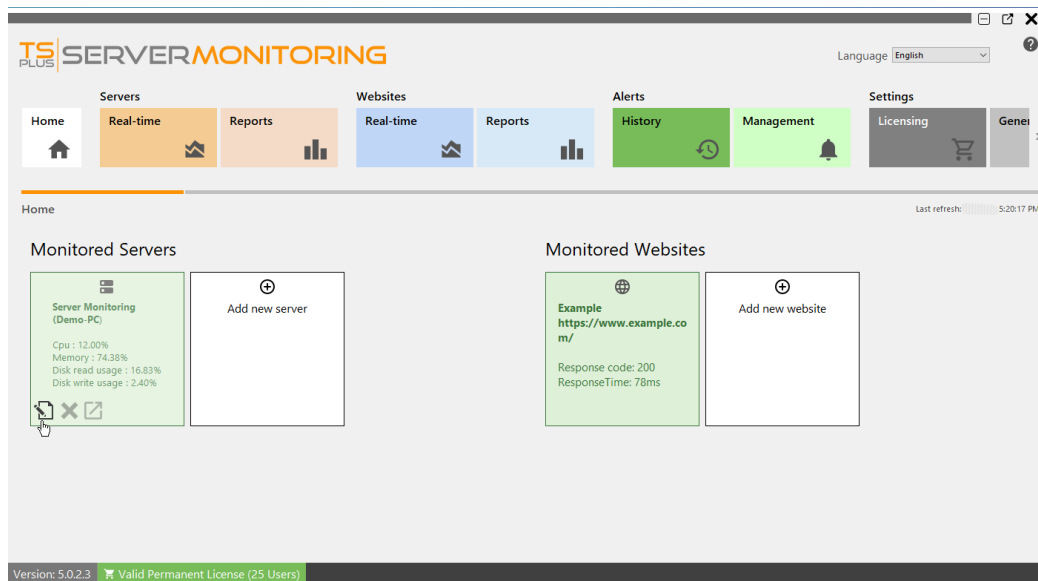




Server Management

You can view, edit and remove monitored servers from the home screen.

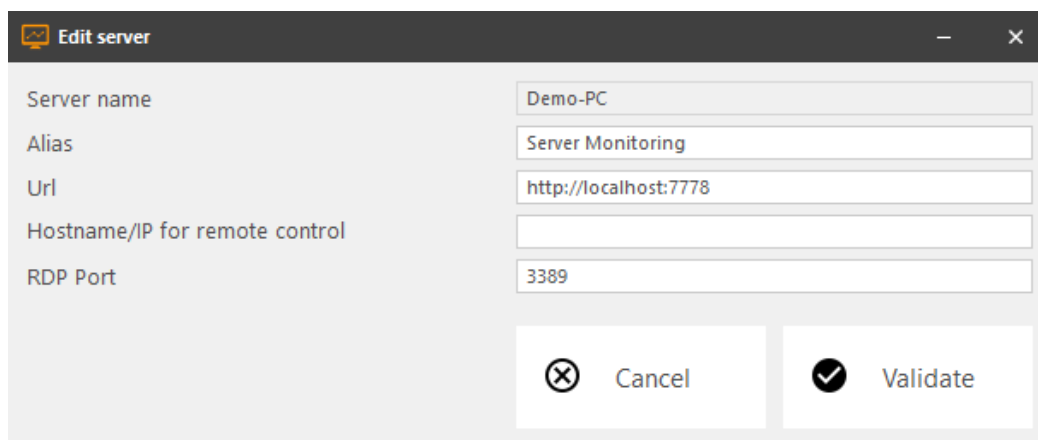
To edit a server, hover over the corresponding tile, and click on the edit icon:



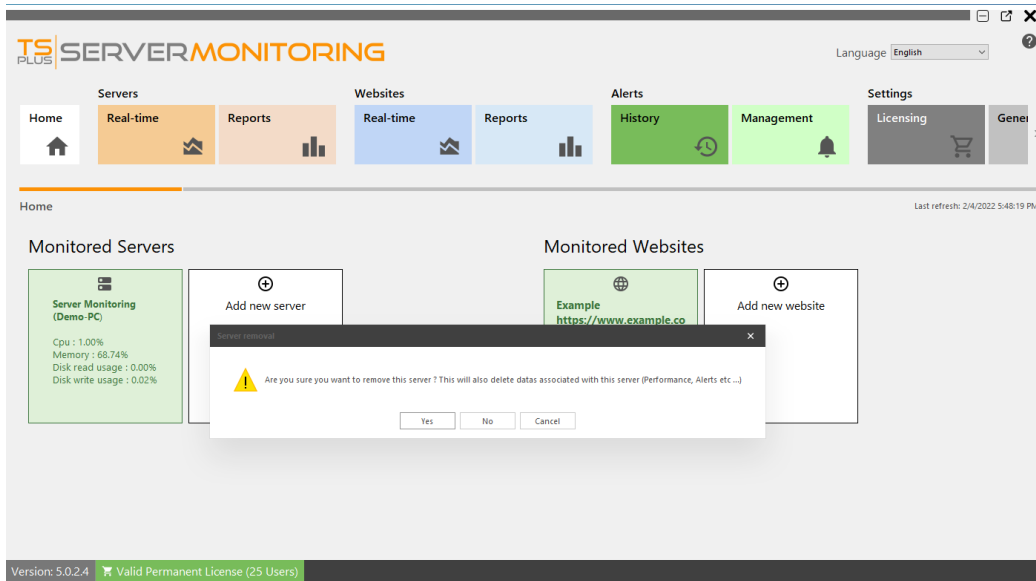
A dialog box will appear. Here you can edit:

- The alias of the server
- The Server URL
- The Server Hostname and IP address.
- The Server RDP port. By default, it is 3389

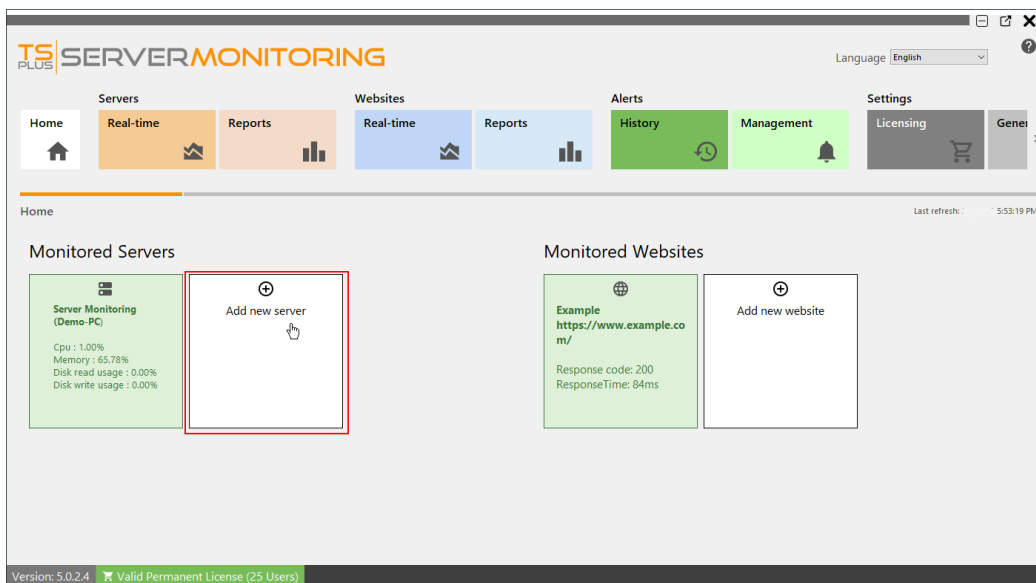
Click validate to save your changes.



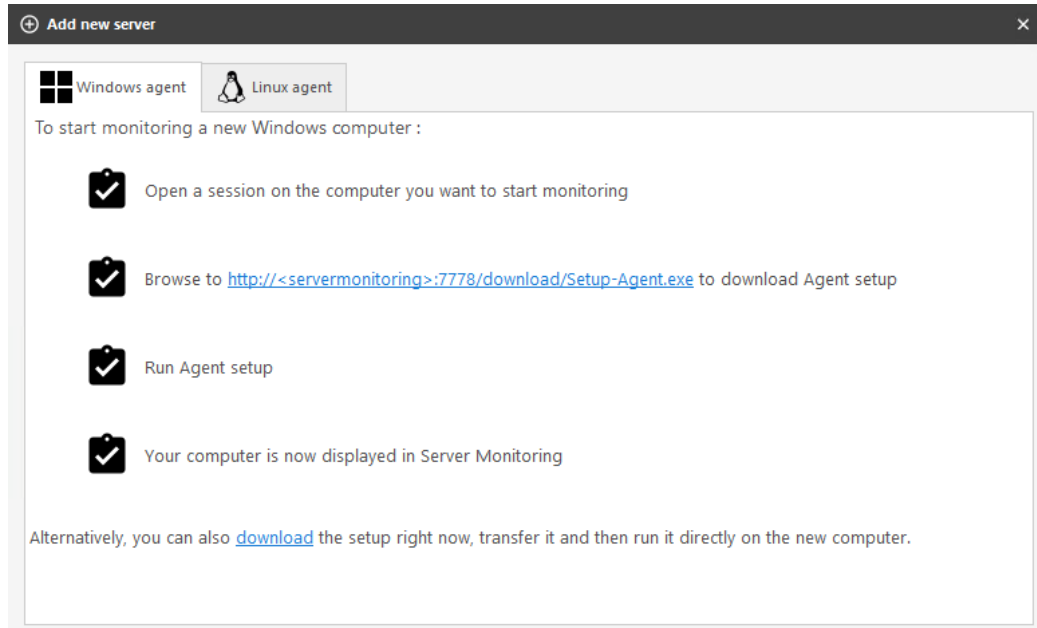
To remove a server, click on the **X** icon when hovering over the tile of the server you want to remove. You will be asked to confirm your choice. **NOTE:** deleting a server will delete all the data associated with this server: performance, user activity, alerts, etc...



To add a new server, click on the "Add new server" tile, in home page:



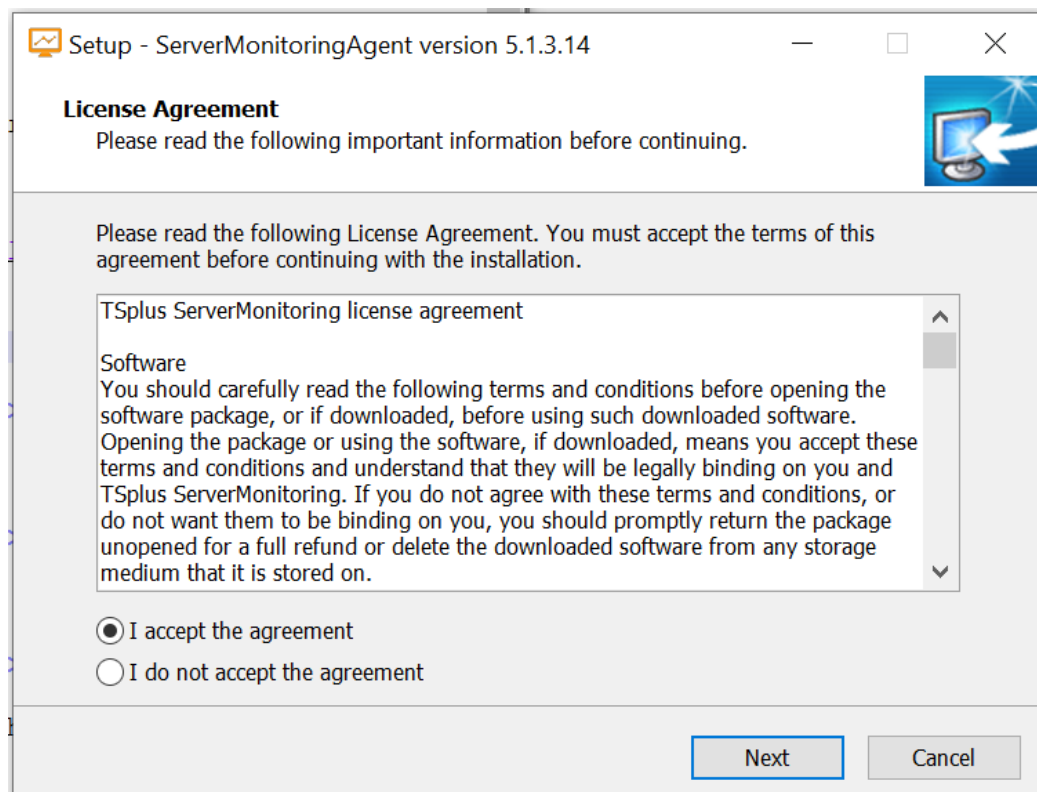
Server Monitoring will present you with the options for adding a Windows server:



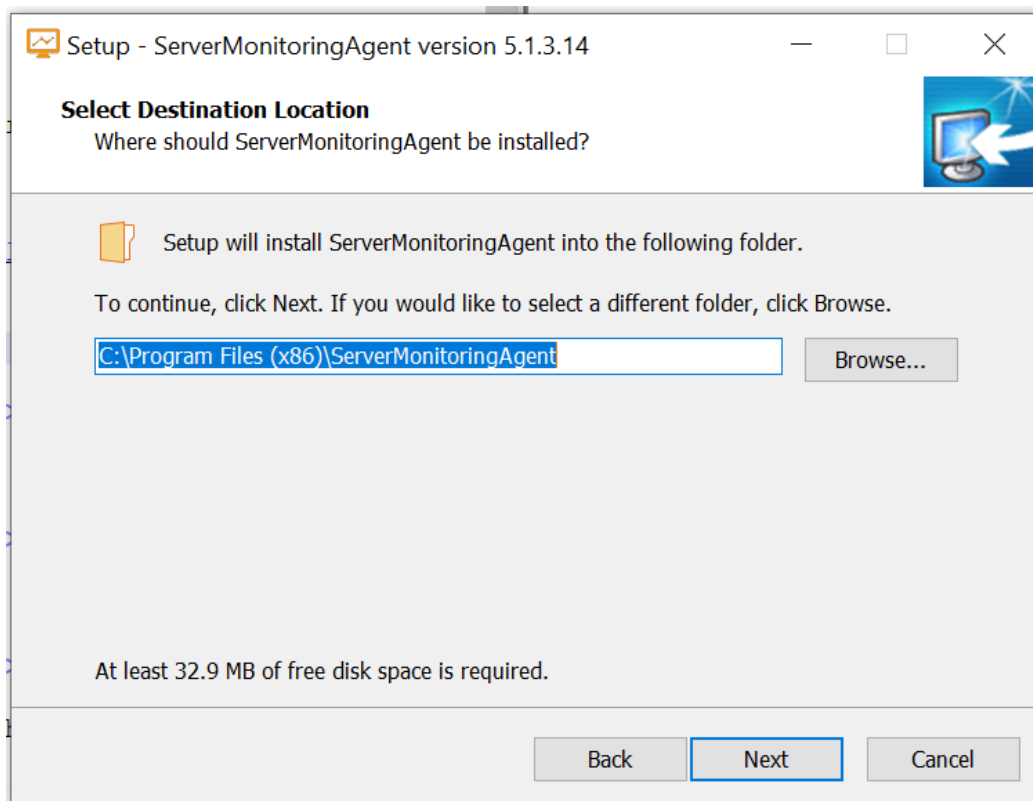
You have two different ways of adding a new Windows server to monitor:

- Log in to the server you would like to monitor and browse to:
`http://YourMonitoringServerUrl:7778/download/Setup-Agent.exe`
- you also can directly download the agent and send it to the server you would like to monitor.

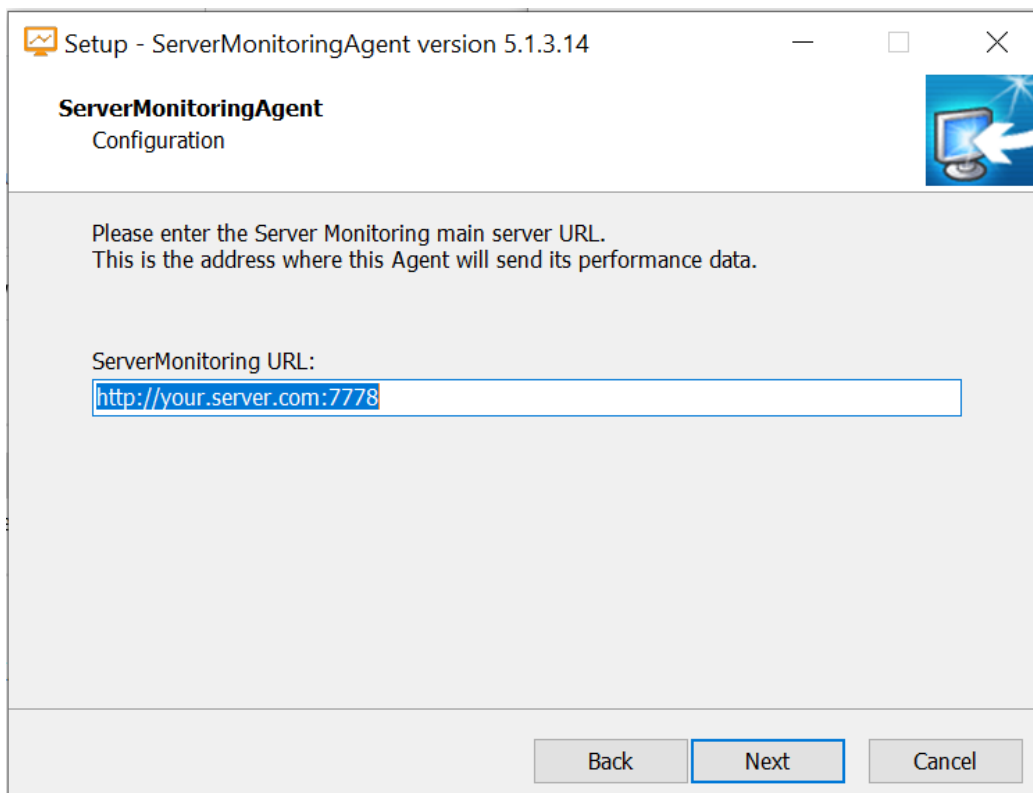
You can now launch the Setup-Agent.exe file, and install it.



Accept the license and click on next

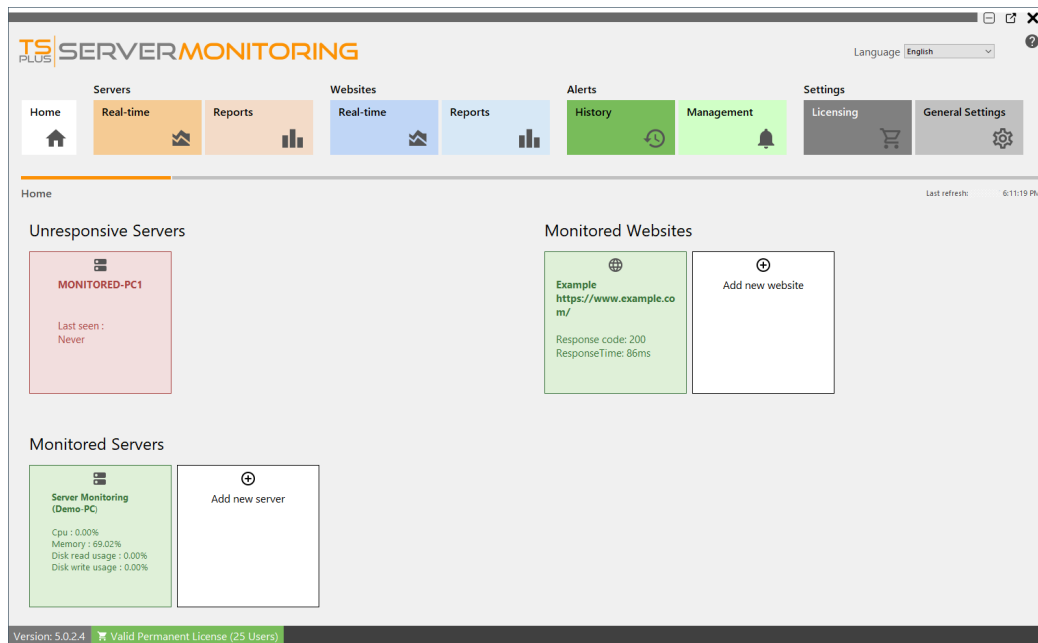


Here you can change the location of the files installed.

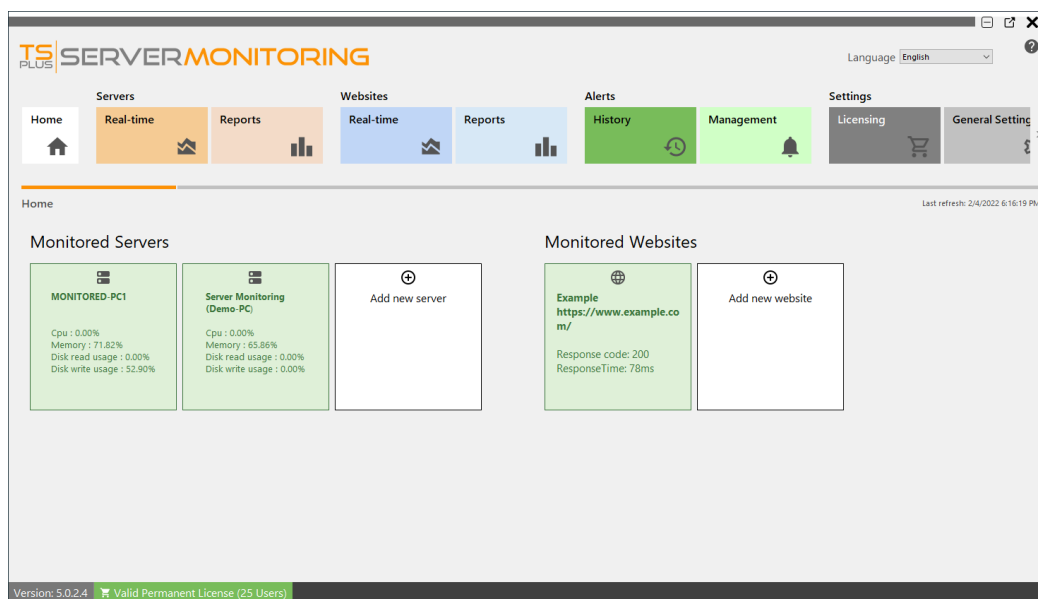


Enter the url of the main server where Server Monitoring is installed. Do not change the port number (7778). Then click on next. The Agent install only takes a moment.

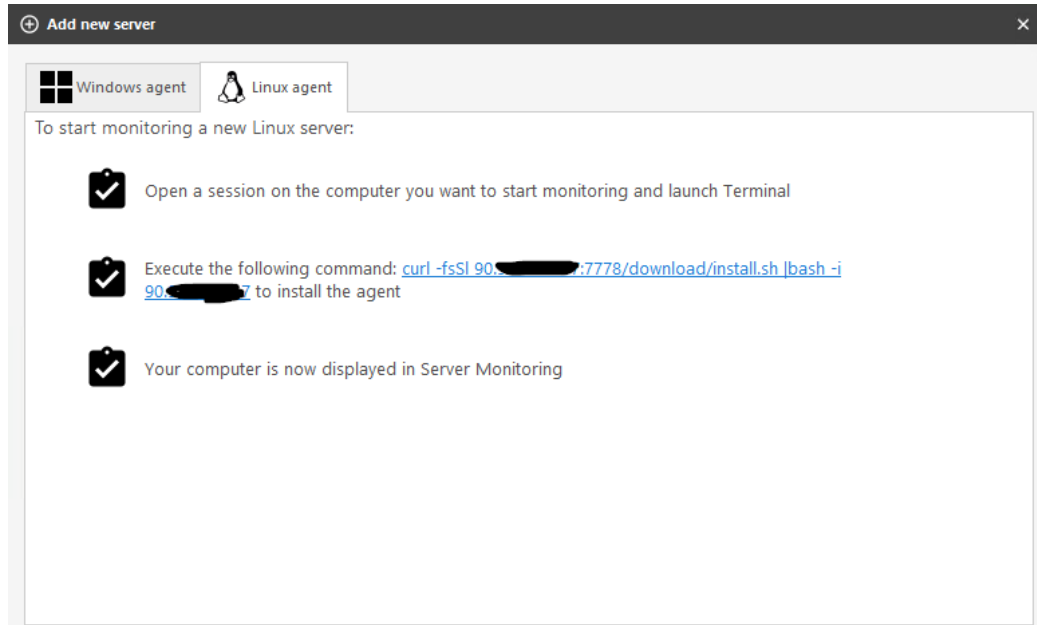
The server you just added will appear in your monitored servers list shortly. Don't be alarmed if the new server appears offline.



After a few moments of data collection on the new server, it will appear active and online in Server Monitoring

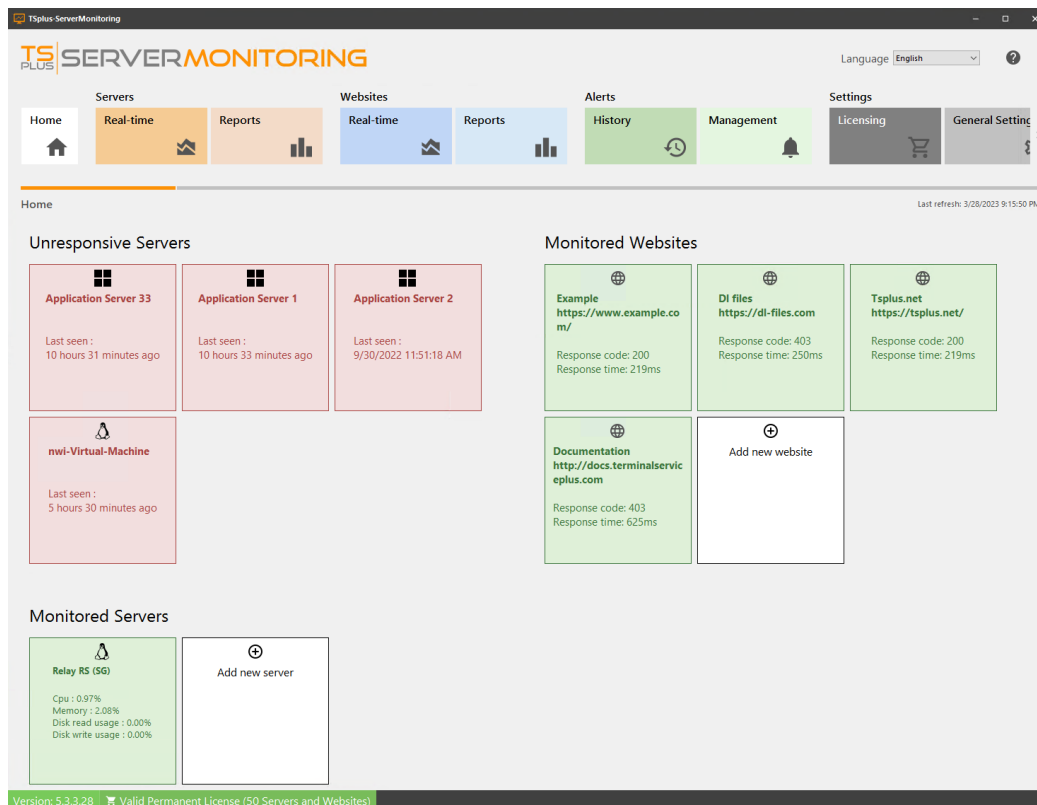


You also can monitor a Linux server:



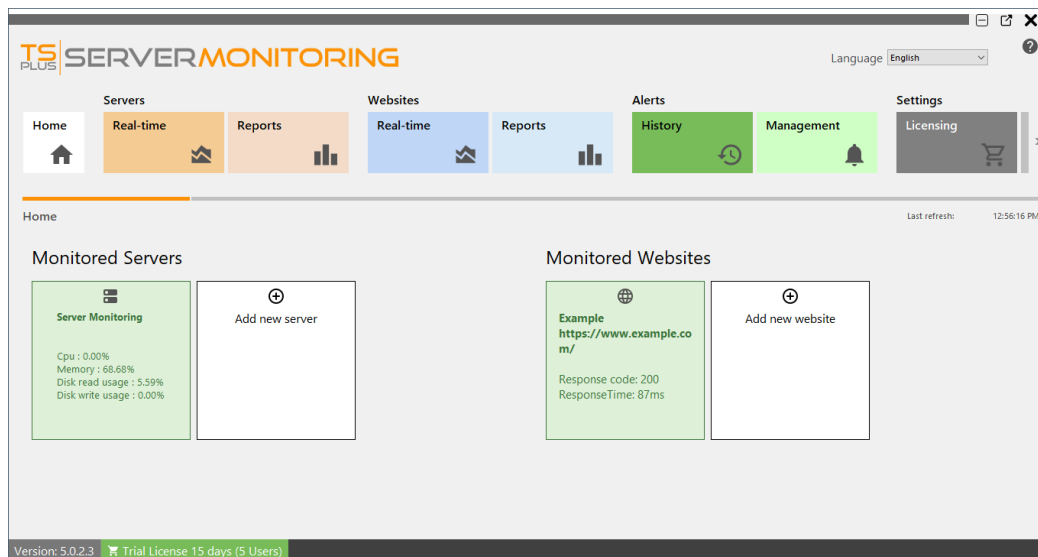
As indicated, you only have to: - launch a Terminal on the Linux server you want to monitor - copy the command and execute it on the Terminal

Then your new Linux server should appear:



Website Management

The **Home screen** displays the list of monitored websites. It is also where you **add a new website** to monitor, **edit** or **remove** websites from the monitoring platform.

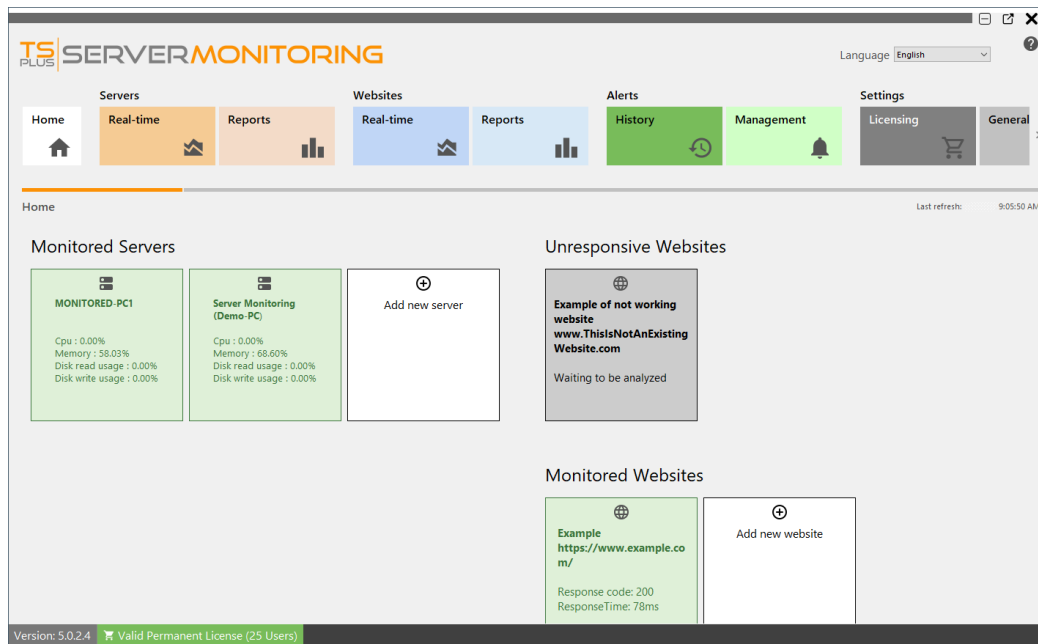


To add a new website to monitor, click on "Add new website".

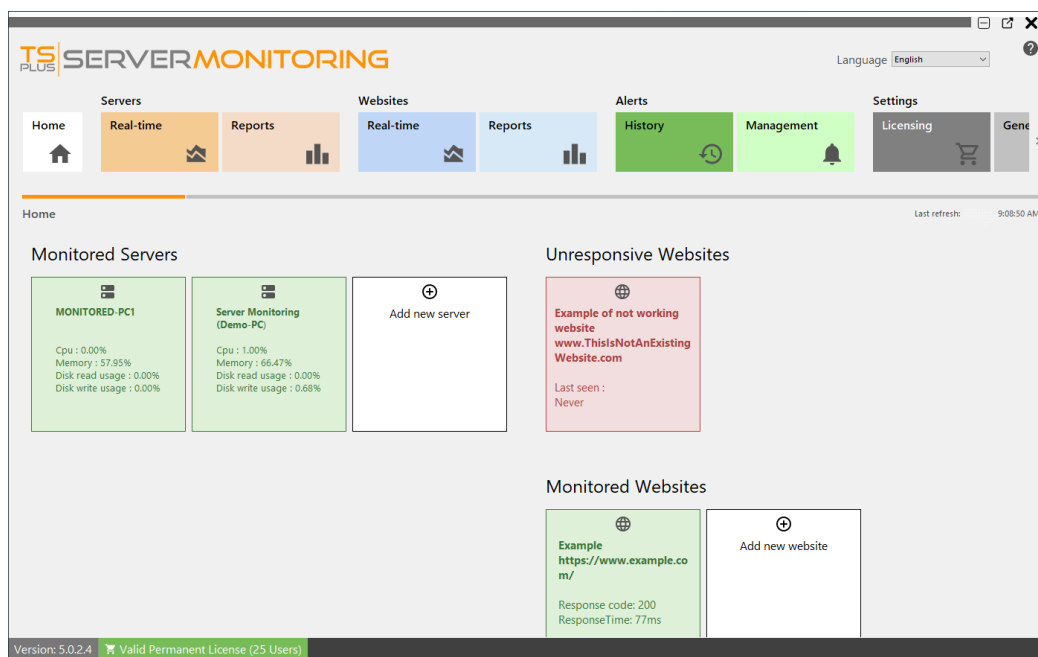
In the dialog box that appears, enter the friendly name for the website, and its Url.

The image shows a modal dialog box titled 'Add new website'. It has two text input fields: 'Website name' and 'Url'. At the bottom of the dialog, there are two buttons: 'Cancel' with a close icon and 'Validate' with a checkmark icon.

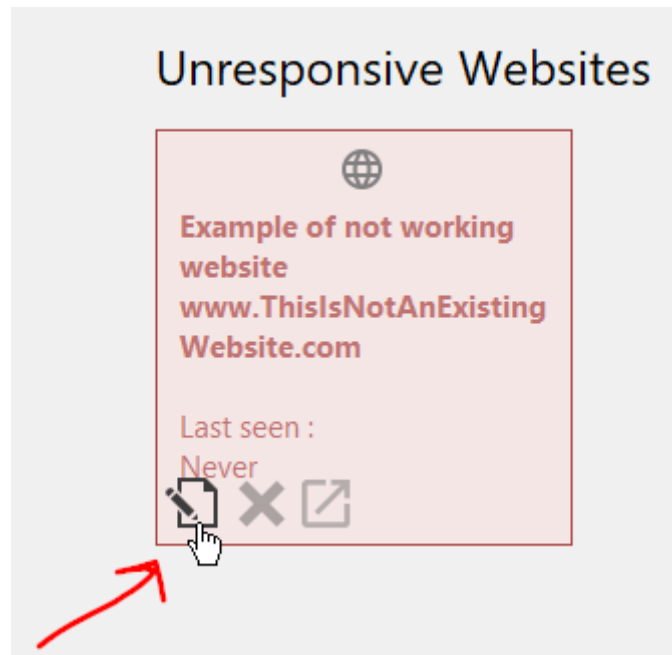
Click Validate to continue. You will see the new website appear in the list of monitored sites:



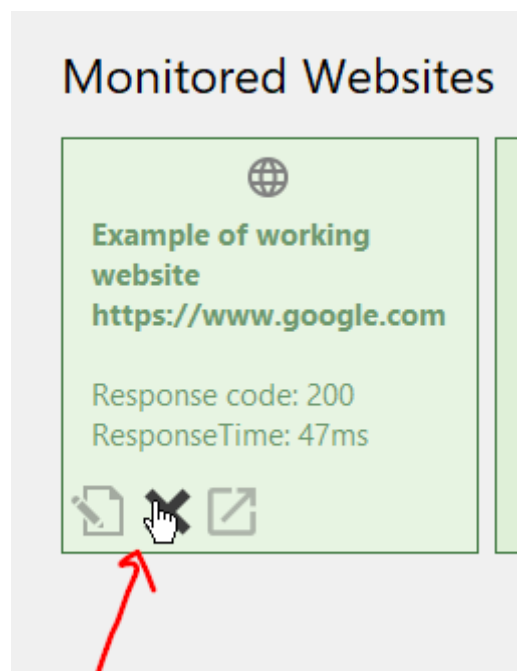
After a short moment, the new website will be analyzed, and will appear green (responsive) or red (unresponsive):



To edit an existing website, hover over the website tile, and click on Edit button :

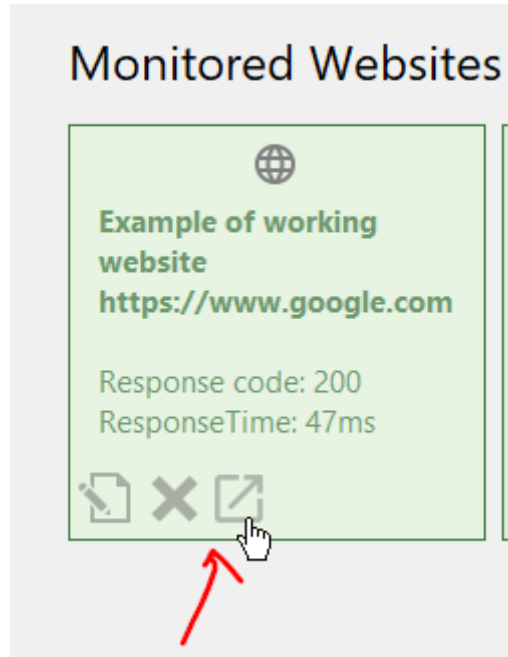


You also can delete an existing website: just hover over the website tile, and click on the Delete button :



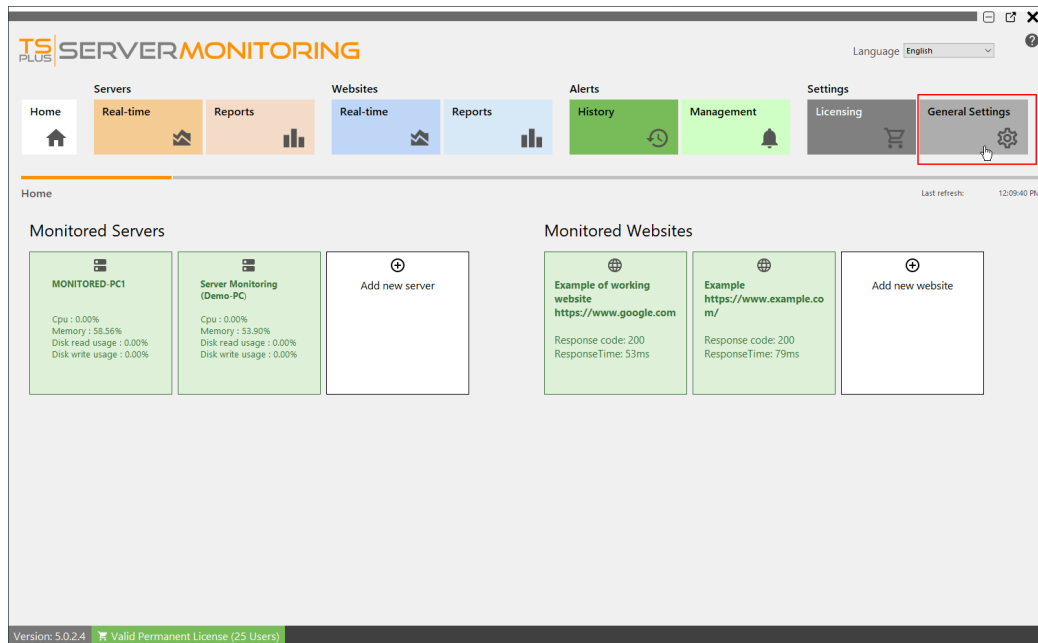
NOTE: This will delete any data associated with this website (alerts, response time, etc.)

You can also go to the website, by clicking to the third button:

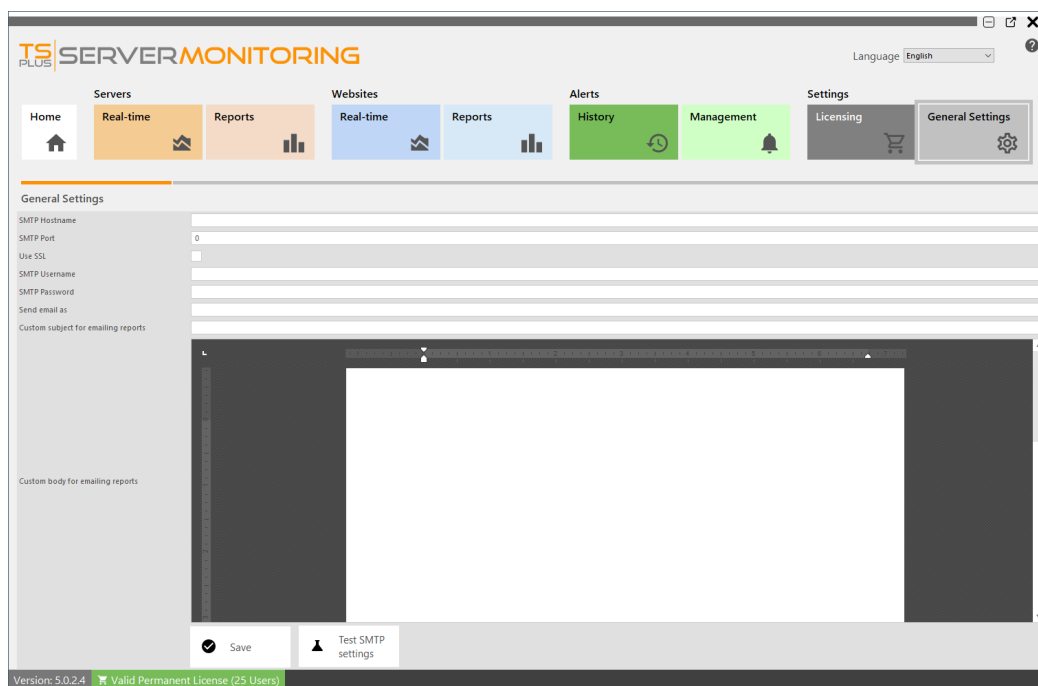
[Back To Top](#)

Settings

You can manage Server Monitoring settings by clicking on the "General Settings" tile:



The following settings will be displayed:



- You can configure an SMTP server in order to be able to send automatic emails (for reports and alerts)

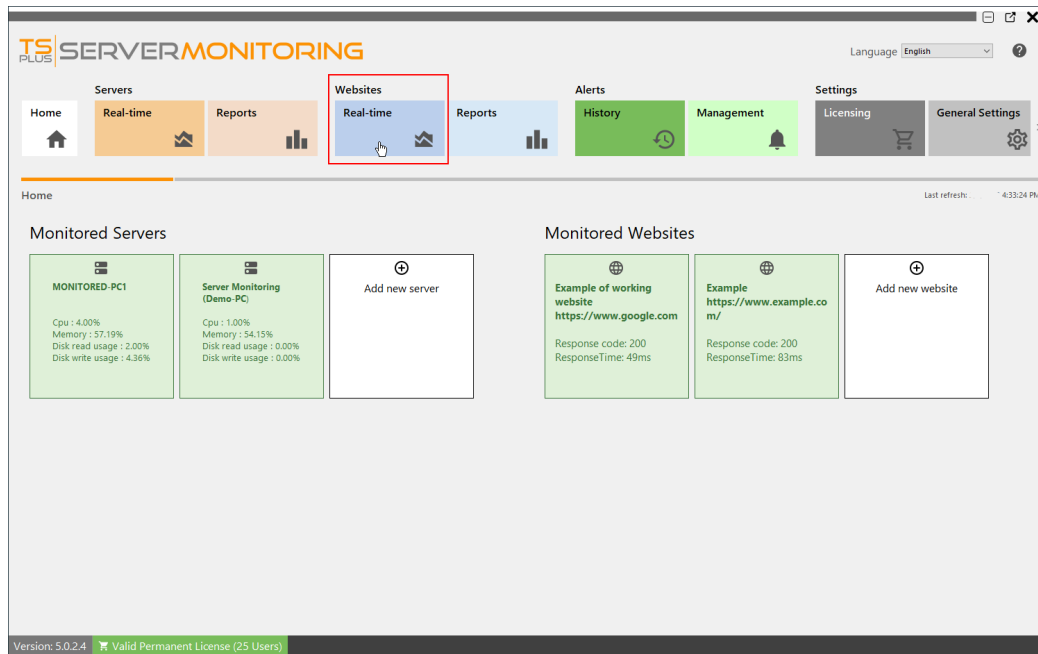
- You can define a custom subject and body for emailing reports.
- Use the "Test SMTP Settings" button to be sure your SMTP information is correct.

For more information about alerts, go [here](#)) For more information about report emailing, go [here](#))

[Back To Top](#)

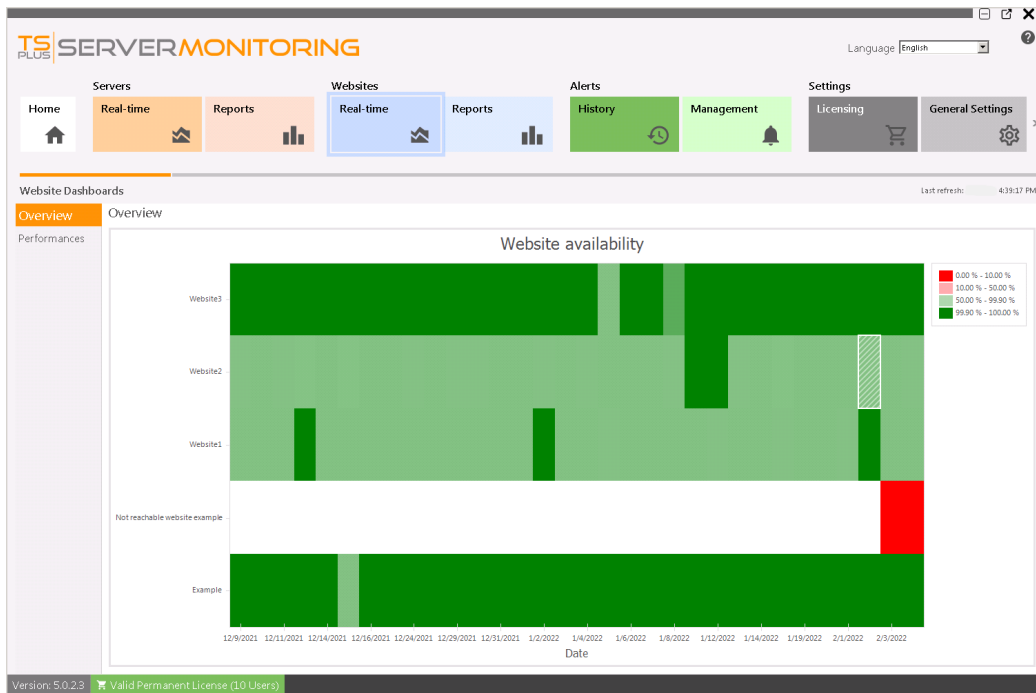
Website Real-time features

To have access to real-time features for websites, click on the "Real-time" tile in the Websites section:



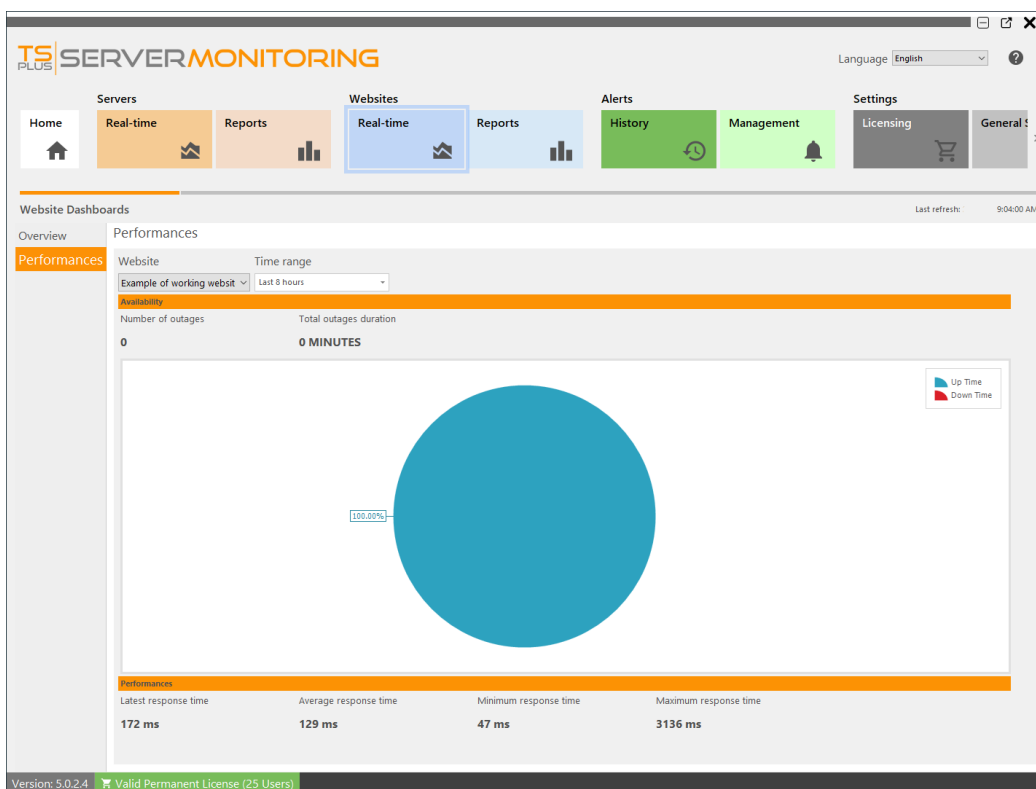
OVERVIEW

This displays an overview of your website uptime over the past 30 days:



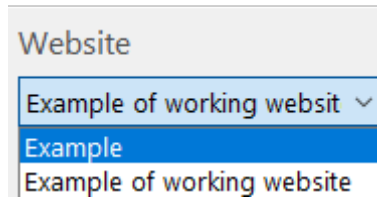
Performances

When clicking on "Performance" in the left menu, you will see a pie chart showing the uptime/downtime of the selected website, and some key indicators:

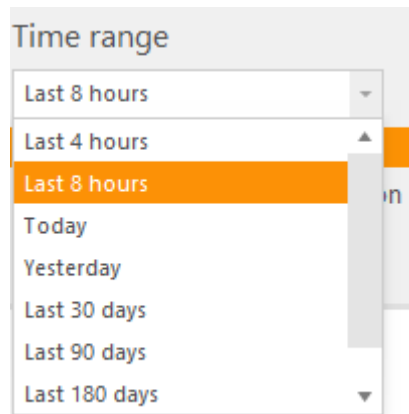


You can filter results by:

- Website name:

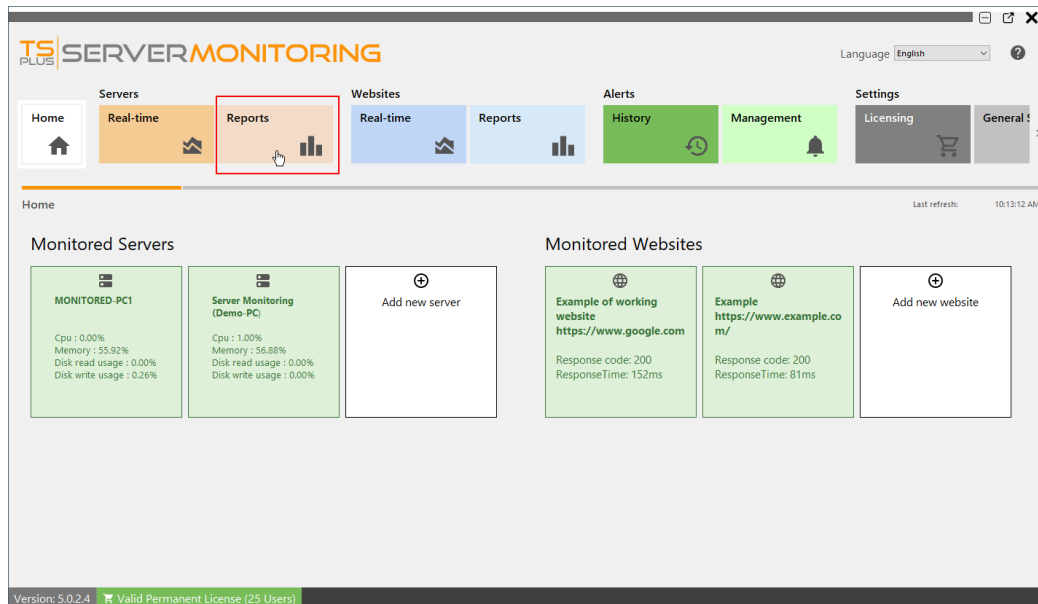


- Time range :

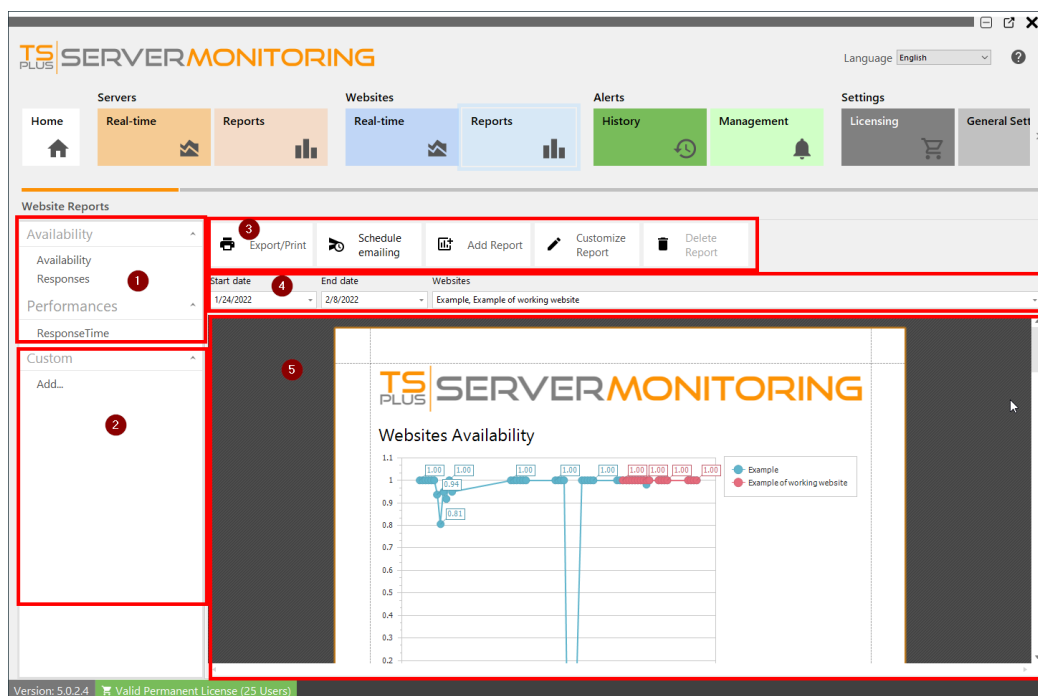


Website Report features

To access the reporting feature for monitored websites, click on the "Reports" tile in Websites section:



You will see this screen:



You can see 5 different areas:

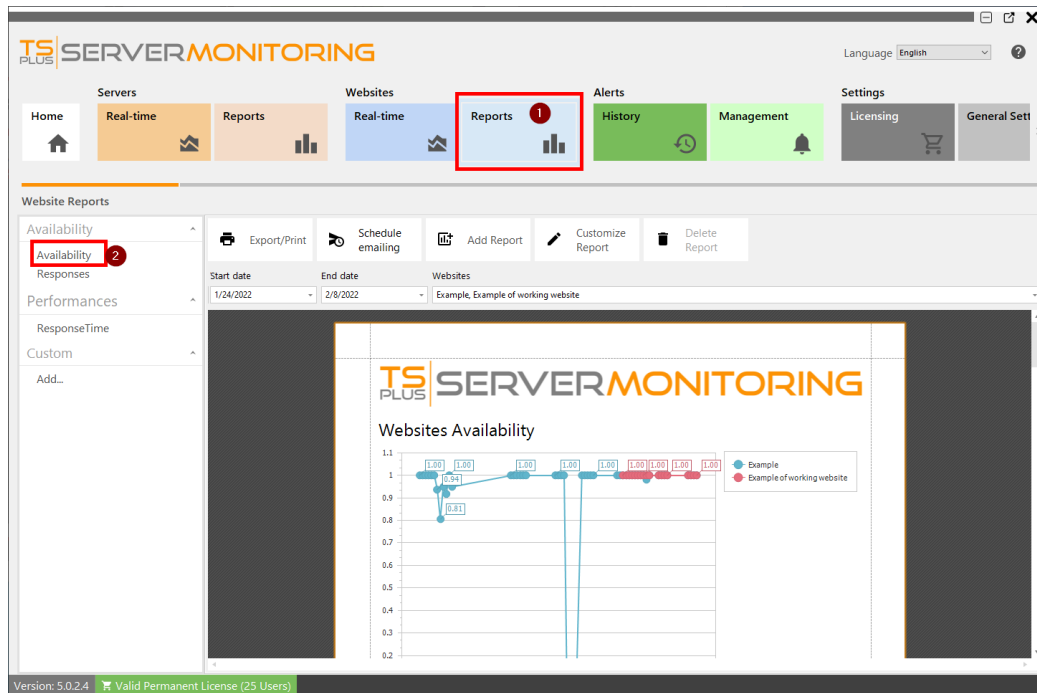
1. **Standard reports:** This is a list of standard reports provided by default with the installation of Server Monitoring. You can click on any of them to see the report.
2. **Custom reports:** Here you can create your own reports, by adding new columns to the report, custom images etc. The report list is displayed here and you can click on any of them to see the report.
3. **Actions on reports:** You can export/print reports, customize them, schedule emailing or delete them.
4. **Filters:** Here you can filter the reports by website and by date.
5. **Report preview:** Preview the report currently selected.

To learn more about Server Monitoring reports, please read [this documentation](#).

NOTE: The procedure is the same for server reports and website reports.

Website Availability Report

This report is available by clicking on **Websites > Reports** tile, then click on **Availability** in the left menu.

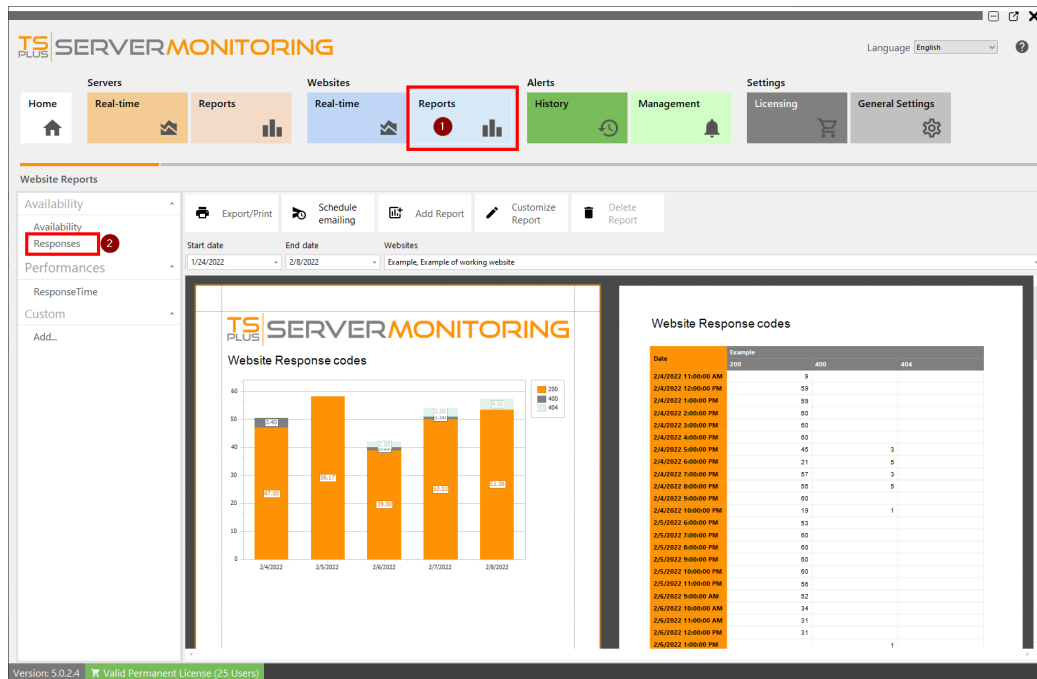


The **Website Availability Report** displays the uptime in percentage for the specified website and period of time.

The data can be filtered by website name and date range.

Website Response Codes Report

This report is available by clicking on the **Websites > Reports** tile, then clicking **Response** in the left menu

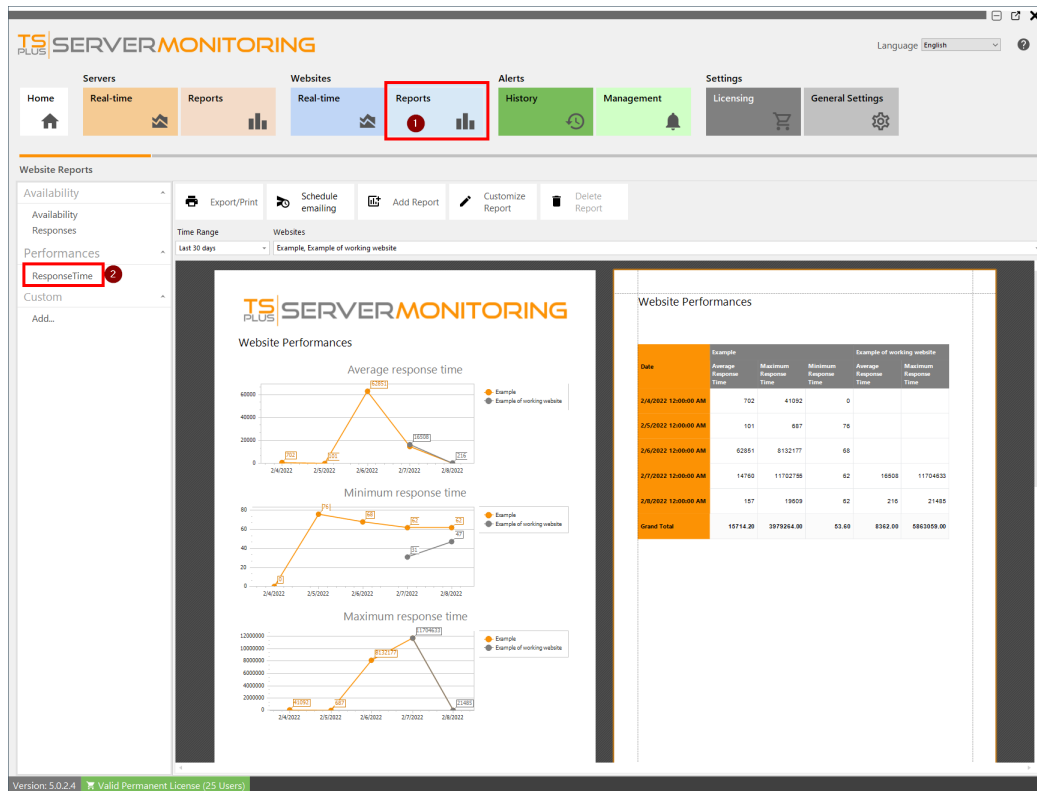


The **Website Response Report** displays the responses codes for the specified website and period of time.

The data can be filtered by website name and date range.

Website Response time codes Report

This report is available by clicking on **Websites > Reports** tile, then on the **Response time** link from the left menu

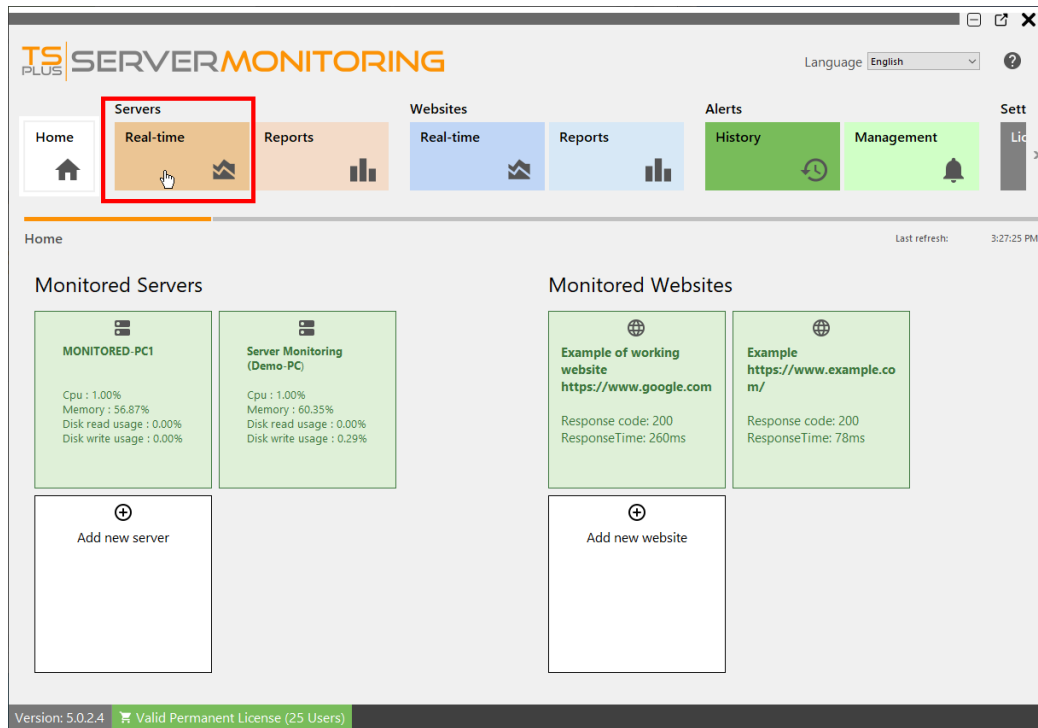


The **Website Response time Report** displays the maximum, average and minimum response time in milliseconds for the specified website and period of time.

The data can be filtered by website name and date range.

Server Real-time features

To have access to real-time features for servers, click on the "Real-time" tile in the Servers section:



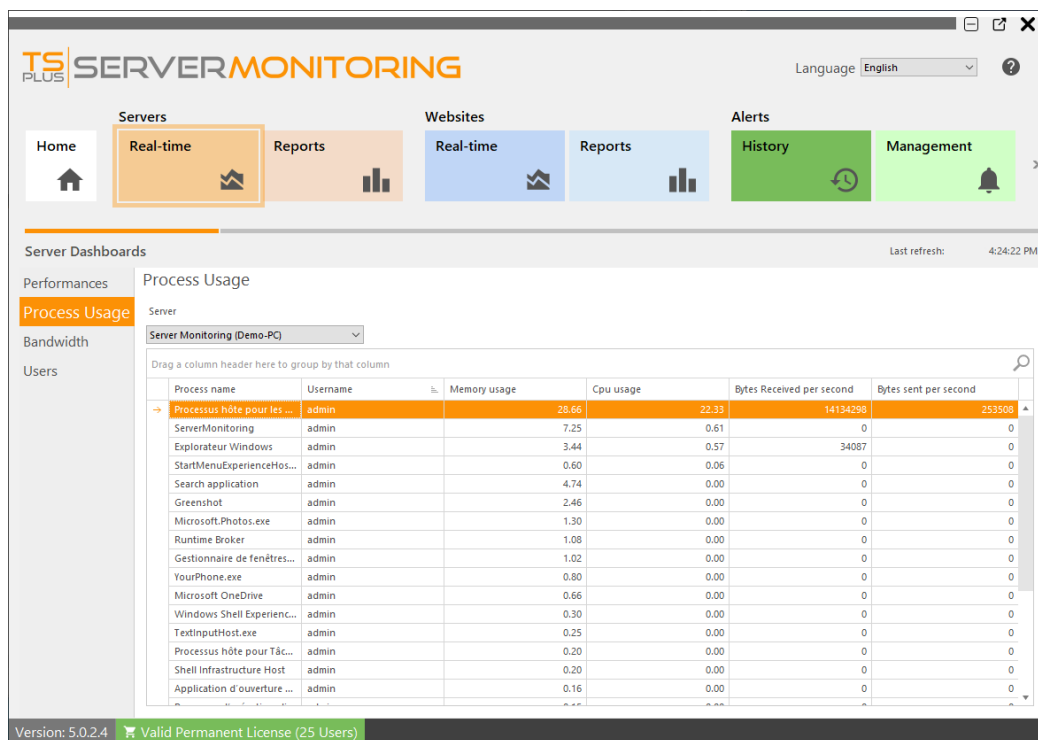
Performance

This displays an overview of your server performance (CPU, Memory, Disk write and Disk read), over the last 10 minutes:



Process usage

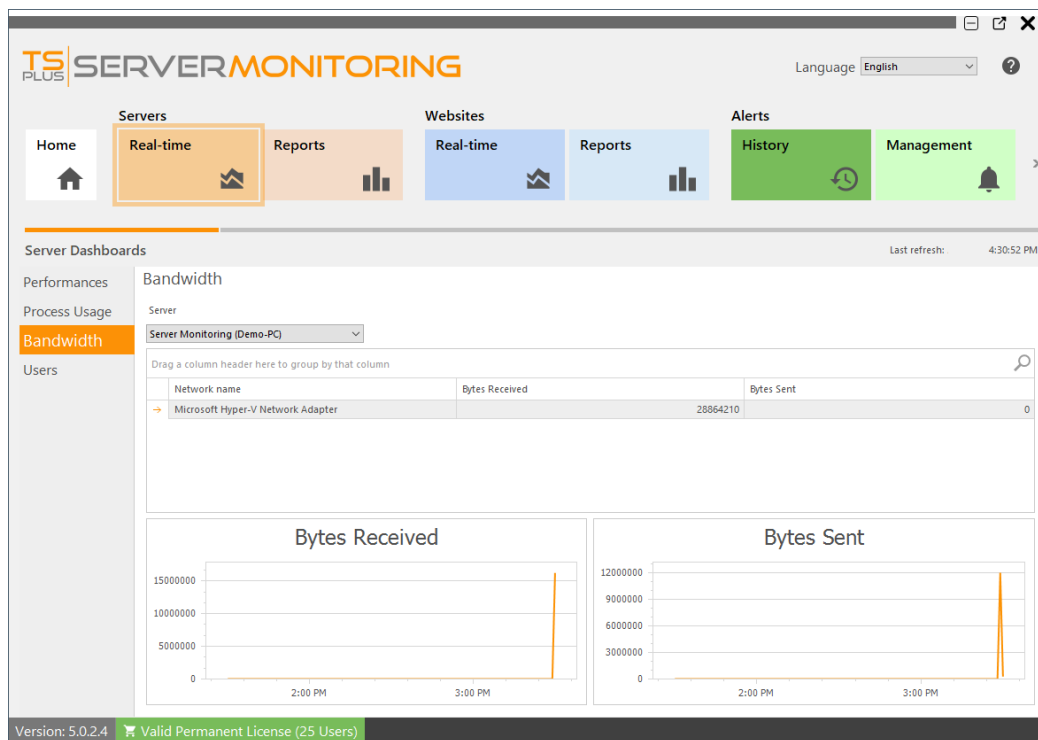
When clicking on "Process usage" in the menu on the left, you will see a table showing the processes currently used on the selected server, and some key indicators:



You can filter by server.

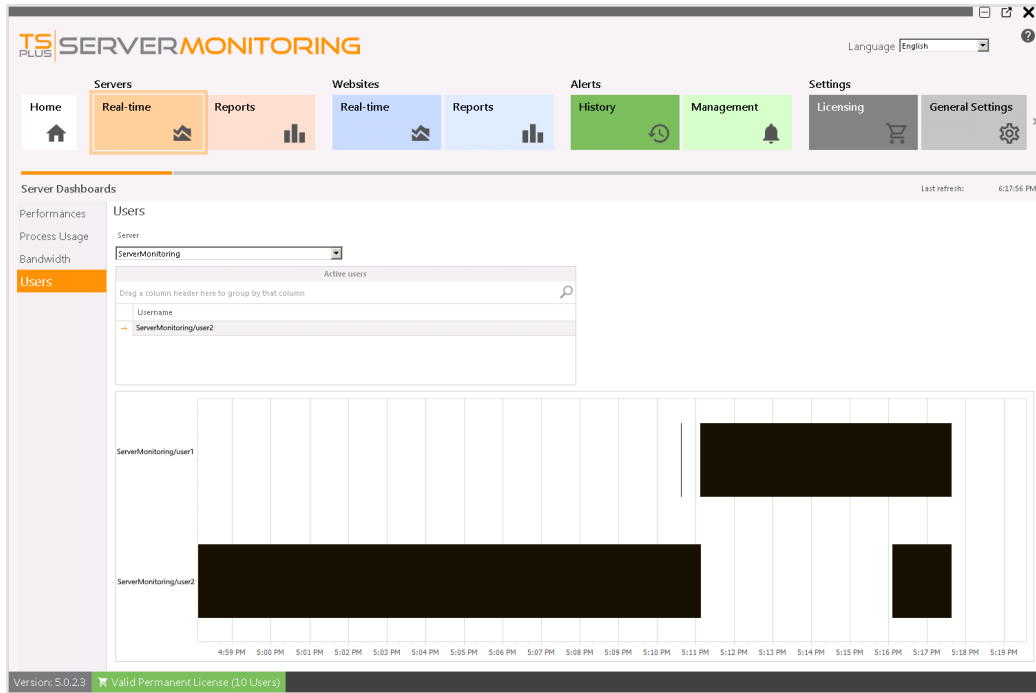
Bandwidth

When clicking on "Bandwidth" in the menu on the left, you will see a table showing the bandwidth usage (up and down) of the selected server:



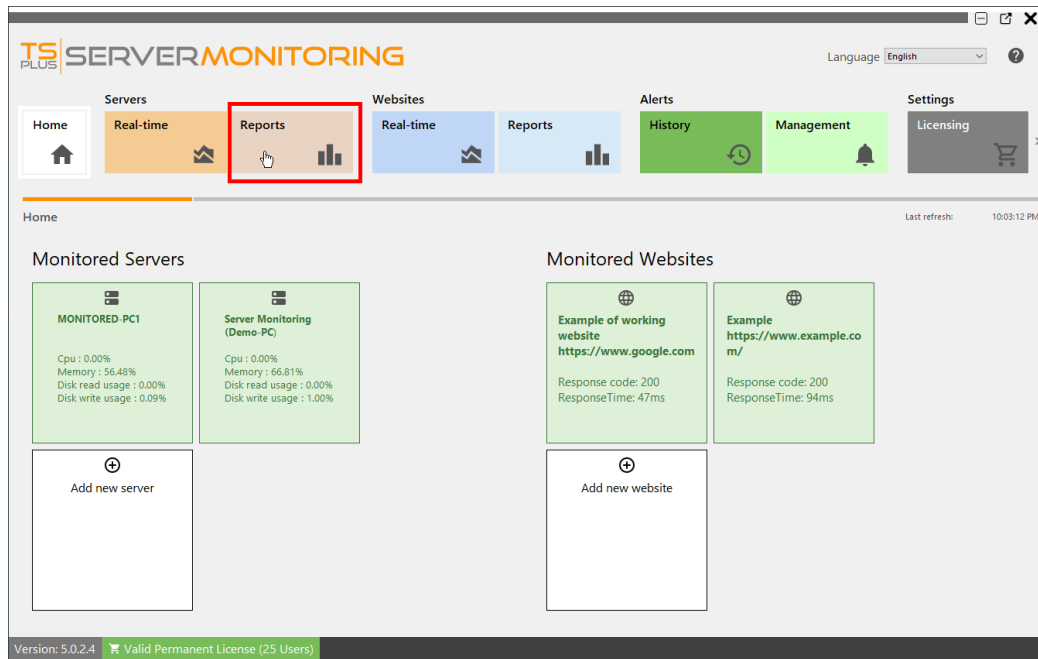
Users

When clicking on "Users" in the menu on the left, you will see a table and a graph showing the users currently connected to the selected server:

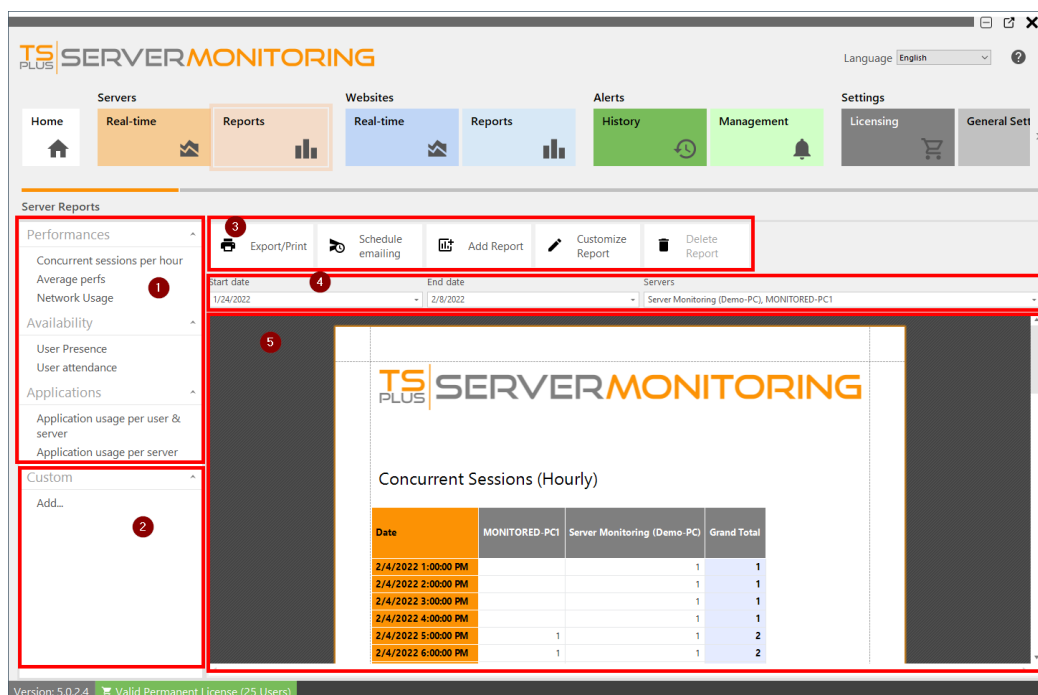


Server Report features

To have access to the reporting features, click on "Reports" tile in the Servers section:



You will see this screen:



You can see 5 different areas:

1. **Standard reports:** This is a list of standard reports, provided by default with the installation of Server Monitoring. You can click on any of them to see the report.
2. **Custom reports:** Here you can add your own reports by adding new columns to the report, custom images etc. The report list is displayed here. You can click on any of them to see the report.
3. **Actions on reports:** Here you can export/print reports, customize them, schedule emailing or delete them, if they are custom reports.
4. **Filters:** You can filter the reports by server and by date.
5. **Report preview:** You can preview the report currently selected.

Server Concurrent Sessions Report

This report is available by clicking on **Servers > Reports**, then on **Concurrent sessions per hour** in the left menu.

The screenshot displays the TS PLUS SERVER MONITORING web application. The top navigation bar includes links for Home, Servers, Reports (highlighted with a red box and a red circle with the number 1), Websites, Alerts, and Settings. Below this, the 'Server Reports' section is active, showing a list of reports on the left. 'Concurrent sessions per hour' is selected and highlighted with a red box and a red circle with the number 2. The main content area shows two side-by-side tables titled 'Concurrent Sessions (Hourly)'. Each table has columns for Date, PR001, ServerMonitoring, and Grand Total. The left table shows data for the period from 1/24/2022 to 2/6/2022, and the right table shows data for the period from 2/5/2022 to 2/7/2022. The bottom status bar indicates 'Version 5.0.2.3' and 'Valid Permanent License (10 Users)'.

The **Server Concurrent sessions Report** displays the number of concurrent sessions for the specified server(s) and period of time.

The data can be filtered by server name and date range.

Server Average Performance Report

This report is available by clicking on **Servers > Reports**, then on **Average perfs** in the left menu.



The **Server average performance Report** displays the average performance (CPU, Memory and Disk usage) for the specified server(s) and period of time.

The data can be filtered by server name and date range.

Network Usage Report

This report is available by clicking on **Servers > Reports**, then on **Network Usage** in the left menu.



The **Network Usage Report** displays the network usage for the specified server(s) and period of time.

The data can be filtered by server name and date range.

User presence Report

This report is available by clicking on **Servers > Reports**, then on **User presence** in the left menu

The screenshot displays the TS PLUS SERVER MONITORING web application. The top navigation bar includes links for Home, Servers, Real-time, Reports (highlighted with a red box), Websites, Alerts, and Settings. The left sidebar menu shows various report categories, with 'User Presence' highlighted under the 'Availability' section. The main content area shows the 'User Presence' report for the server 'W11P-STD'. The report includes a table with columns for Username, State, Session Start, Session End, and Session Duration in Minutes. The data shows a session for 'Administrator' starting on 16/03/2022 at 09:50 and ending at 10:04, with a duration of 126 minutes.

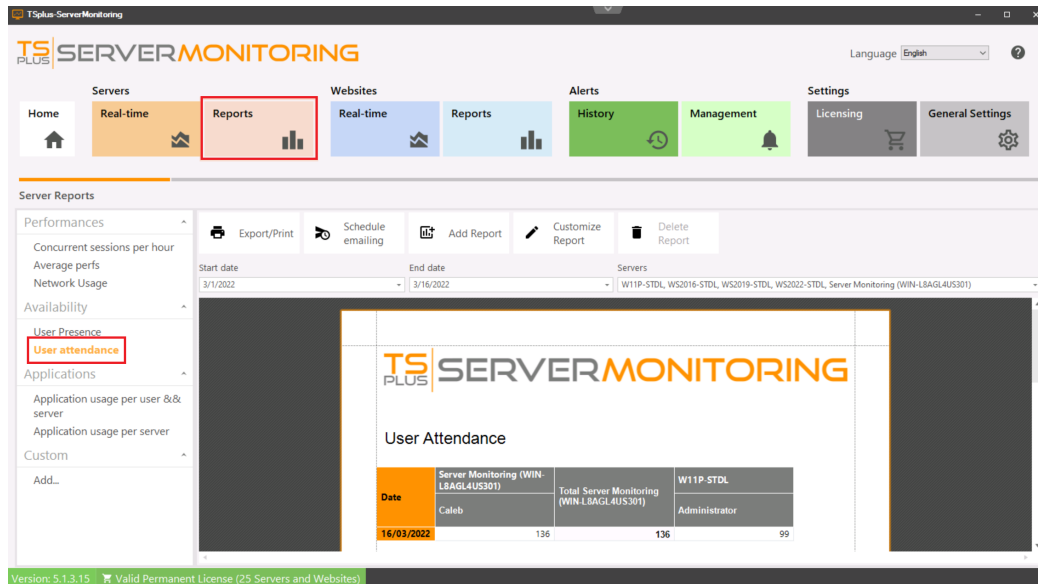
Username	State	Session Start	Session End	Session Duration in Minutes
Administrator	Active	16/03/2022 09:50	16/03/2022 10:04	126

The **User Presence Report** displays the user presence for the specified server(s) and period of time.

The data can be filtered by server name and date range.

User Attendance Report

This report is available by clicking on **Servers > Reports**, then on **User Attendance** in the left menu.



The **User Attendance Report** displays the user attendance for the specified server(s) and period of time.

The data can be filtered by server name and date range.

Application usage per server and user Report

This report is available by clicking on **Servers > Reports** tile, then on the **Application usage per server and user** link from the left menu

The screenshot displays the TSplus Server Monitoring web interface. The top navigation bar includes tiles for Servers, Websites, Alerts, and Settings. The 'Reports' tile under 'Servers' is highlighted with a red box. The left sidebar menu shows 'Application usage per user & server' highlighted with a red box. The main content area displays the 'Application Usage per server and user' report for the server 'W11P-STD, WS2016-STD, WS2019-STD, WS2022-STD, Server Monitoring (WIN-LBAGL4US301)' from 3/1/2022 to 3/16/2022. The report table shows the following data:

Process	Server Monitoring (WIN-LBAGL4US301)	Total Server Monitoring (WIN-LBAGL4US301)
AdminTool	279	279
alternateshell.exe		
Application Frame Host		

The **Application usage per server and user Report** displays the application usage per user for the specified server(s) and period of time.

The data can be filtered by server name and date range.

Application Usage per Server Report

This report is available by clicking on **Servers > Reports**, then on **Application usage per server** in the left menu.

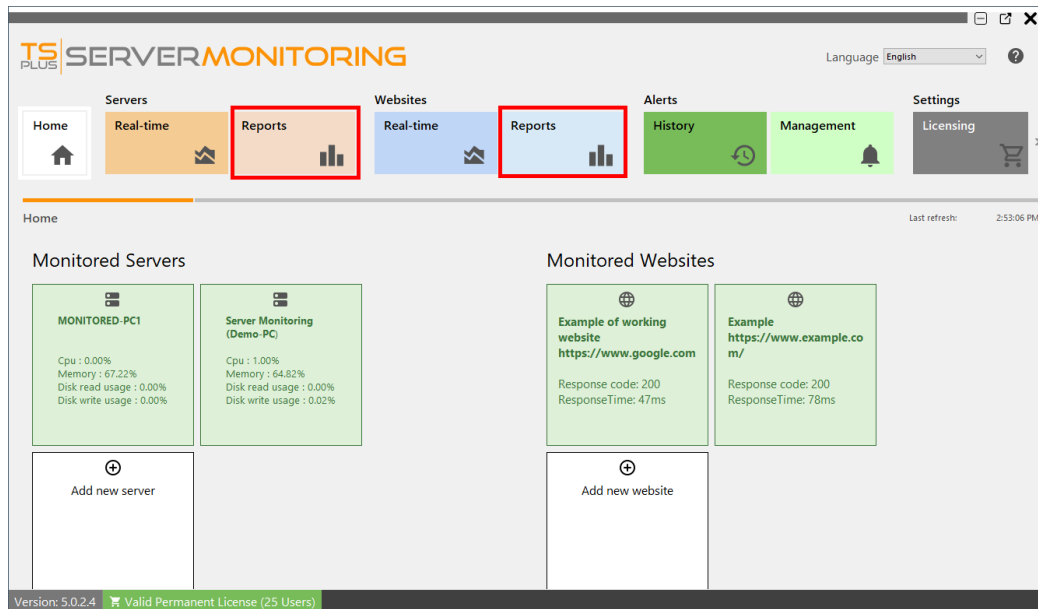


The **Application usage per server Report** displays the application usage for the specified server(s) and period of time.

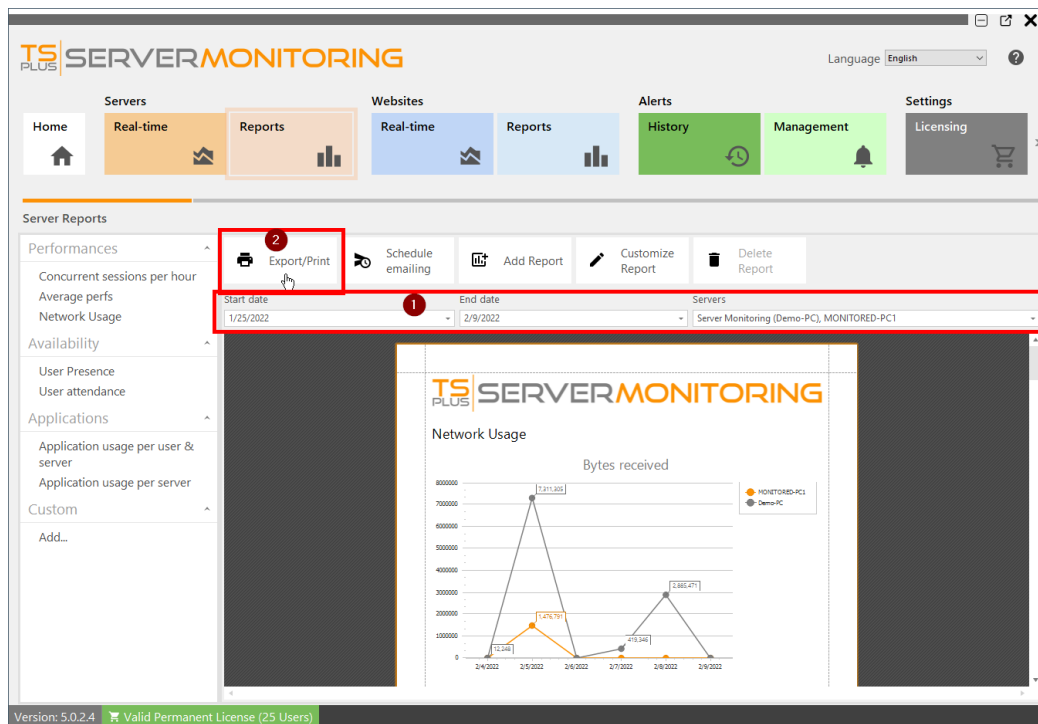
The data can be filtered by server name and date range.

Export & Print Reports

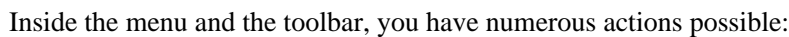
First select a report (website or server) by clicking a Server tile, then by choosing a report type in the left menu.



Choose the parameters than suit you, then click on the **Export/Print** button:



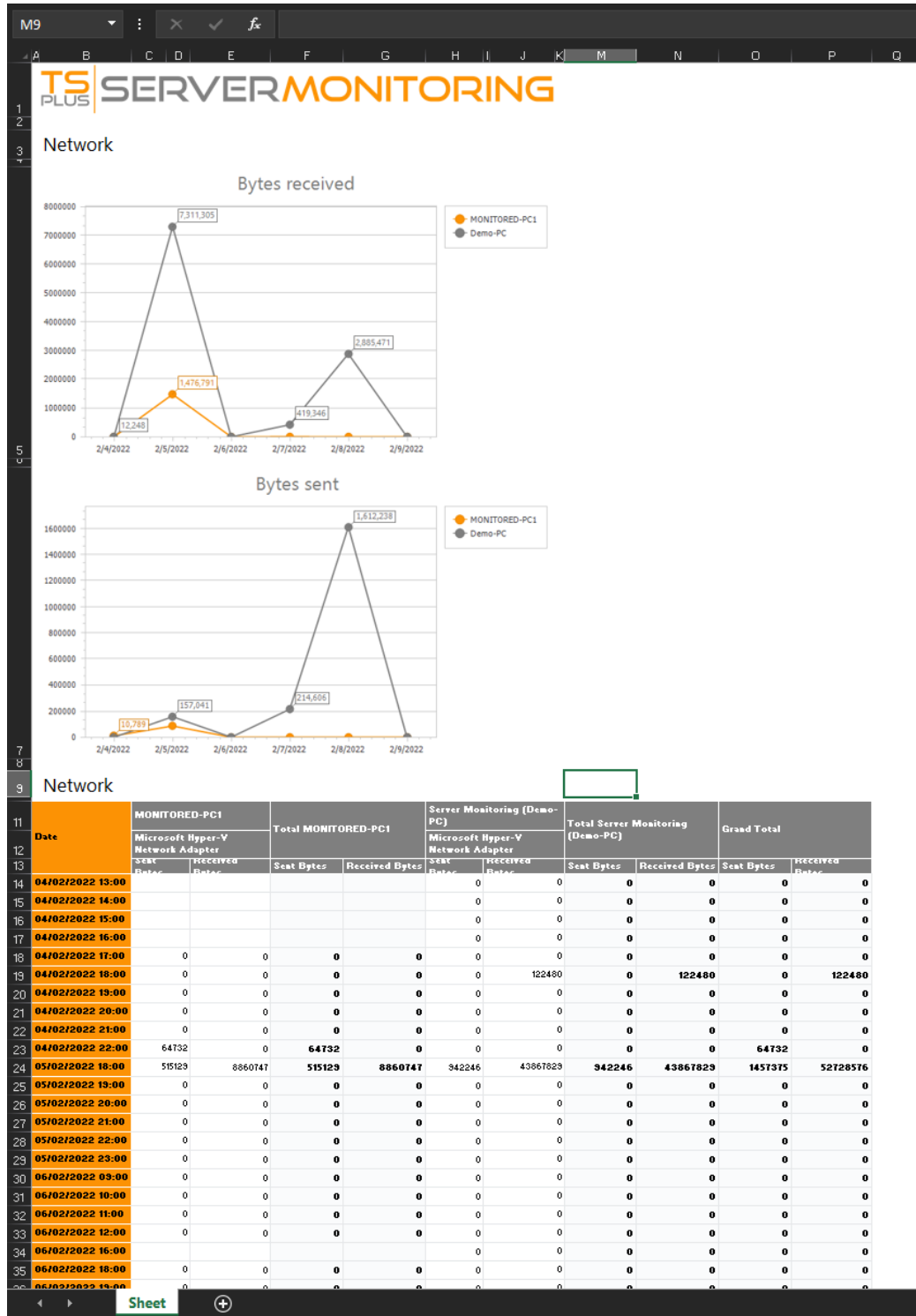
A preview tool will appear :



- Search inside the report
- Save the document as is (in .prnx format, this will not be useful in most cases)
- Print or quickprint the document
- Page setup (margins, orientation, etc.)
- Choose a background color
- Insert a watermark (text or picture)
- Export the document in various formats (PDF, HTML, MHT, RTF, DocX, XLS, XLSX, CSV, Text file, Image File)
- Send the document by email in various formats (PDF, MHT, RTF, DocX, XLS, XLSX, CSV, Text file, Image File)

[illegible]

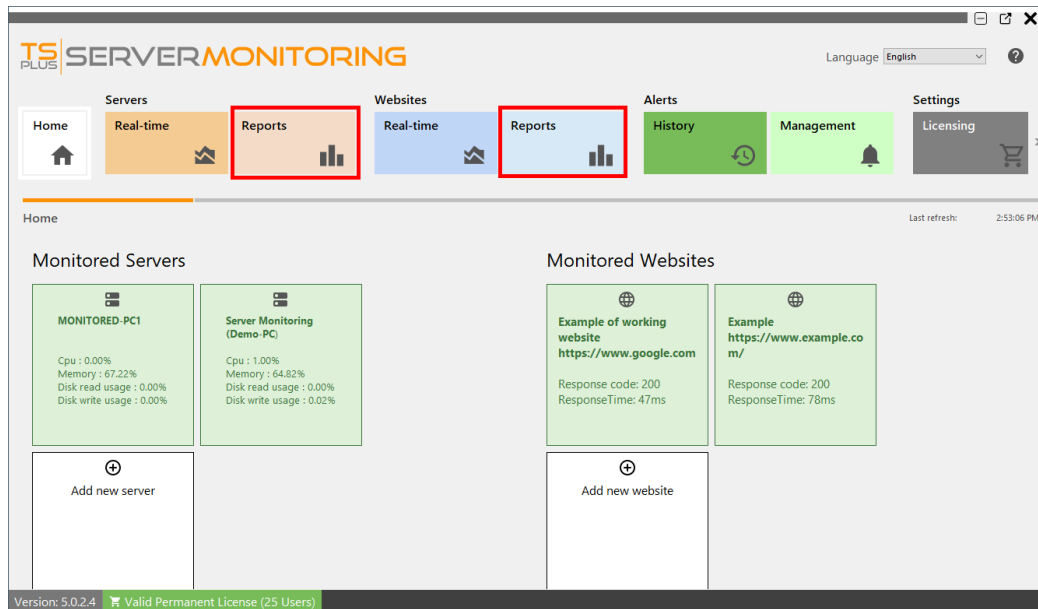
Then you have to choose where to save the file, and if you would like to open it after saving:



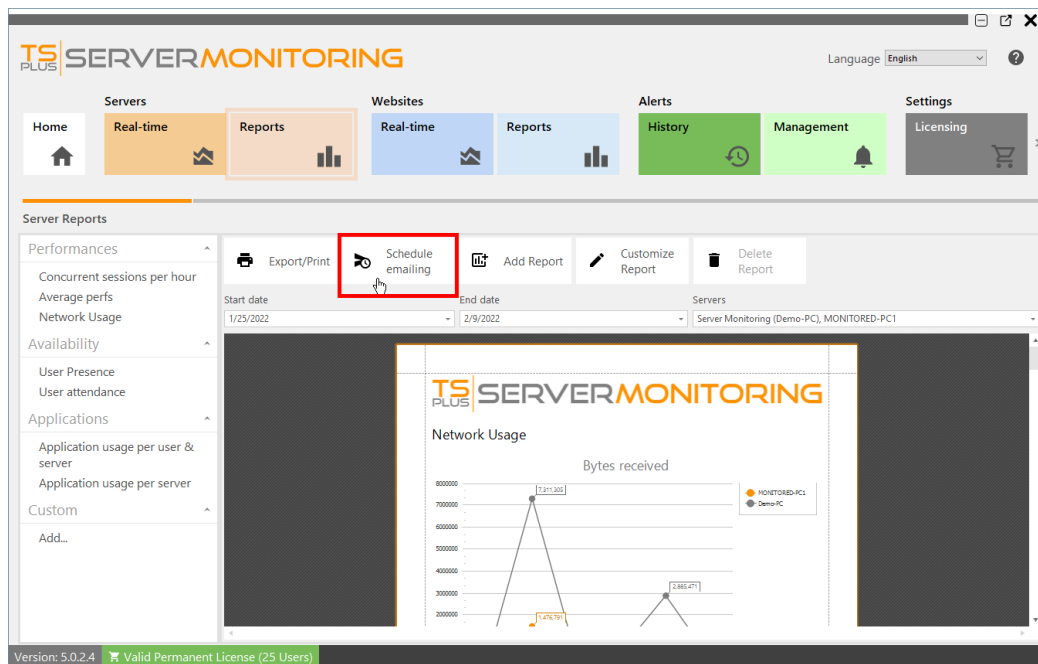
Now you have an Excel file that you can edit all that you want !

Schedule Report Emailing

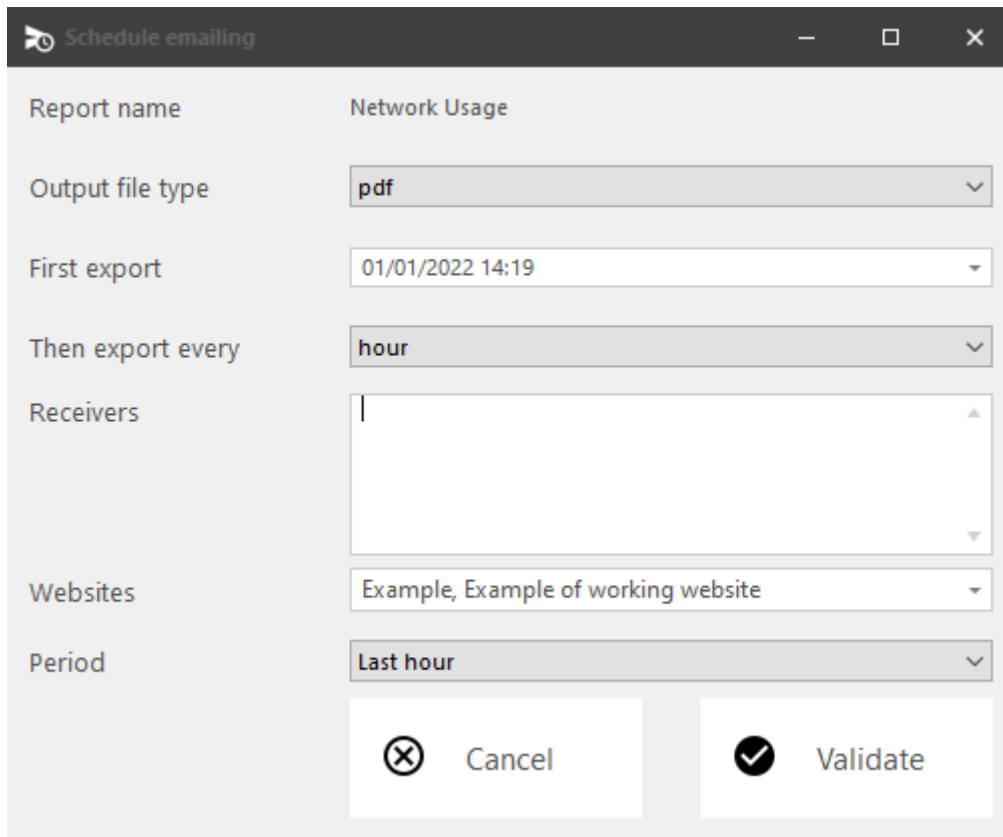
First select a report (website or server) by clicking a Server tile, then by choosing a report type in the left menu.



Click on the **Schedule emailing** button:



A new form will appear:



Schedule emailing

Report name: Network Usage

Output file type: pdf

First export: 01/01/2022 14:19

Then export every: hour

Receivers:

Websites: Example, Example of working website

Period: Last hour

Buttons: Cancel, Validate

Just fill in the following fields:

1. The output file type (PDF, Excel or HTML).
2. The date of the first export.
3. The export frequency (every hour / 4 hours / 8 hours / 12 hours / day / week / month).
4. The email address(es) to send the report to. Please separate several email addresses with a comma.
5. The server(s)/website(s) concerned by the report.
6. The period of time for the report (last hour / last 4 hours / last 8 hours / last 12 hours / today / yesterday / last 7 days / last 30 days / last 90 days / last 180 days).

Click Validate to save the schedule.

To edit the schedule, click again on the **Schedule emailing** button.

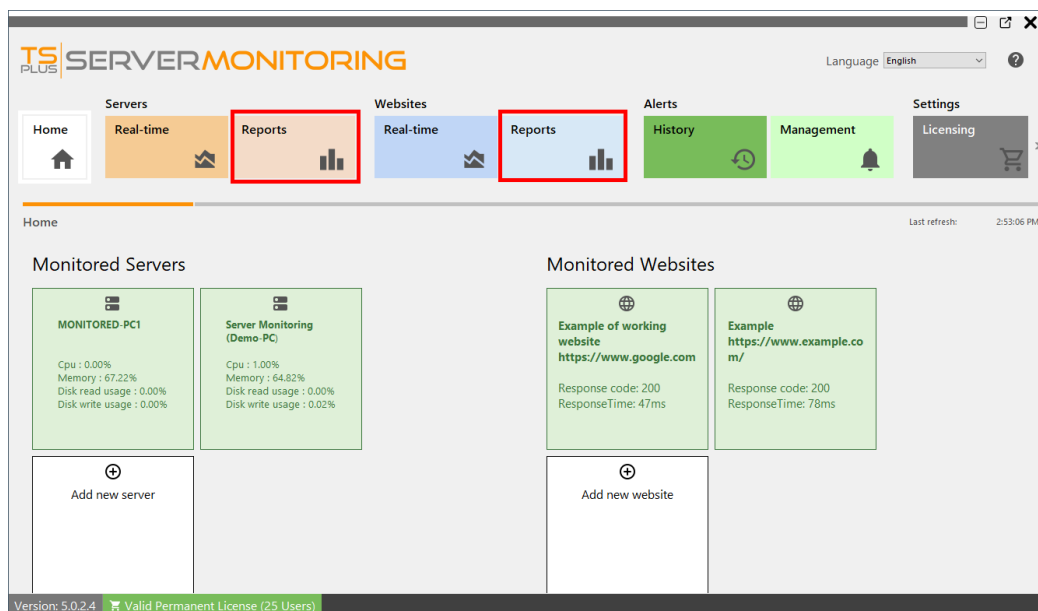
Customize Reports (Advanced Users)

With Server Monitoring, you have various standard reports that our team has provided as templates. However, in certain cases, you may want a particular report which is not provided by our team.

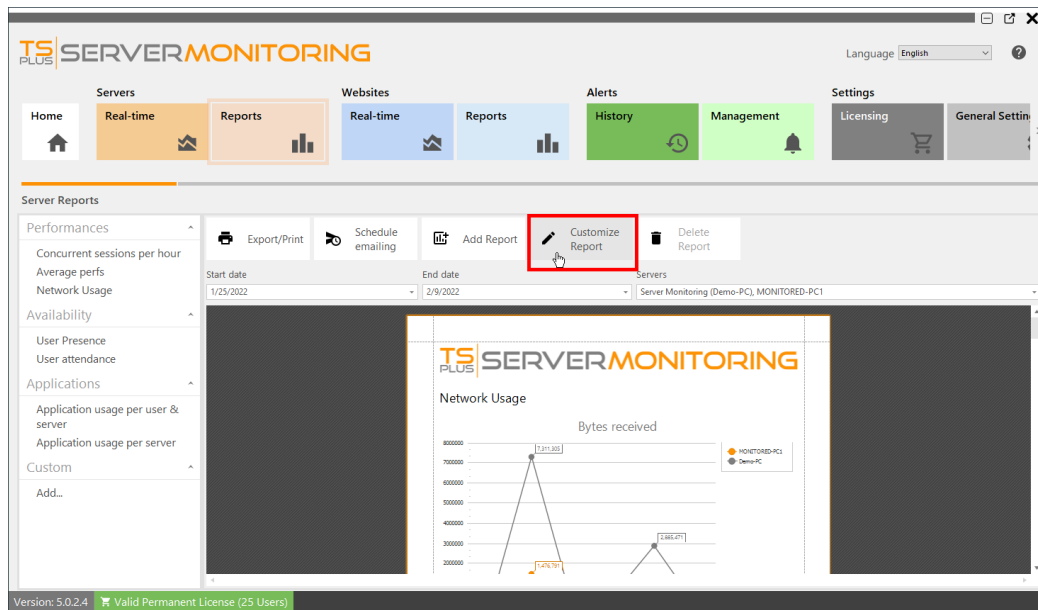
If you think that other customers than you may be interested by this report, please contact our support team, and we will try to add it to the list of standard reports, if it is eligible.

If it is a very specific change that you need, you may want to customize an existing report, or even create a new one (for advanced users).

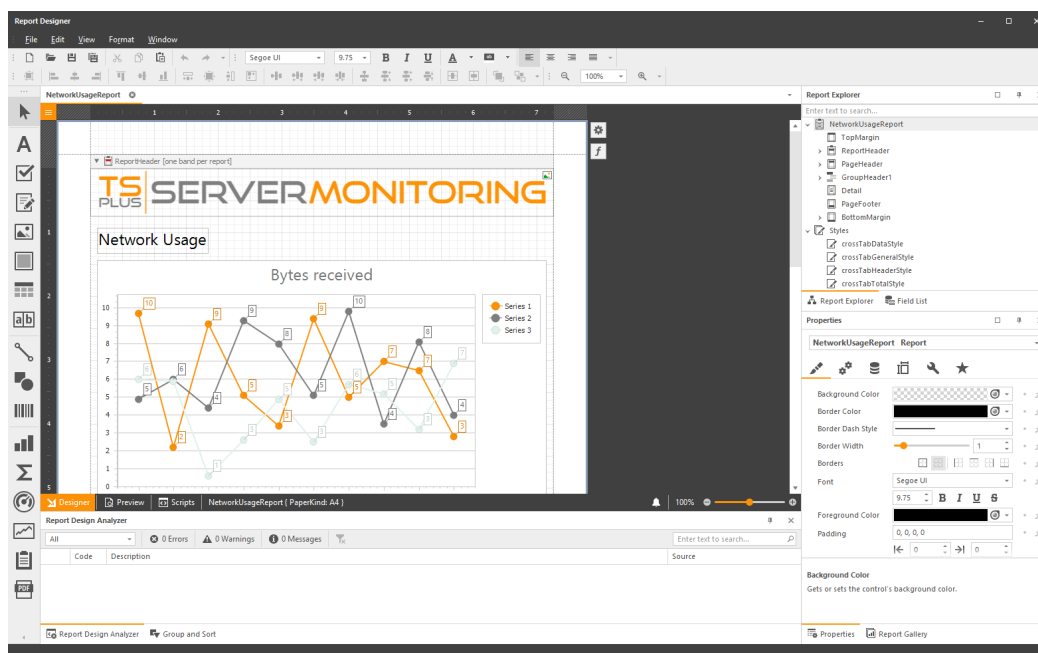
To customize an existing report: first select a report (website or server) by clicking a Server tile, then by choosing a report in the left menu.



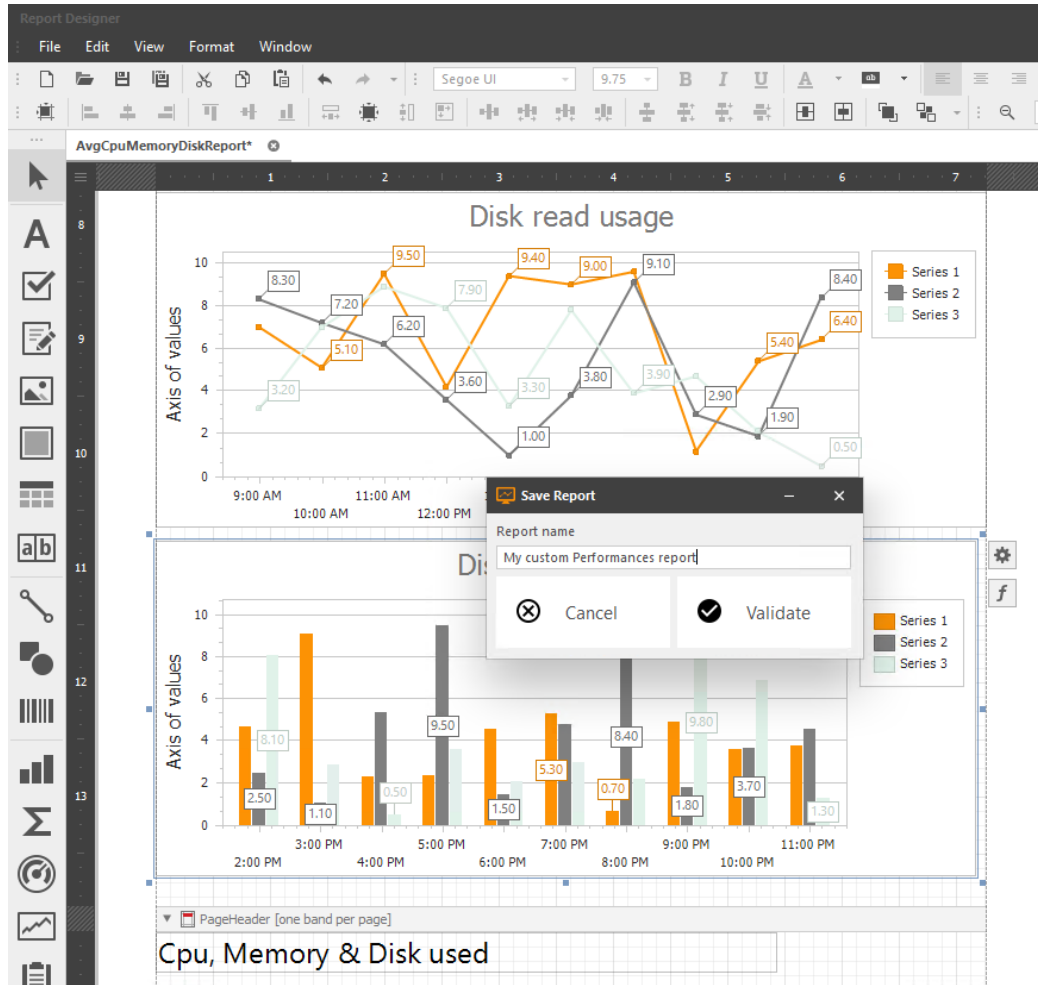
Then click on the **Customize** button:



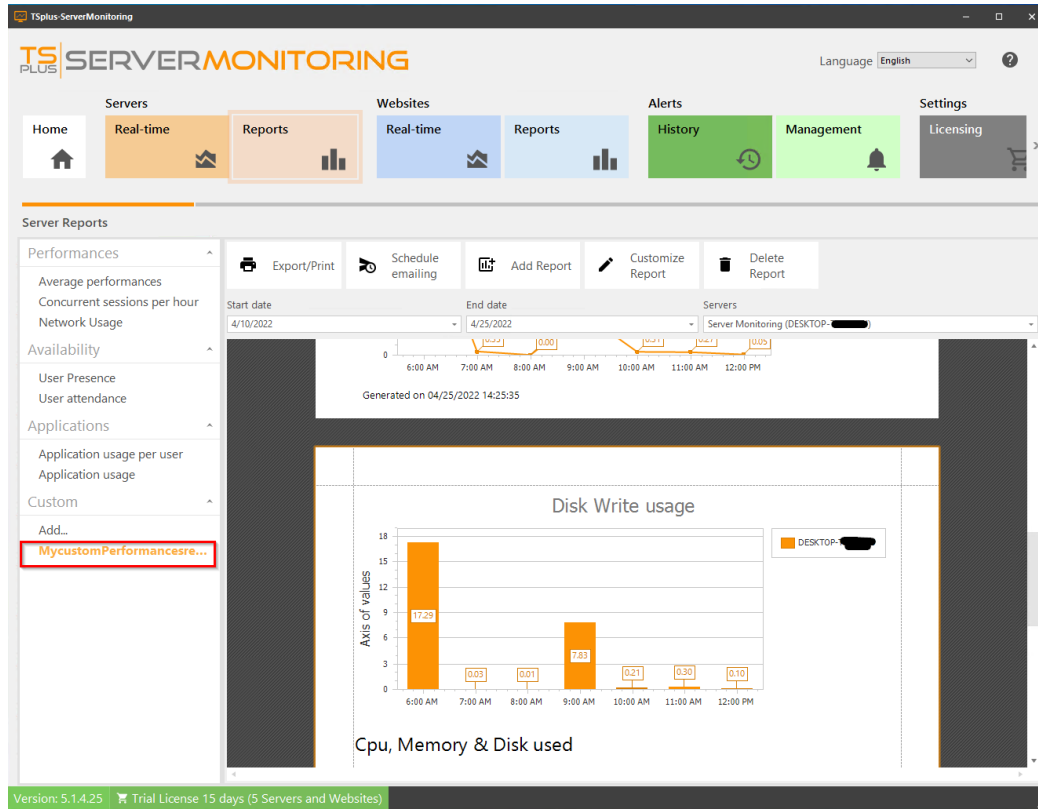
A report designer will appear:



When you did all the modifications you wanted, click on the **Save** button, and give a friendly name to your custom report:



Your custom report will then be available in the left menu, and you can select it to view it.



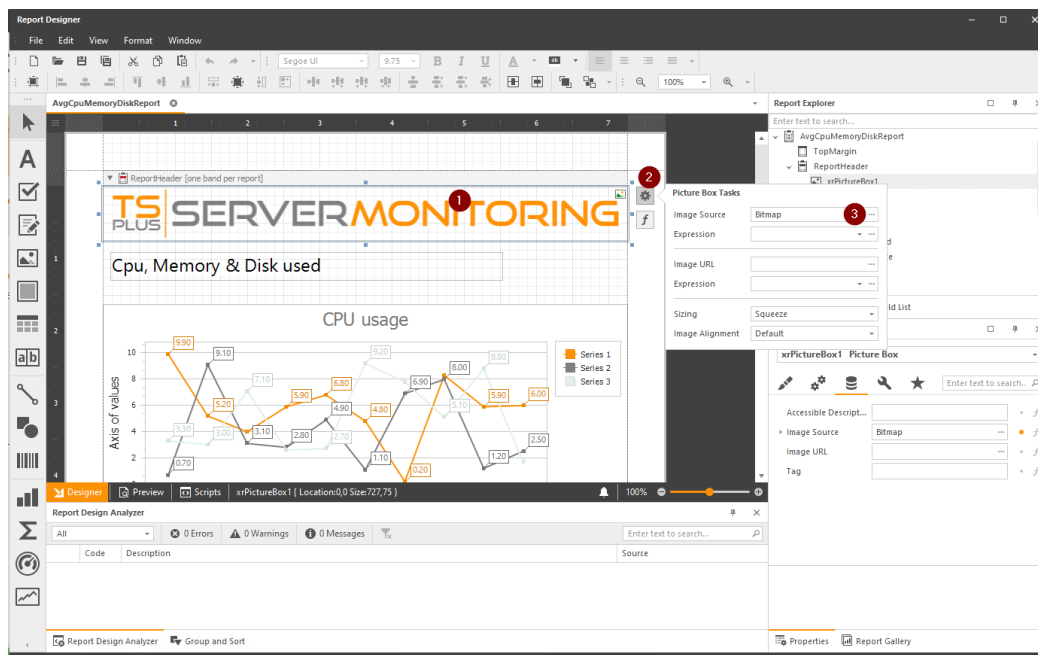
Here are a few examples of easy modifications you can make to a report:

- [Change a logo](#)
- [Change colors](#)
- [Change chart type](#)
- [Filter your data](#)
- [Change visibility of informations](#)

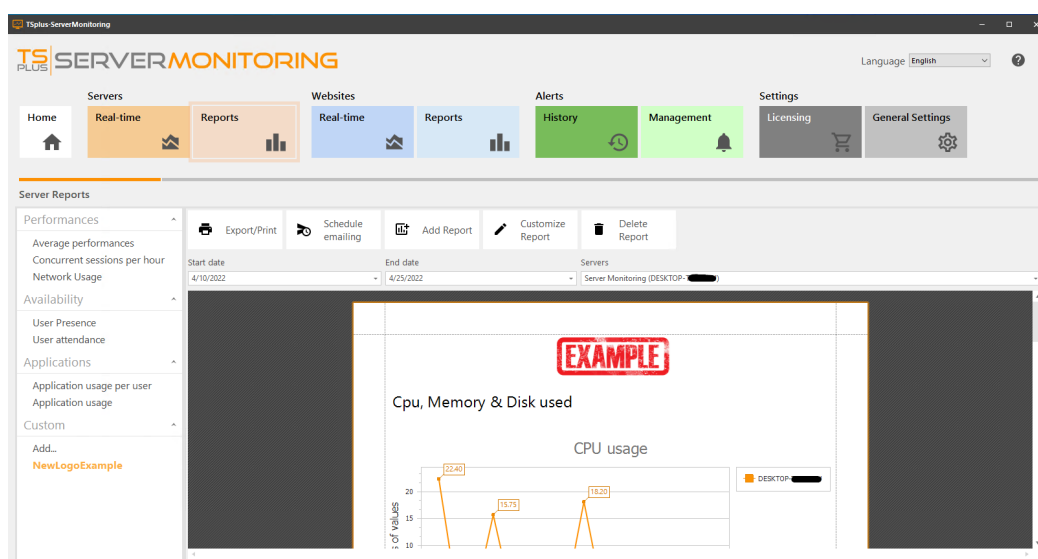
Here is how you can use the existing data in the Server Monitoring database : [Use data from database](#)

How to: Change the logo of a custom report

To change the logo of a custom report, you may click on the current logo, and then click on the **settings** button, and change the **Image Source** field:



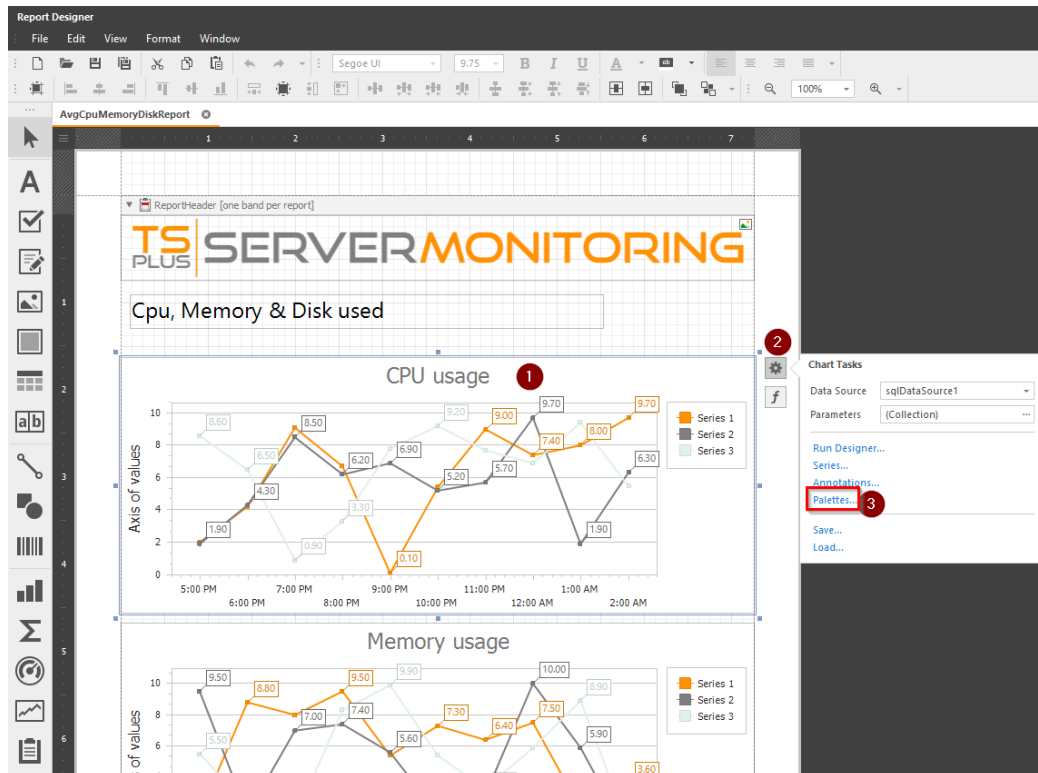
Then, save, and look at the modifications applied:



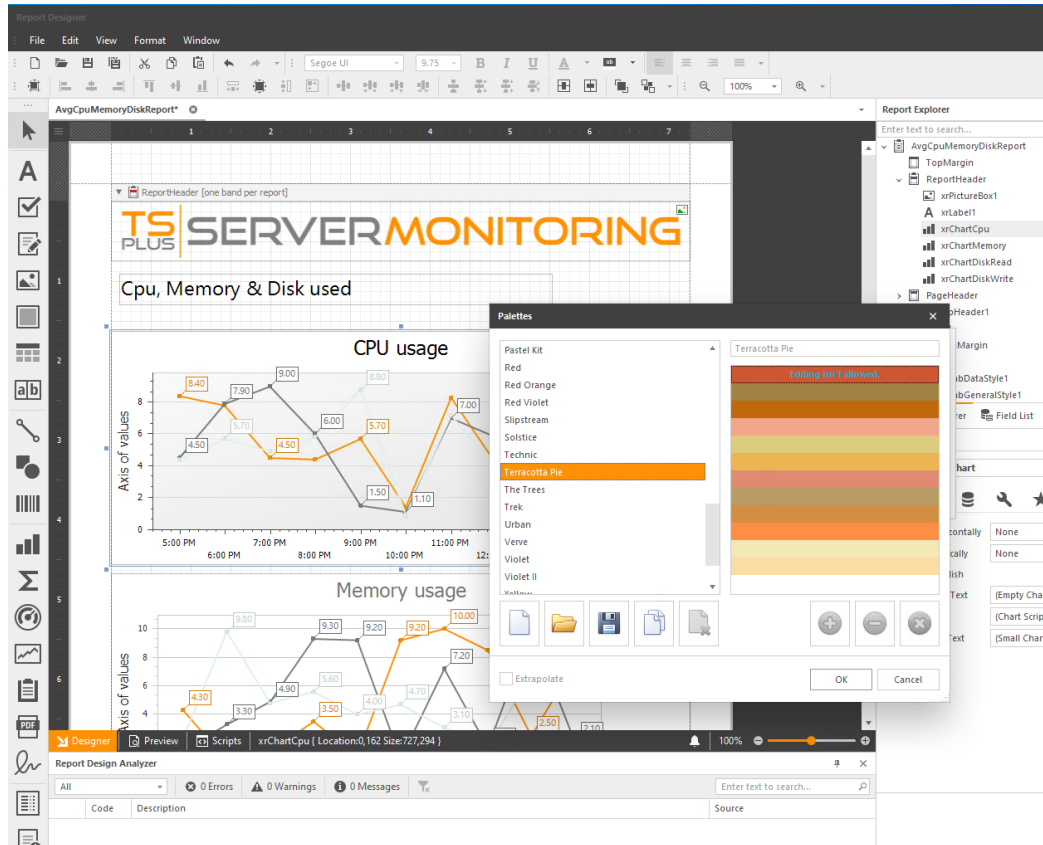
How to: Change colors of a custom report

If you want to change the colors of series in a graph:

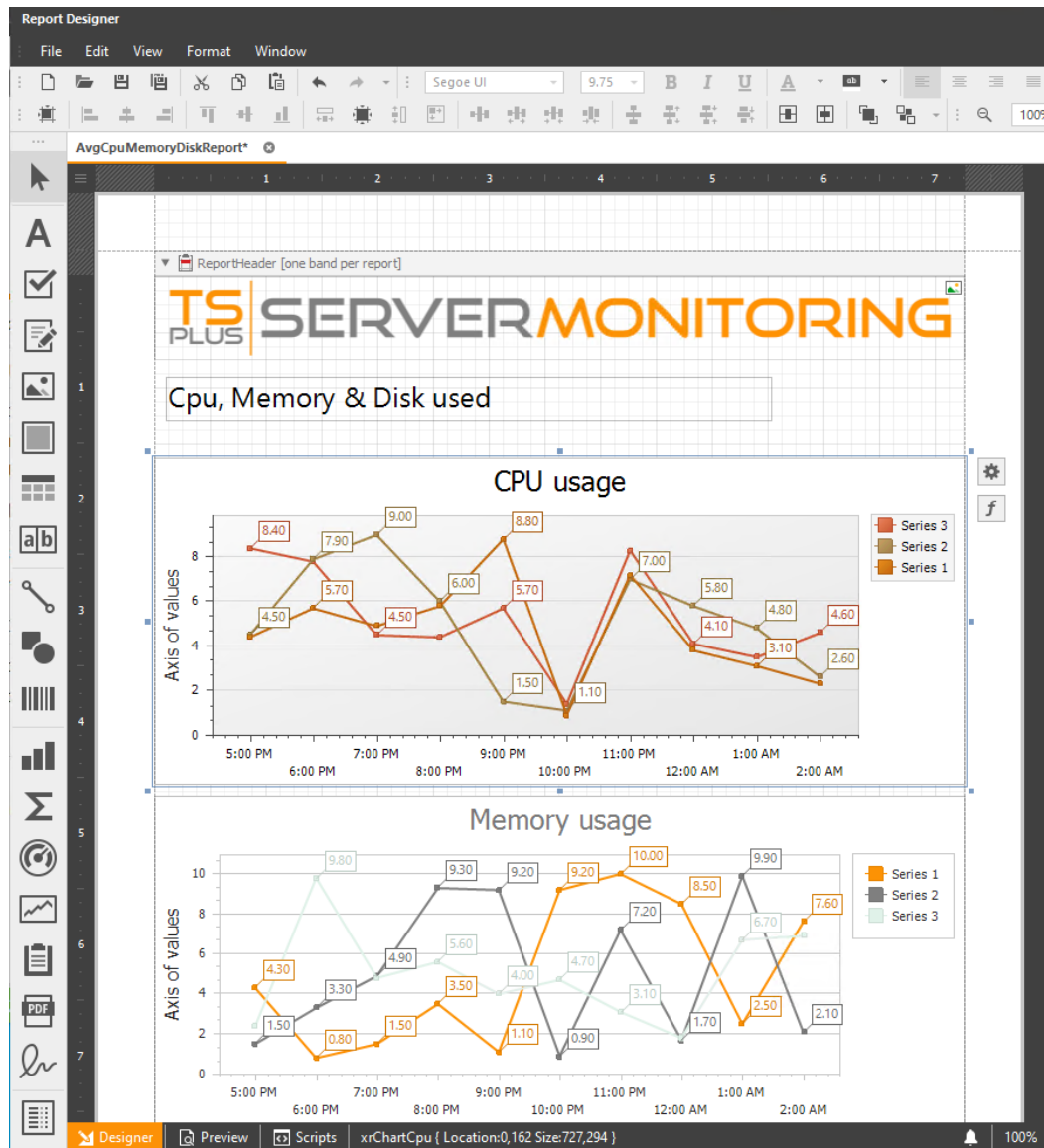
Select the graph you want to change, then click on the **settings** button, and click on **Palettes**:



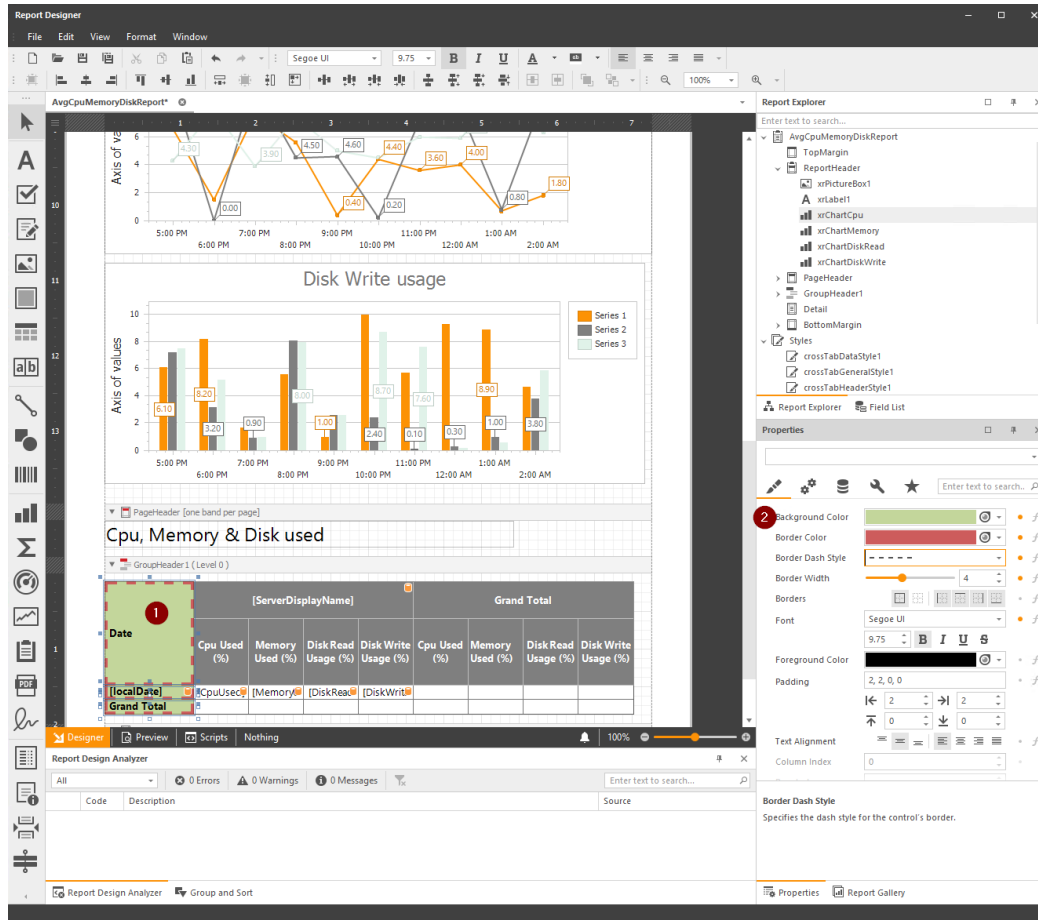
Then choose an existing palette, or create your own:



Click on OK, and look at the modifications applied:



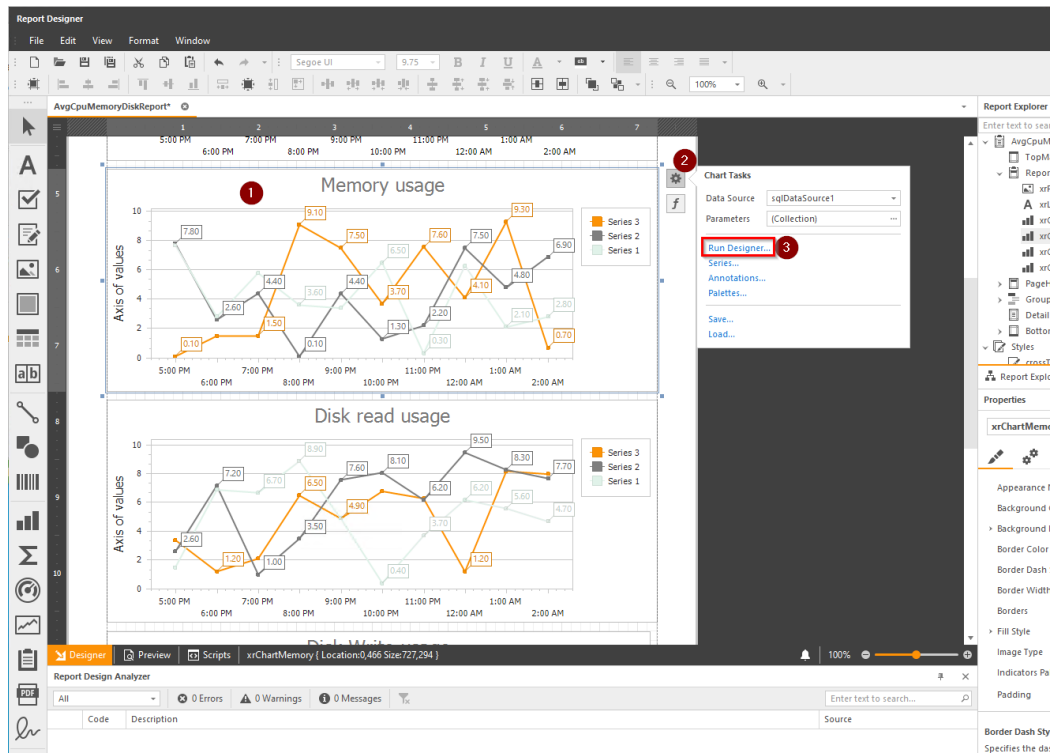
You also can customize datagrid content (colors, borders, fonts, etc.) You just have to select the cell(s) you want to modify, and modify the properties you want:



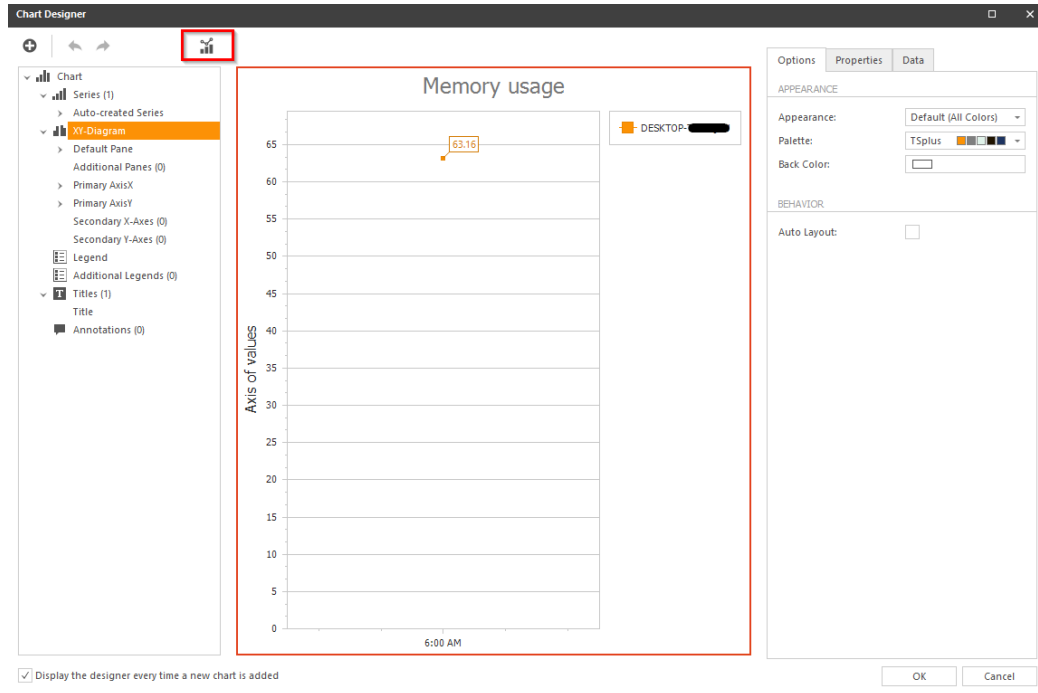
How to: Change chart type of a custom report

You can change the type of chart displayed in a report:

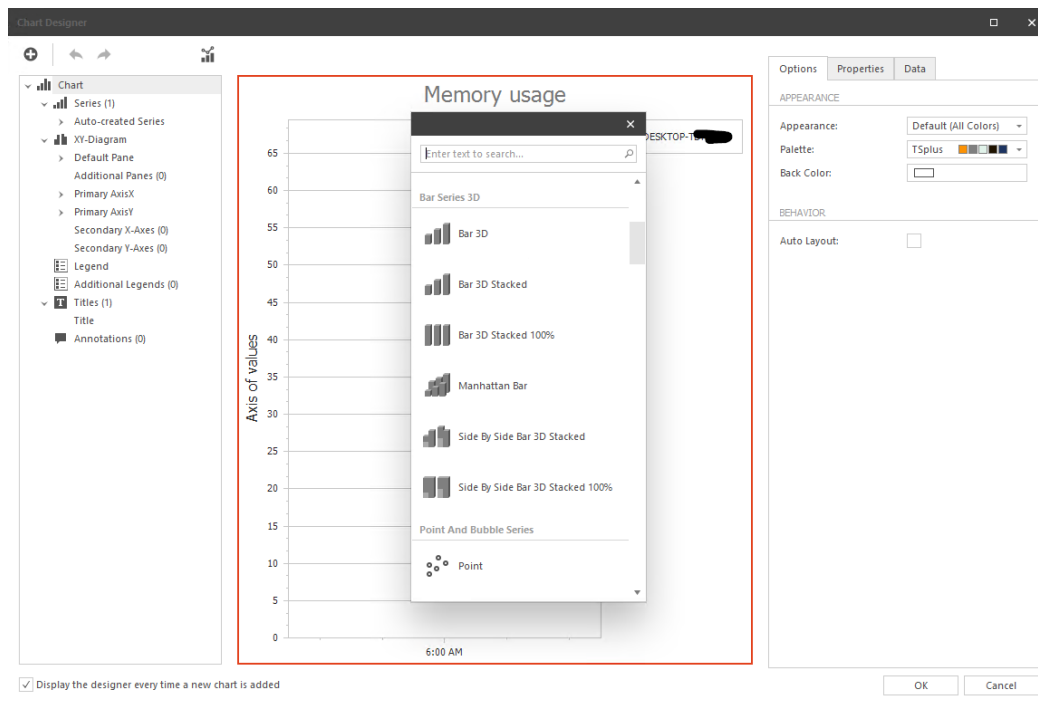
First, select the graph you want to change, then click on the **settings** button, and click on **Run designer**:



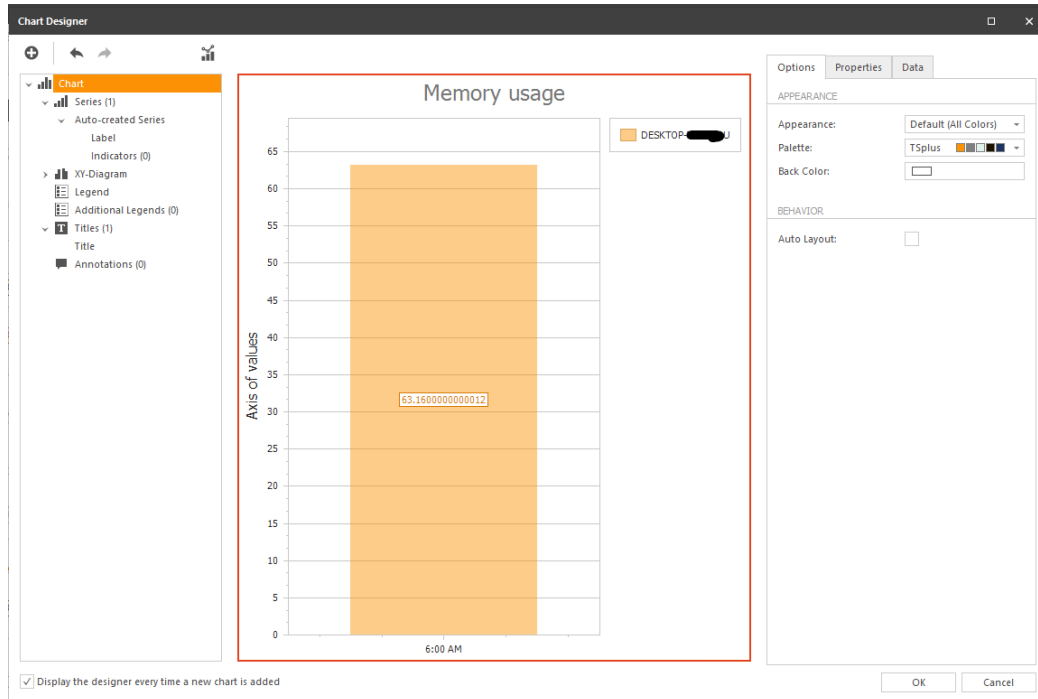
Then click on the "Change type" button:



Choose the new type:



Click on OK, and look at the modifications applied:

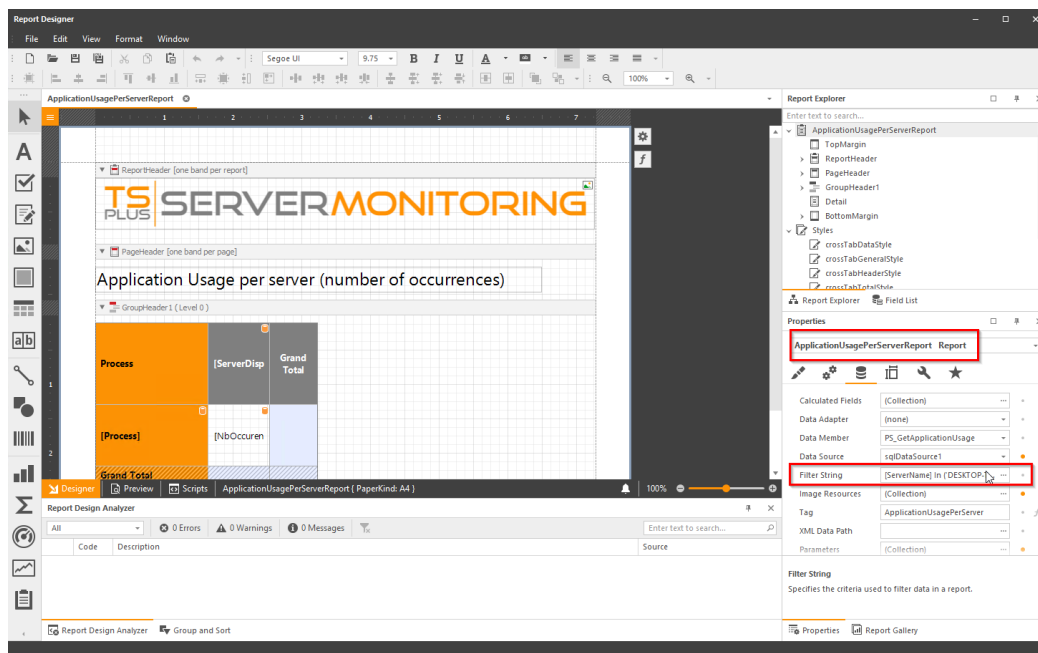


You also can, in this form, customize graph content (title, legend, annotations etc.)

How to: add filters on a custom report

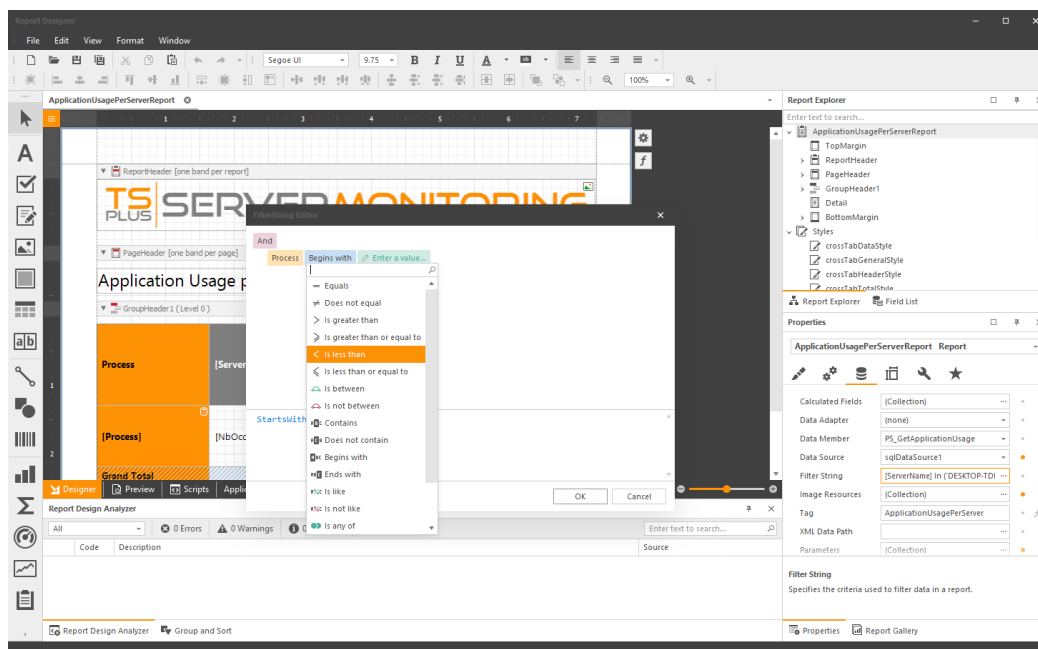
You may add one or several filters to data on a report. For example, on "Application usage" report, you may want to filter on the application name. Let's filter on the applications whose name begin with "Microsoft" :

First, select filters of the report :

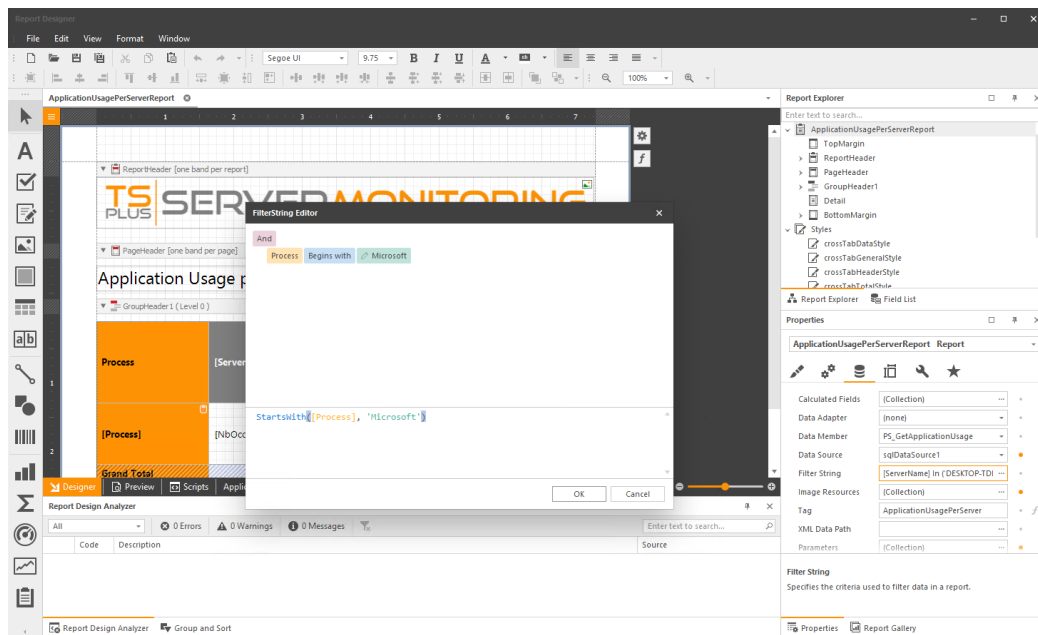


Then, a window is open with the list of current filters. You will always have a filter with server names or website names, it is mandatory, please ignore it (you can remove it, but then it will be added again automatically).

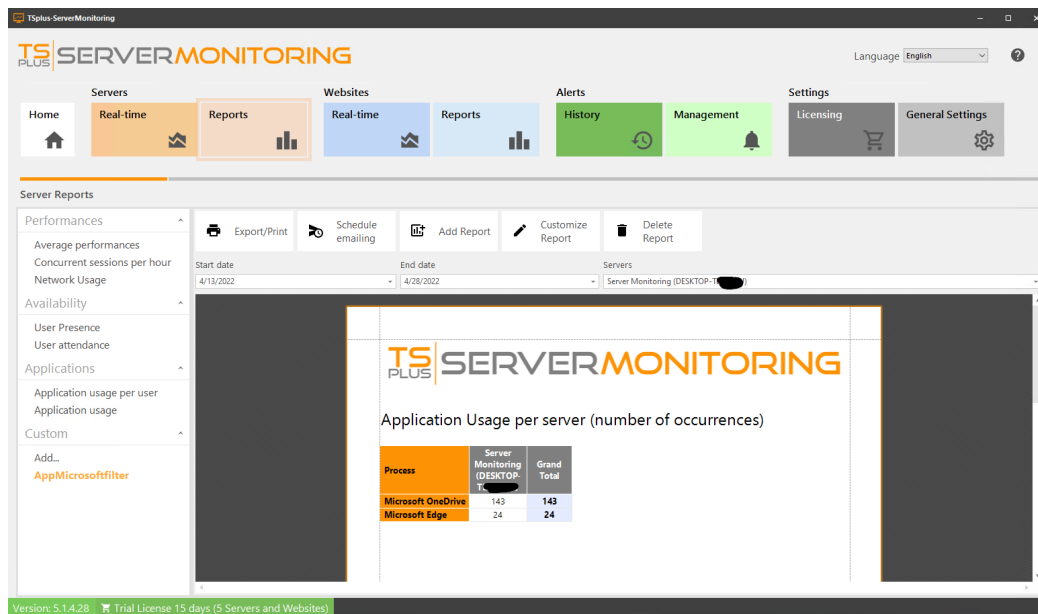
Click the "+" button to add a filter.



Choose the field on which you want to apply the filter (in this case, the process name), and then the filter operator and the value :

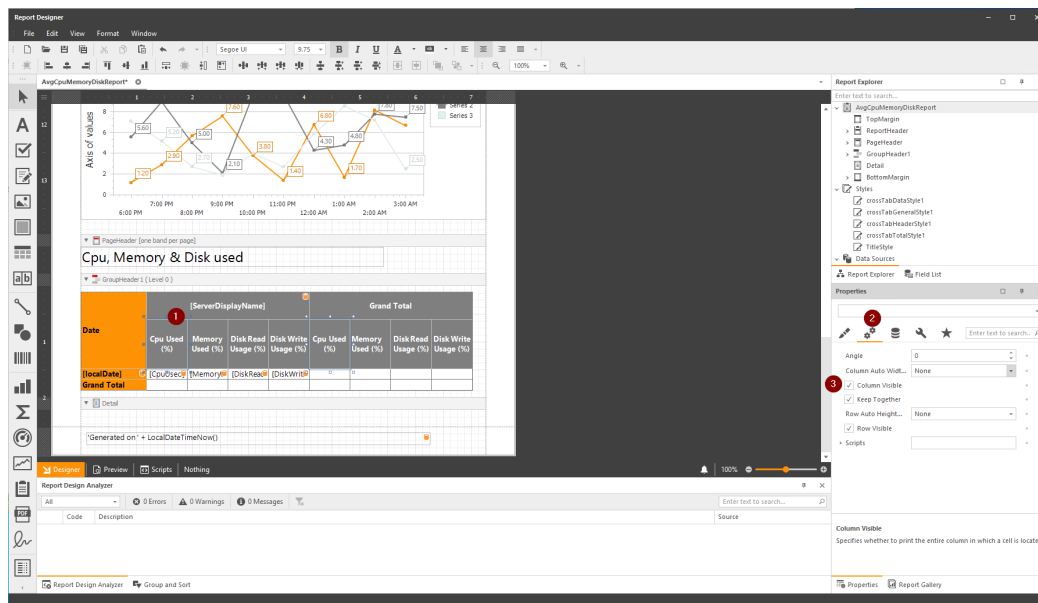


Then click on "OK", save the custom report, and access it to see the results filtered :

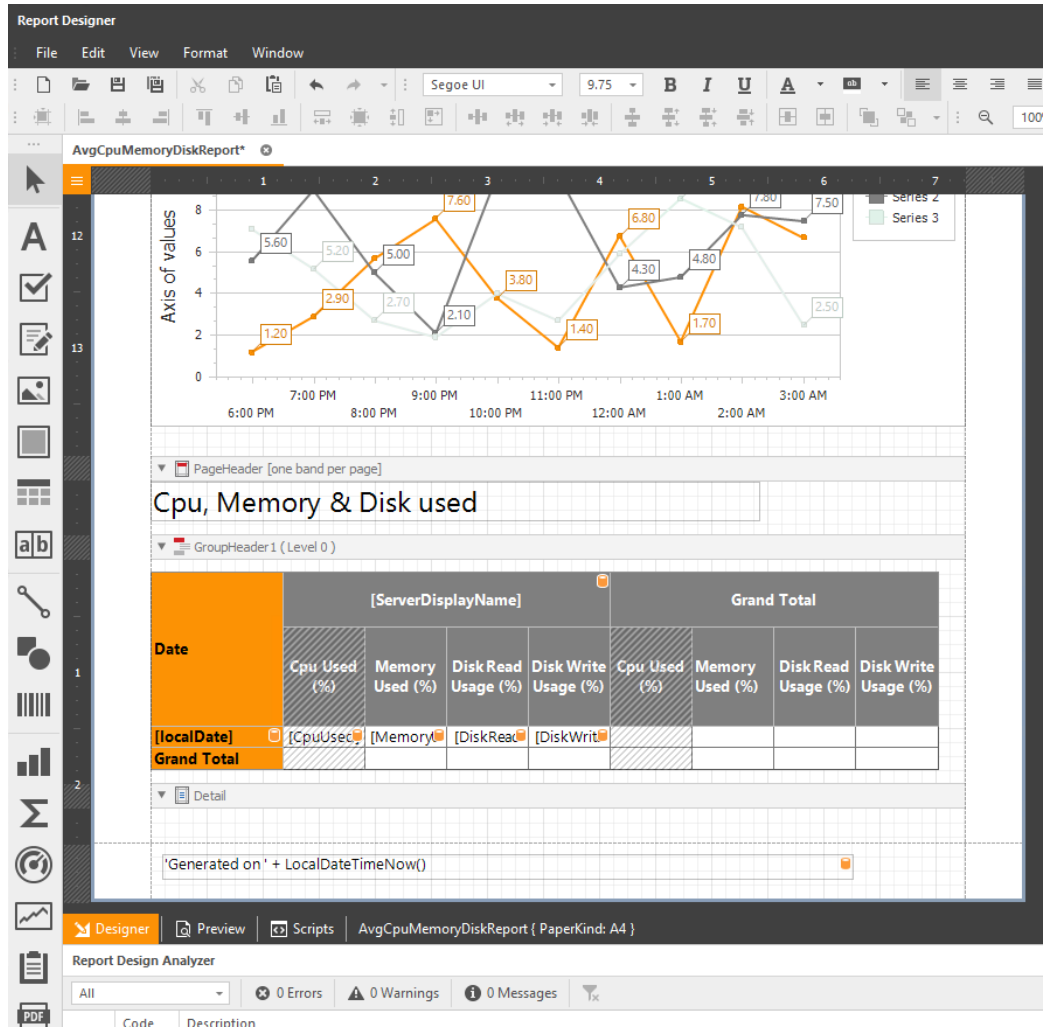


How to: Change visibility of some infos on custom report

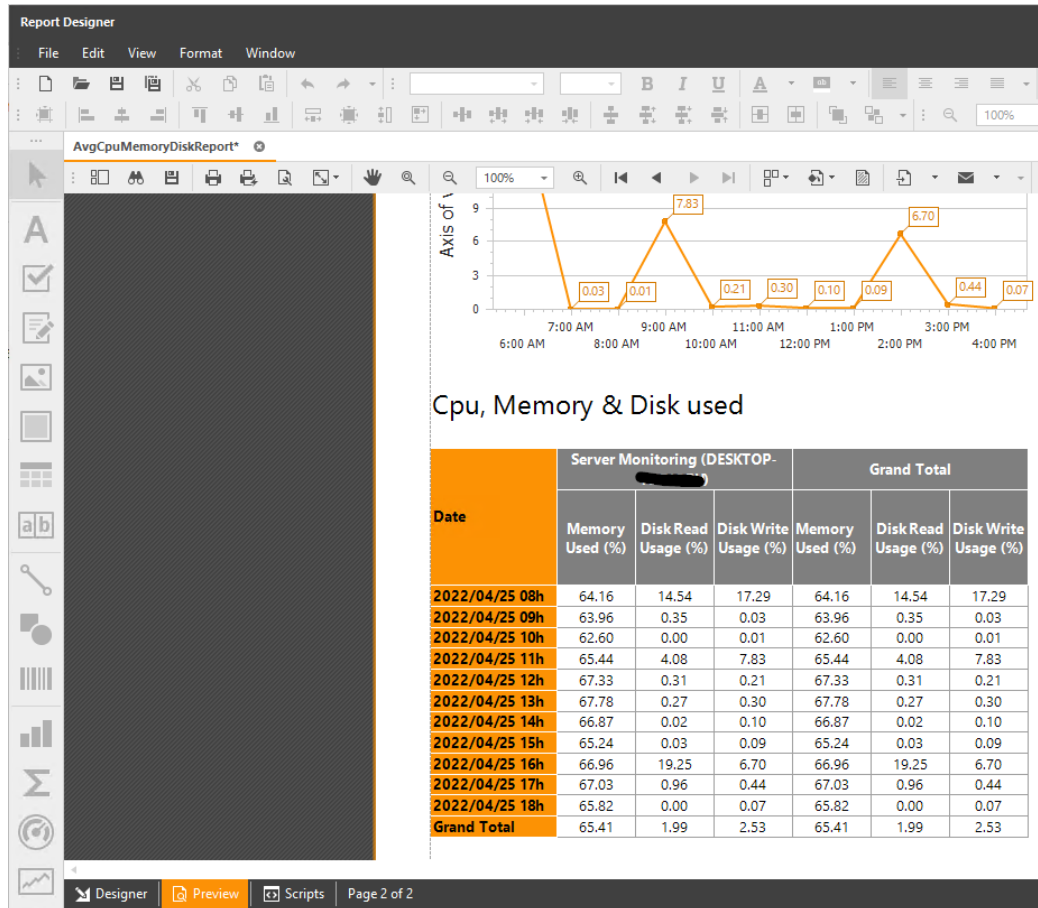
You may be interested by only some indicators on a report. You can hide the others by clicking on the concerned fields, and then in the **Behavior properties**, you can tick the **Column Visible** checkbox:



Then, in the **Designer view**, you will see the fields greyed out:



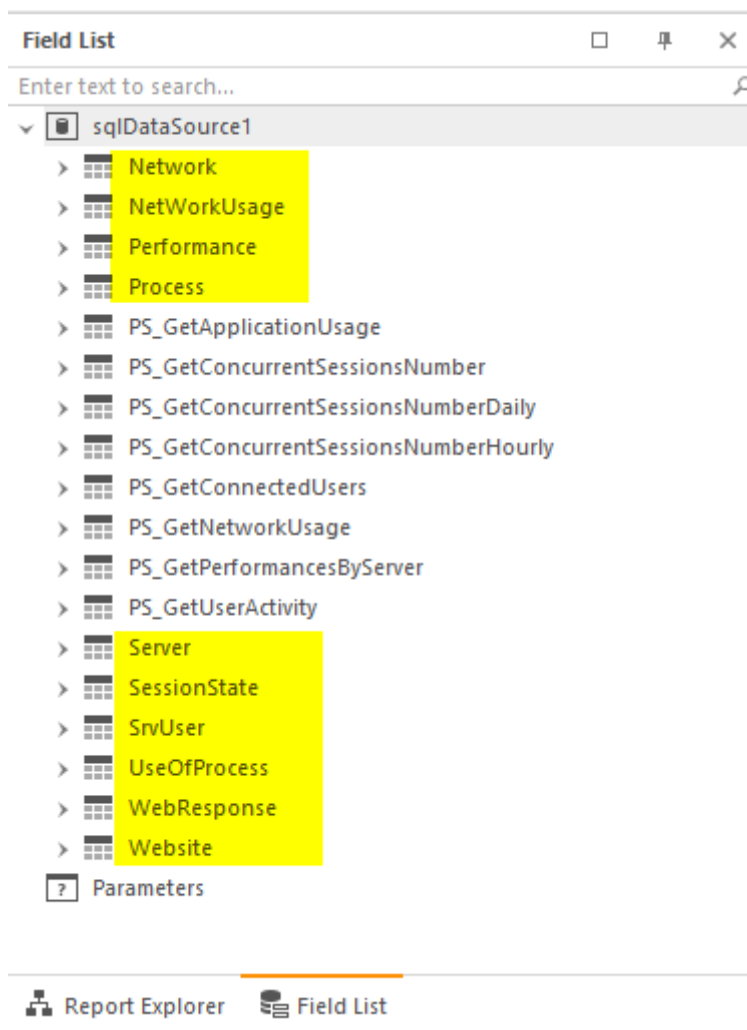
And in the **Preview view**, you will see the fields hidden:



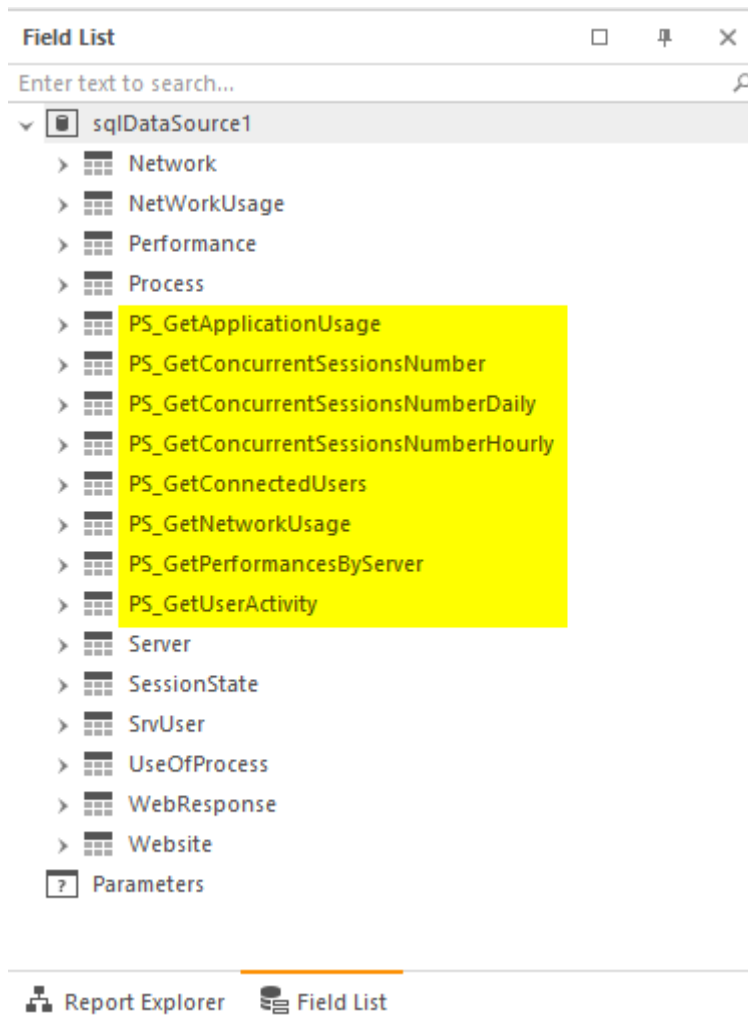
How to use existing database for custom reports:

When you customize an existing report, or create a new one, you will use monitoring data that is stored in the database you built during the setup, and that is fed regularly by the data of all the servers and websites that you monitor.

You may see 2 types of data that you can use : - tables, which are "pure" data as they arrive from the servers you monitor



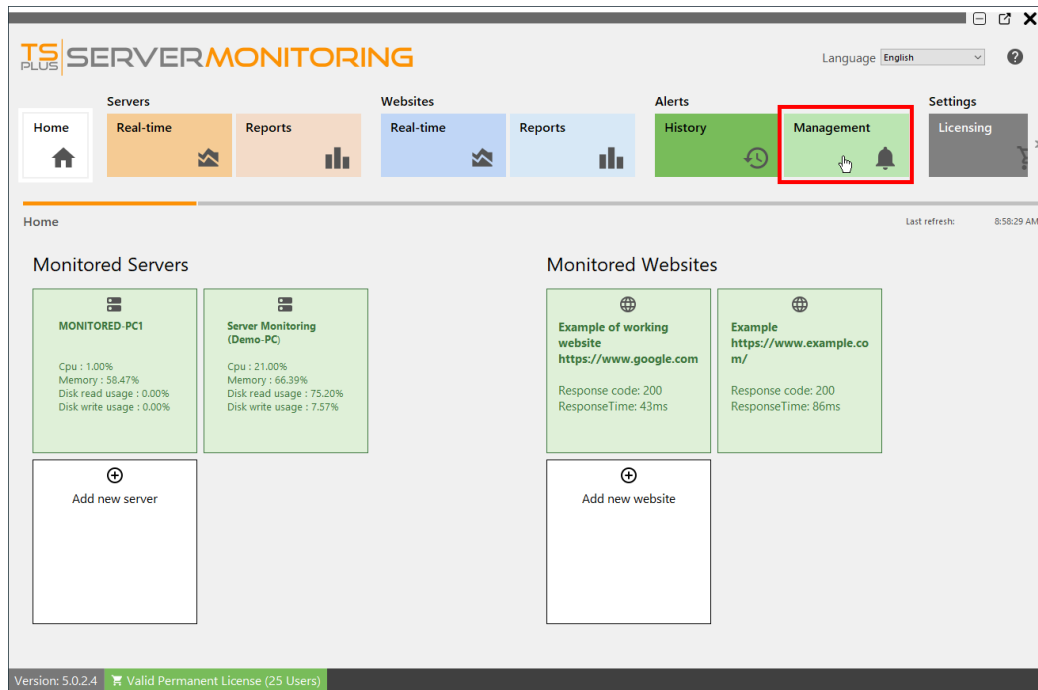
- stored procedures, which are an aggregate of many tables, which have been made for the need of a report or a dashboard



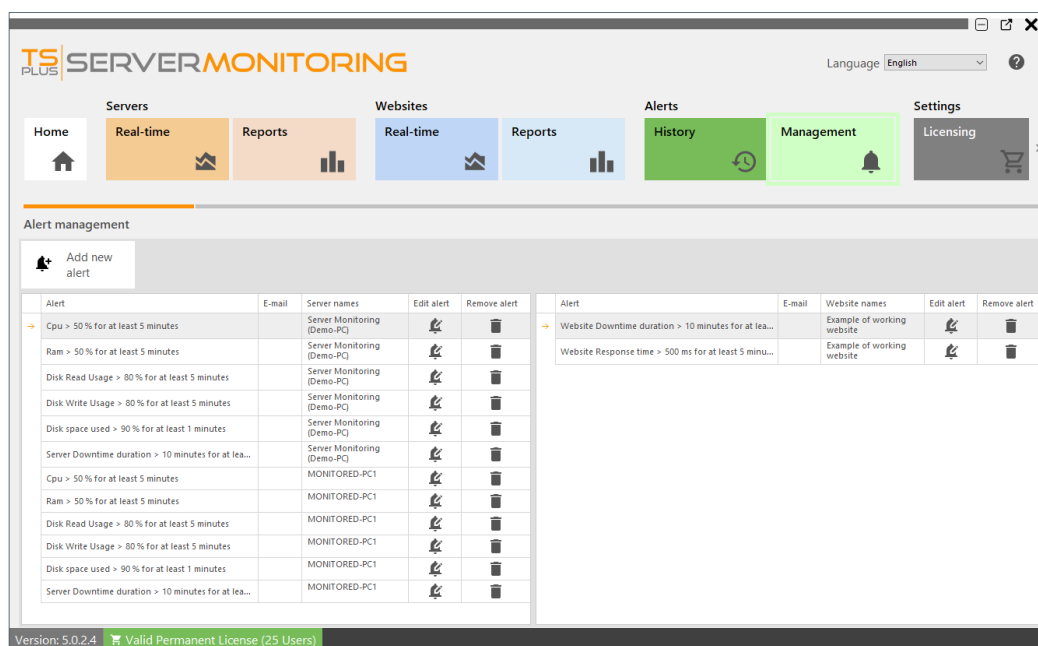
You may use one or the other, according to your needs. If you are used to SQL Server Management Studio, you can even create your own stored procedures, and use them on your customized reports.

Alerts Management

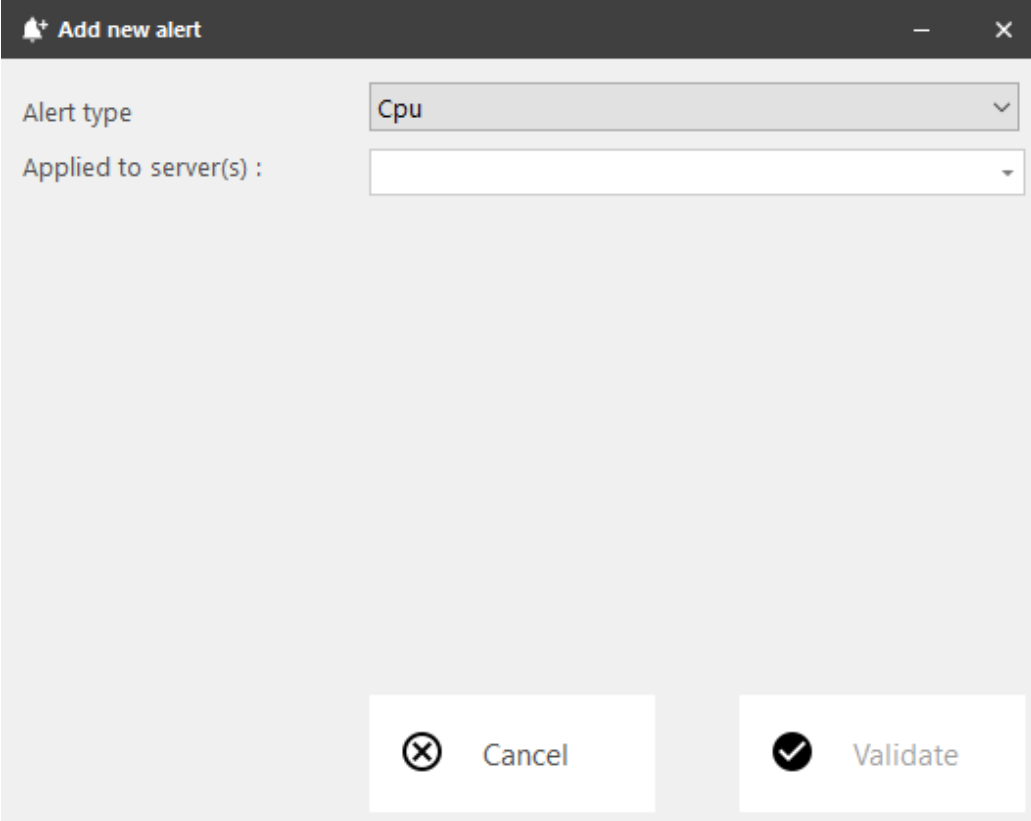
You can access Alerts Management by clicking on the **Management** tile of **Alerts** section on the home page:



When you install an agent on a server to monitor, Server Monitoring will automatically create basic alerts for the server. Creating a new website will also create alerts for the website.



Using the "Add new Alert" button, you can add alerts on your Server Monitoring system.

A dialog box titled "Add new alert" with a bell icon and a close button. It contains two dropdown menus: "Alert type" with "Cpu" selected, and "Applied to server(s) :". At the bottom are "Cancel" and "Validate" buttons with icons.

Add new alert

Alert type: Cpu

Applied to server(s) :

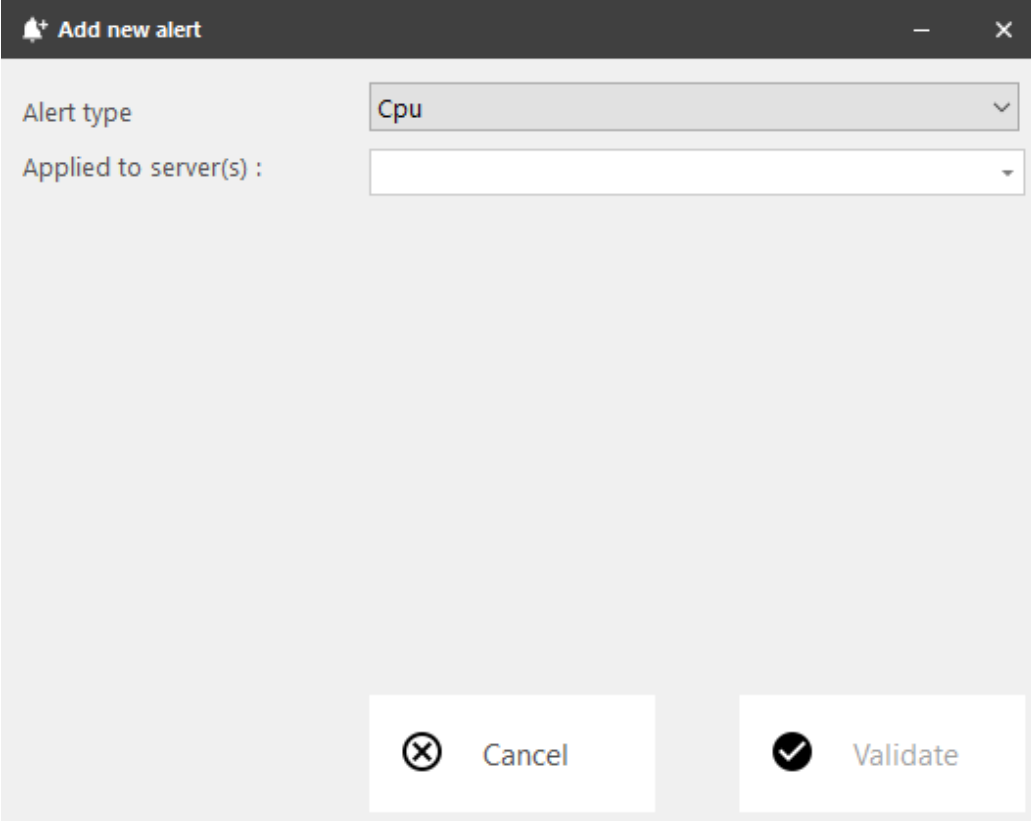
Cancel Validate

For **servers**, alerts can be set for:

- Processor
- Memory
- Disk read/write usage
- Network usage (bytes sent/received)
- Disk used space
- Active Users
- Downtime Duration

For **websites**, alerts can be set for Response Time or Downtime Duration.

Please select the type of alert you want to create, and the server(s) or website(s) you want to monitor.



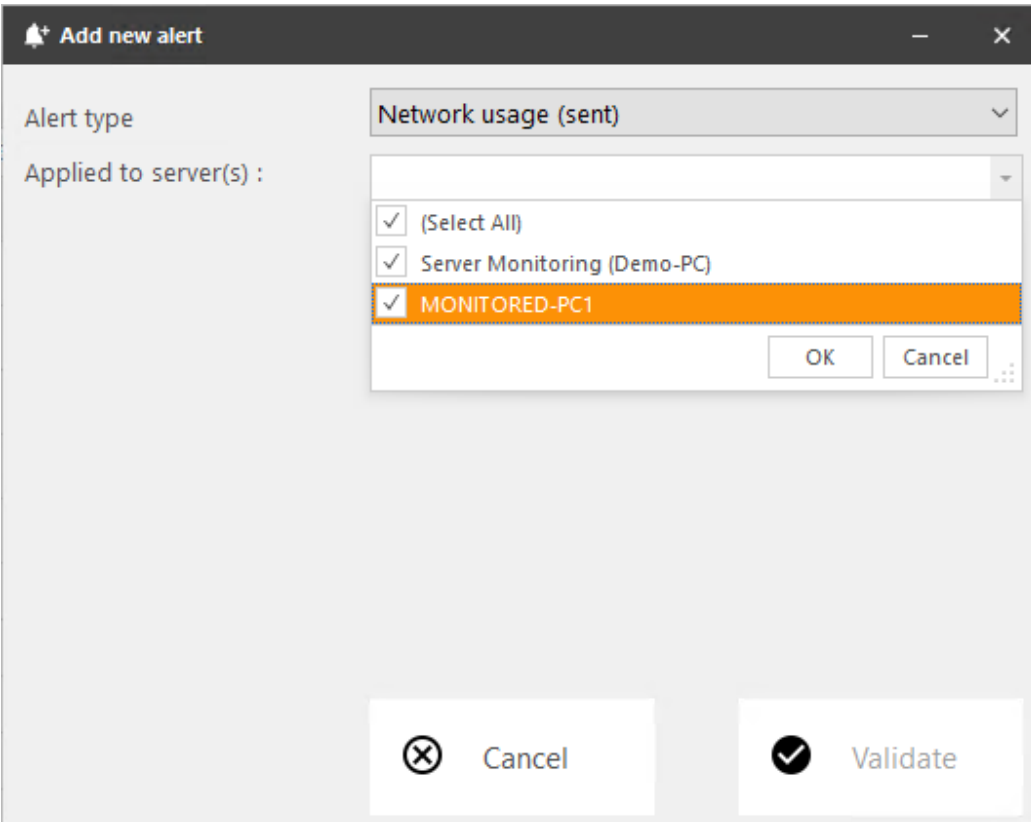
Add new alert

Alert type: Cpu

Applied to server(s) :

Cancel Validate

Then you can set the alert's parameters :



Add new alert

Alert type: Network usage (sent)

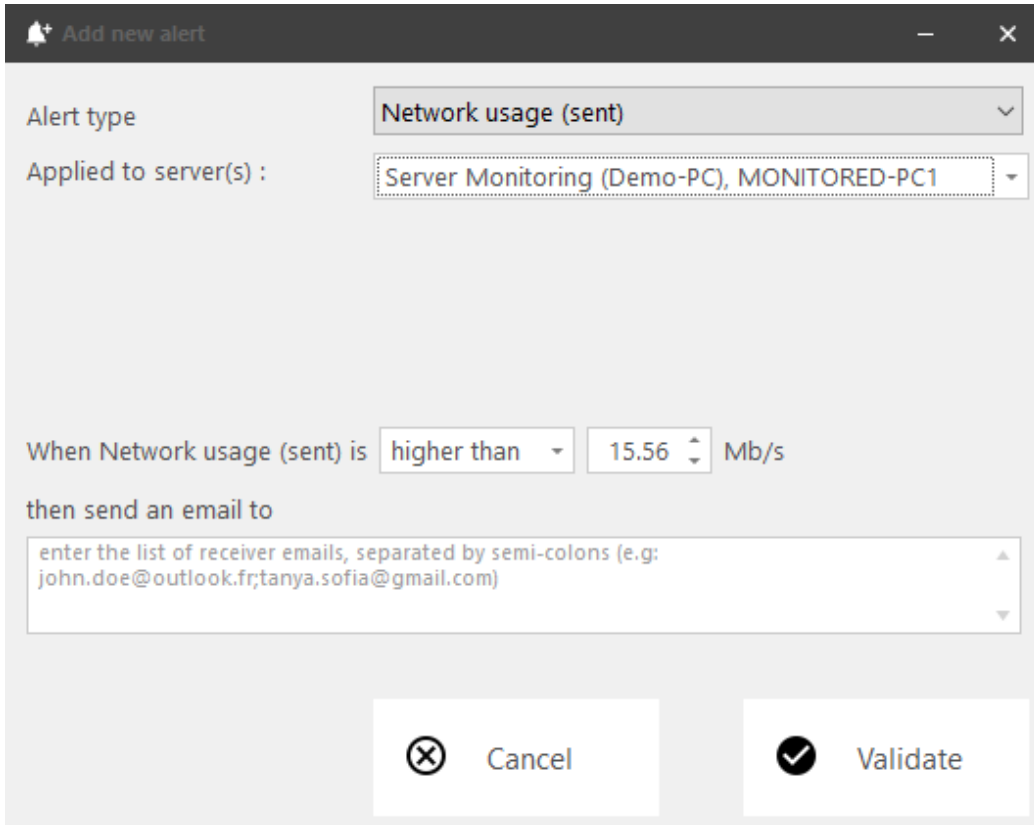
Applied to server(s) :

- ☒ (Select All)
- ☒ Server Monitoring (Demo-PC)
- ☒ **MONITORED-PC1**

OK Cancel

Cancel Validate

You can customize the settings with your own values:



The screenshot shows a modal window titled "Add new alert" with a close button in the top right corner. Inside the window, there are two dropdown menus: "Alert type" set to "Network usage (sent)" and "Applied to server(s) :" set to "Server Monitoring (Demo-PC), MONITORED-PC1". Below these, a text input field contains "15.56" with a unit selector set to "Mb/s". A label "When Network usage (sent) is" is followed by a dropdown set to "higher than". Below this, a text area contains the placeholder text "enter the list of receiver emails, separated by semi-colons (e.g: john.doe@outlook.fr;tanya.sofia@gmail.com)". At the bottom, there are two buttons: "Cancel" with a close icon and "Validate" with a checkmark icon.

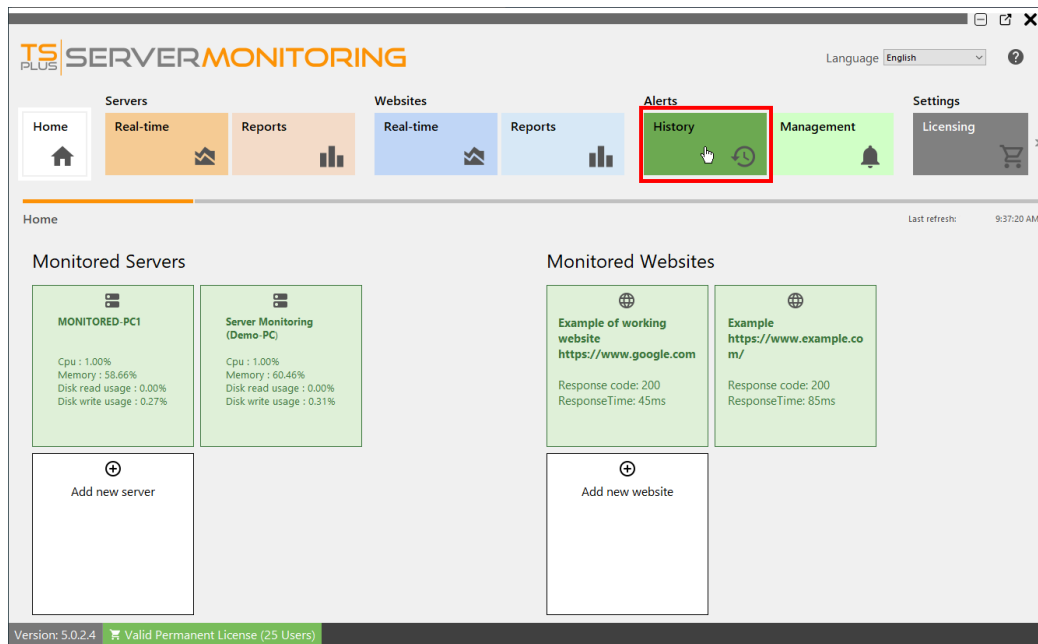
You can add multiple addresses for alerts to be sent to. If this field is left empty, alerts will still be visible in the alert history of Server Monitoring.

You can also edit or delete an alert, by clicking on the **Edit** or **Remove** buttons.

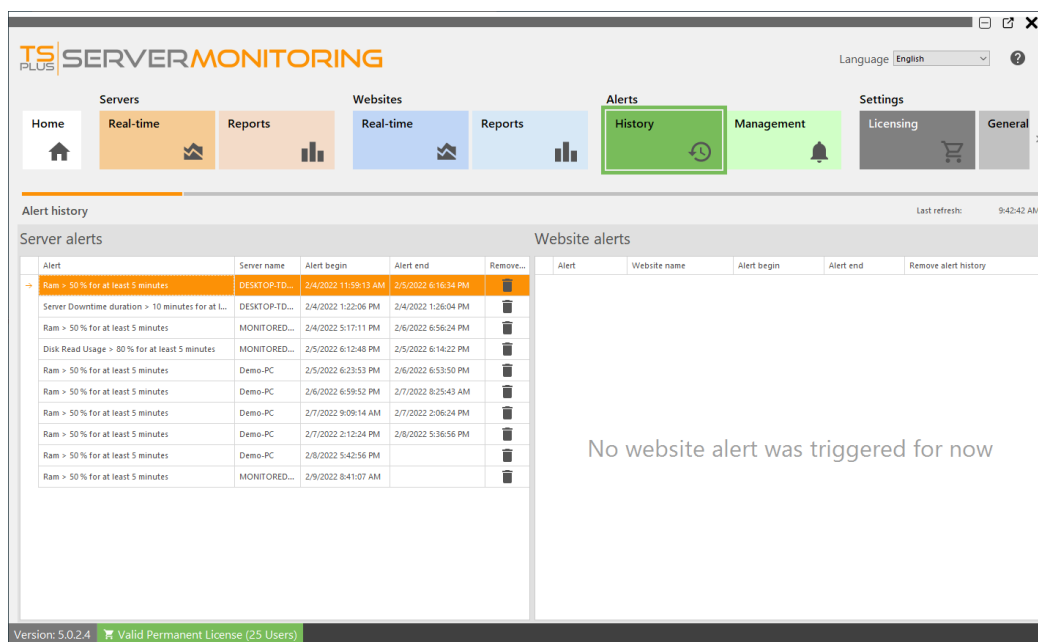
Notifications

Once you have configured an alert on your server or website, Server Monitoring will closely monitor the chosen metric and send you an email as soon as the targeted threshold is reached or exceeded. Server Monitoring will also send you an email when that metric is back to normal.

You can check historic alerts by clicking on the **History** tile of **Alerts** section on the home page.



You will see a list of alerts triggered, with the title of the alert, the server or website monitored, the beginning of the alert, and its end (if empty, the alert is still triggered).



You can delete one or more lines of history by clicking on the **Remove** button.

[Back To Top](#)

How is data saved and can I access it from my own applications?

In Server Monitoring, all your data is saved in an open format. We use a SQL Server database to store both global and servers and websites specific data.

If you have a tool installed that can read SQL Server database files (e.g. SQL Server Management Studio, SQL Server Management Studio Express, etc), you can access the data from there.

Even if you can access these files both in read and write mode, we recommend that you always use read-only access mode, in order to avoid any conflict between Server Monitoring and your own applications.

Do not hesitate to contact us if you want to know more on developing your own applications using Server Monitoring data.

Server Monitoring CPU consumption is higher than expected. What can I do?

1) Check for updates

Please check regularly for updates, as most of them offer performance improvements. We recommend you to apply Server Monitoring updates out of working hours since the update may perform long running background operations on the database.

The latest version of Server Monitoring is always available here: [direct link](#).

2) Apply recommended configuration

A database will always take all computing resources available to complete requests as soon as possible. Therefore, it is recommended to plan the resources for your Server Monitoring server according to its usage.

Please find below our recommendations based on the number of monitored servers:

Monitored servers	CPU	Memory (RAM)
1-2	2	8
3-4	4	16
5+	8	32

Installing Server Monitoring on an SSD type disk drive is recommended for better performance.

Also, you may need to allocate additional disk space for your Server Monitoring Server, depending on the number of servers and websites monitored, and the amount of data collected and stored in the SQL Server database.

Finally, please note that it is generally a good idea to run a monitoring application such as Server Monitoring on a dedicated server. This prevents other applications from reducing available resources.

3) Contact our customer support

If all the above recommendations failed to provide you an acceptable experience with Server Monitoring, please do not hesitate to contact our customer support at <https://terminalserviceplus.freshdesk.com>. We will be happy to help troubleshoot your Server Monitoring installation.

In order to facilitate our technical support and to reproduce your issue, we might ask you for an export of your database.

To do so, open an elevated command prompt, enter the following command:

```
sqlcmd -S [Your SQL Server Instance Name]
```



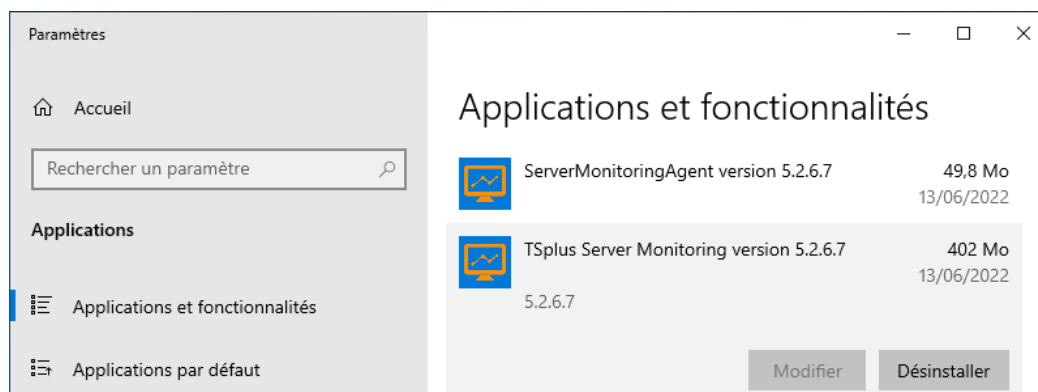
```
NOINIT, NAME = 'demodb-full', SKIP, NOREWIND, NOUNLOAD, STATS = 10 "
```

Once the export has finished, please send us the file located at *C:\Program Files (x86)\Microsoft SQL Server[YourVersionOfSQLServer]\MSSQL\Backup\ServerMonitoring_Support.bak*.

Uninstall

If you want to uninstall Server Monitoring, you may do so by following the steps below:

1. **Go to Application and settings**, and search for Server Monitoring.
2. Uninstall both **TSplus ServerMonitoring** and **ServerMonitoringAgent**.



1. TSplus ServerMonitoring uses a **SQL Server** database to store its data. During ServerMonitoring uninstallation, SQL Server instances and databases are **not** deleted, because you may want to keep your data, and you also may use SQL Server instances for other purposes. If it is not the case, and you want to **uninstall also the SQL Server instances and databases**, you can do so by searching for Microsoft SQL Server and uninstall the following :

Paramètres

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Applications

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Trier par : Date d'installation

Filtrer par : Tous les lecteurs

8 application(s) trouvée(s)

Microsoft SQL Server 2008 R2

13/06/2022

Modifier

Désinstaller

Microsoft SQL Server 2008 R2 Native Client

8,42 Mo

13/06/2022

Microsoft SQL Server 2008 R2 Setup (English)

32,4 Mo

13/06/2022

Microsoft SQL Server 2008 Setup Support Files

26,2 Mo

13/06/2022

Microsoft SQL Server Browser

9,08 Mo

13/06/2022

Microsoft SQL Server VSS Writer

7,68 Mo

13/06/2022

Microsoft SQL Server 2012 Native Client

10,1 Mo

18/05/2021