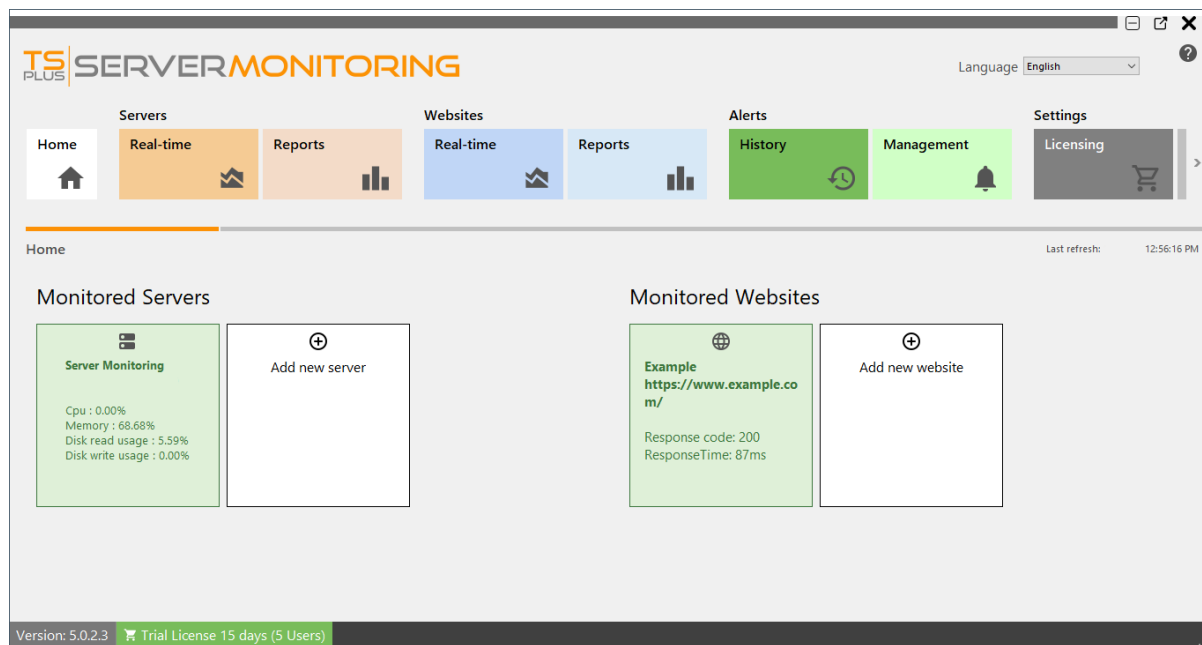


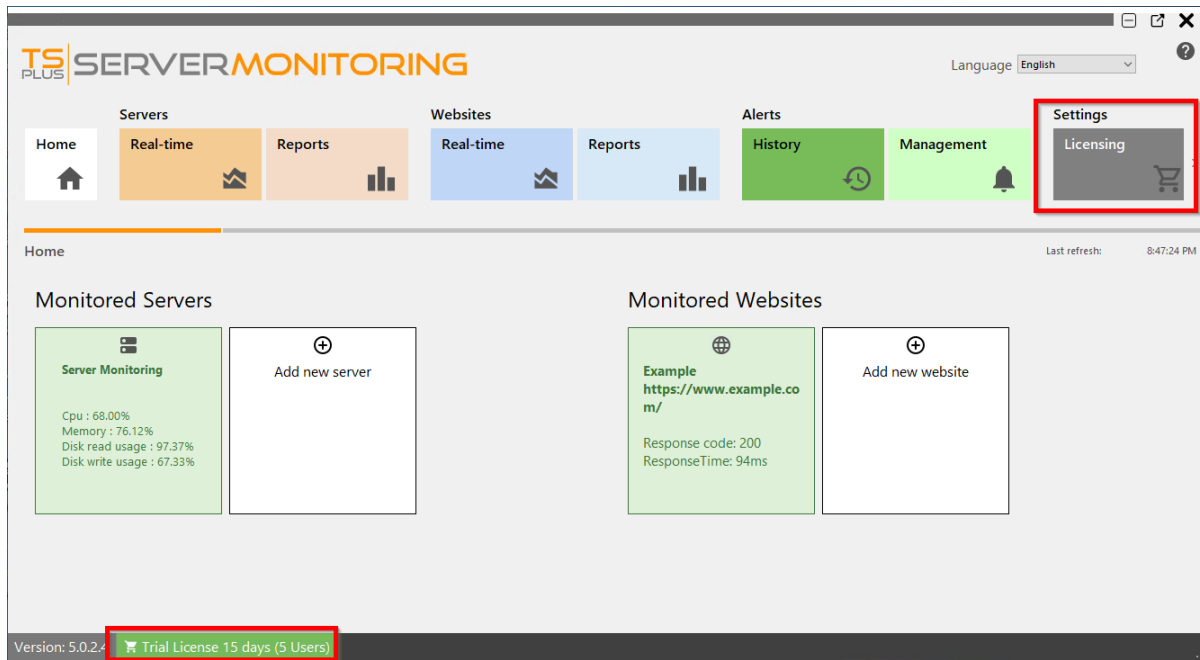
Activating your license

Server Monitoring includes a License Administration Dashboard.

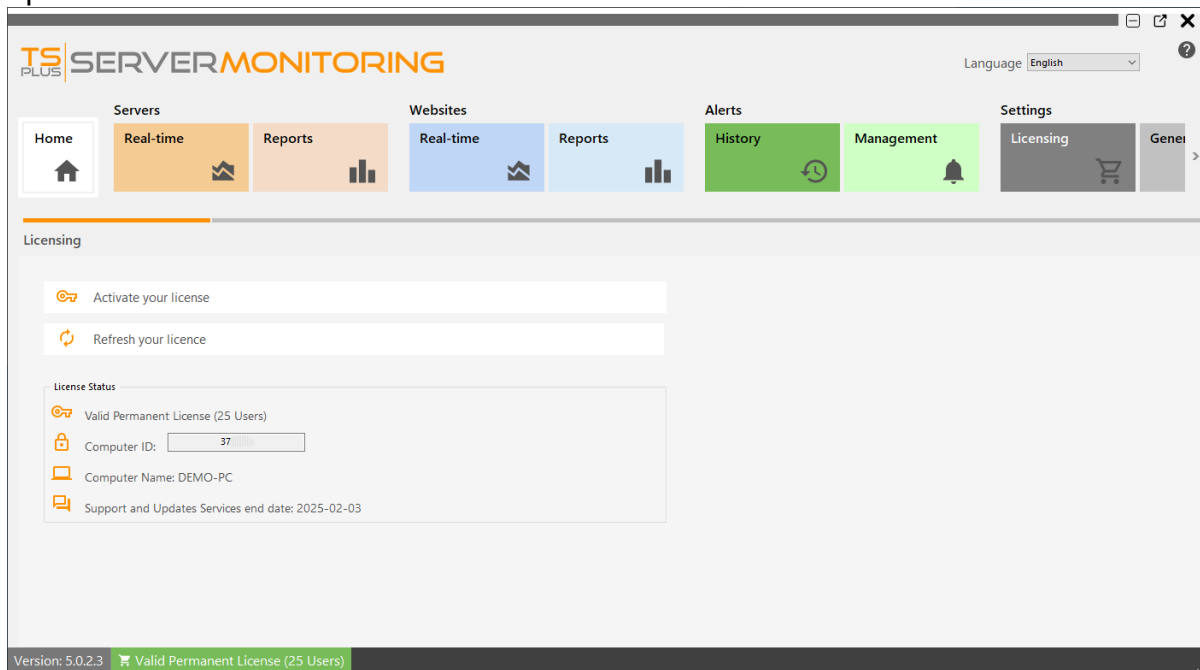
On the Home screen, you can see the status of your License in the status bar at the bottom. For example, a trial License as seen below:



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:

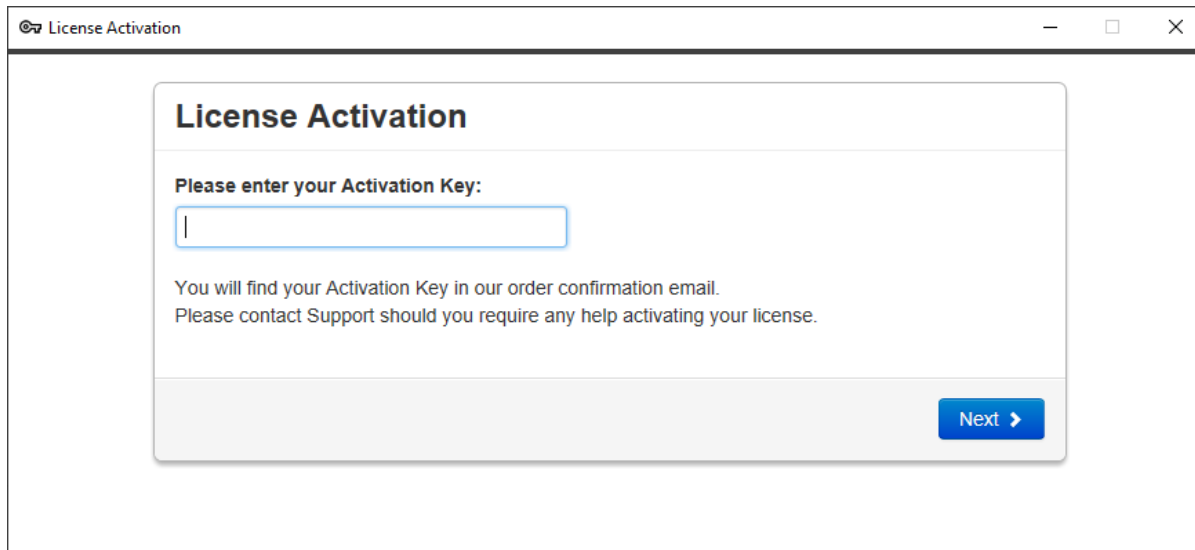


Click on the “Activate License” button then click on the “Administration” > “License” menu.

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

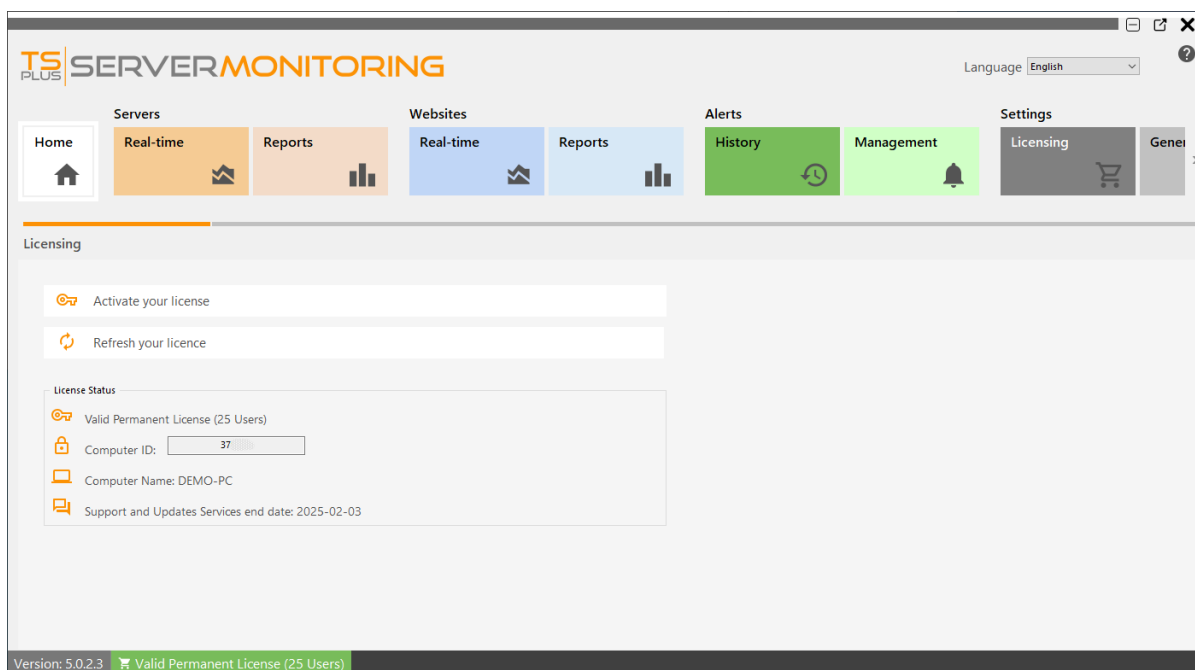
[Download the Customer Portal User Guide](#) for more information about how to use it.

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



The image shows a 'License Activation' window with a title bar containing a key icon and the text 'License Activation'. The window has standard minimize, maximize, and close buttons. The main content area is titled 'License Activation' and contains the instruction 'Please enter your Activation Key:' followed by a text input field. Below the input field, there is a paragraph of text: 'You will find your Activation Key in our order confirmation email. Please contact Support should you require any help activating your license.' At the bottom right of the window, there is a blue button labeled 'Next >'.

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



The image shows the 'TS PLUS SERVERMONITORING' web application interface. The top navigation bar includes the logo, a language dropdown set to 'English', and a help icon. Below the navigation bar is a menu with categories: 'Home', 'Servers' (with sub-items 'Real-time' and 'Reports'), 'Websites' (with sub-items 'Real-time' and 'Reports'), 'Alerts' (with sub-items 'History' and 'Management'), and 'Settings' (with sub-items 'Licensing' and 'General'). The 'Licensing' section is currently active, showing options to 'Activate your license' and 'Refresh your licence'. Below these options is a 'License Status' box containing the following information: 'Valid Permanent License (25 Users)', 'Computer ID: 37', 'Computer Name: DEMO-PC', and 'Support and Updates Services end date: 2025-02-03'. At the bottom of the interface, a status bar displays 'Version: 5.0.2.3' and a green badge indicating 'Valid Permanent License (25 Users)'.

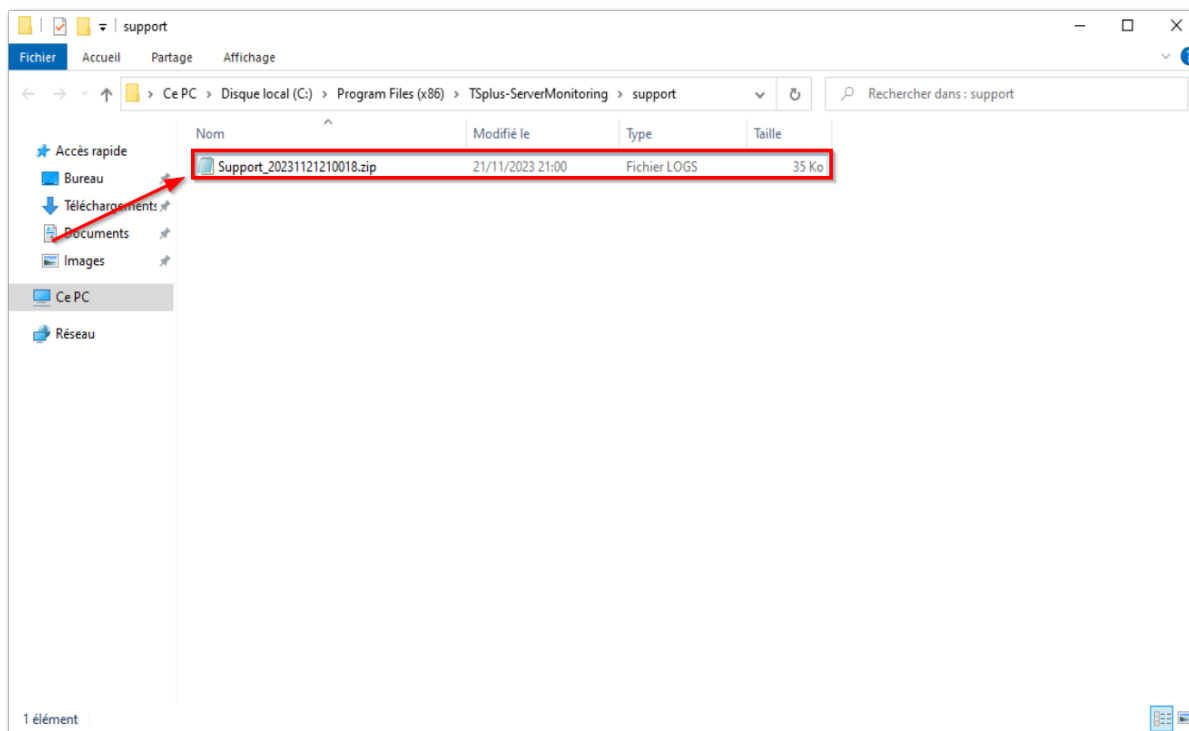
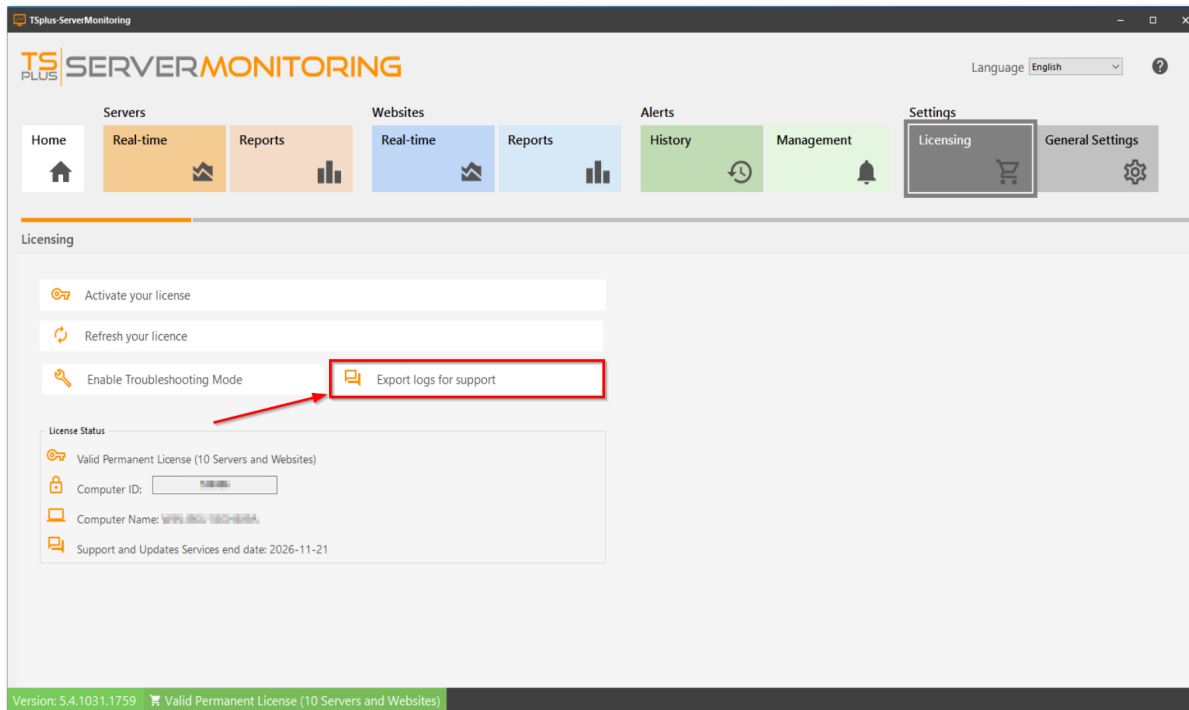
Refresh your License Data by clicking on 'Refresh your license' - this will synchronize information with our Licensing Portal.

Thank you for choosing Server Monitoring!

Export logs for support:

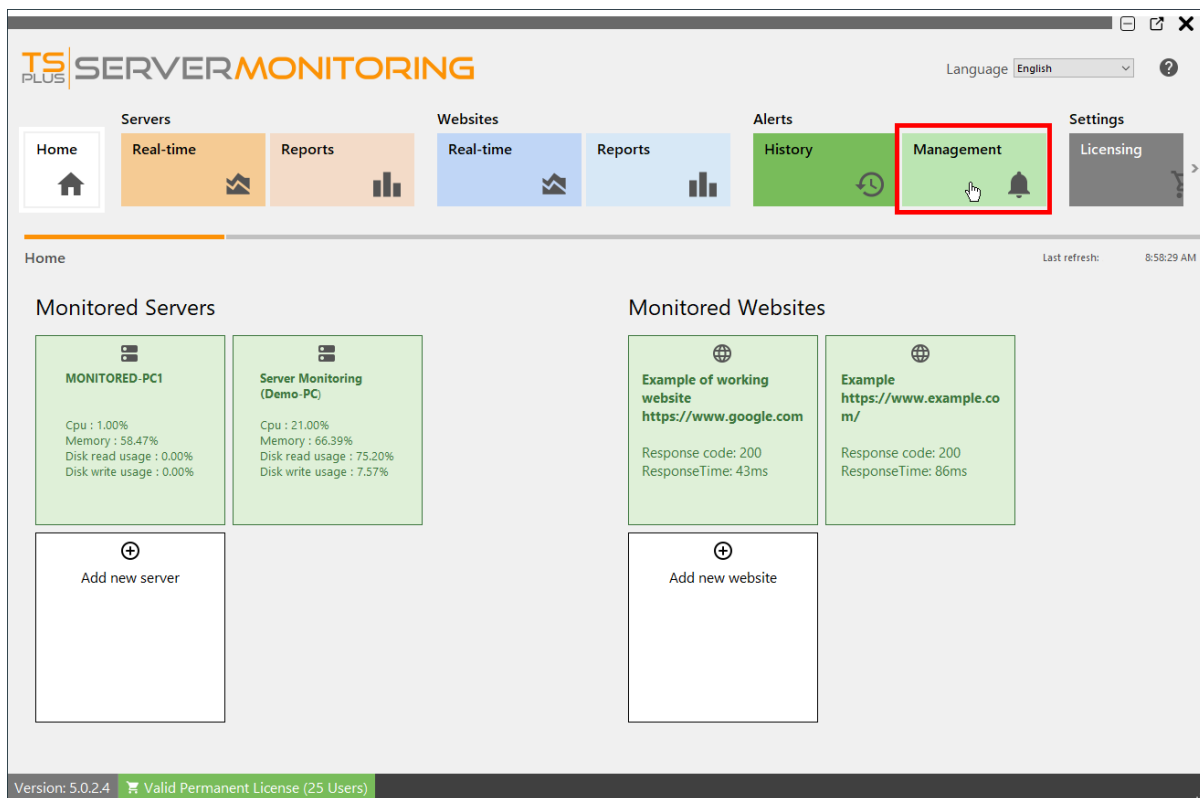
Export logs for help from support.

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



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.

TS PLUS SERVER MONITORING

Language: English

Servers | **Websites** | **Alerts** | **Settings**

Home | Real-time | Reports | Real-time | Reports | History | Management | Licensing

Alert management

Add new alert

Alert	E-mail	Server names	Edit alert	Remove alert
Cpu > 50 % for at least 5 minutes		Server Monitoring (Demo-PC)		
Ram > 50 % for at least 5 minutes		Server Monitoring (Demo-PC)		
Disk Read Usage > 80 % for at least 5 minutes		Server Monitoring (Demo-PC)		
Disk Write Usage > 80 % for at least 5 minutes		Server Monitoring (Demo-PC)		
Disk space used > 90 % for at least 1 minutes		Server Monitoring (Demo-PC)		
Server Downtime duration > 10 minutes for at least 5 minutes		Server Monitoring (Demo-PC)		
Cpu > 50 % for at least 5 minutes		MONITORED-PC1		
Ram > 50 % for at least 5 minutes		MONITORED-PC1		
Disk Read Usage > 80 % for at least 5 minutes		MONITORED-PC1		
Disk Write Usage > 80 % for at least 5 minutes		MONITORED-PC1		
Disk space used > 90 % for at least 1 minutes		MONITORED-PC1		
Server Downtime duration > 10 minutes for at least 5 minutes		MONITORED-PC1		

Version: 5.0.2.4 | Valid Permanent License (25 Users)

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

Add new alert

Alert type: Cpu

Applied to server(s) :

Cancel Validate

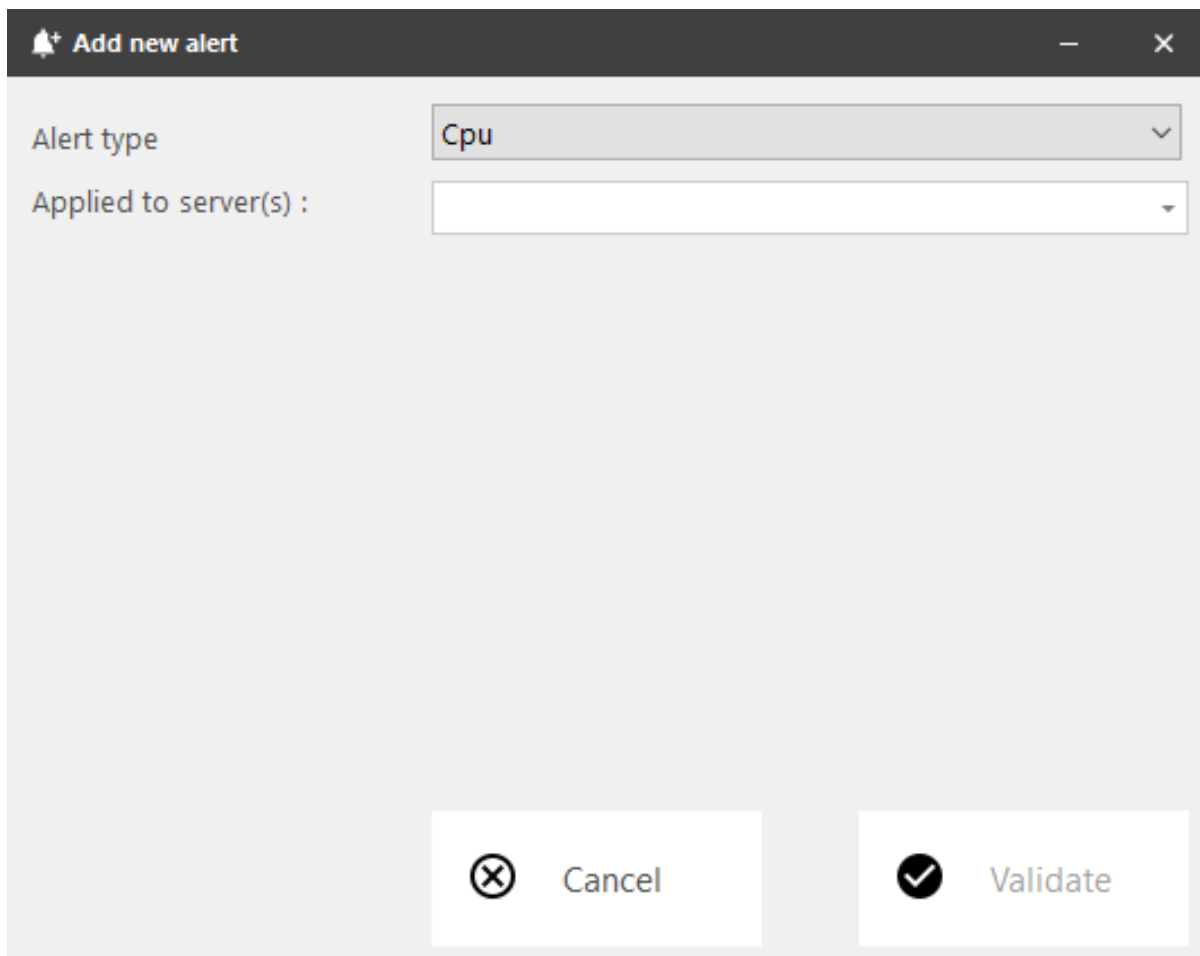
For **servers**, alerts can be set for:

- 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.



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:

 Add new alert

Alert type

Network usage (sent) ▾

Applied to server(s) :

Server Monitoring (Demo-PC), MONITORED-PC1 ▾

When Network usage (sent) is


higher than ▾


15.56 ▴ ▾

Mb/s

then send an email to

enter the list of receiver emails, separated by semi-colons (e.g:
john.doe@outlook.fr;tanya.sofia@gmail.com) ▴ ▾

 Cancel



Validate

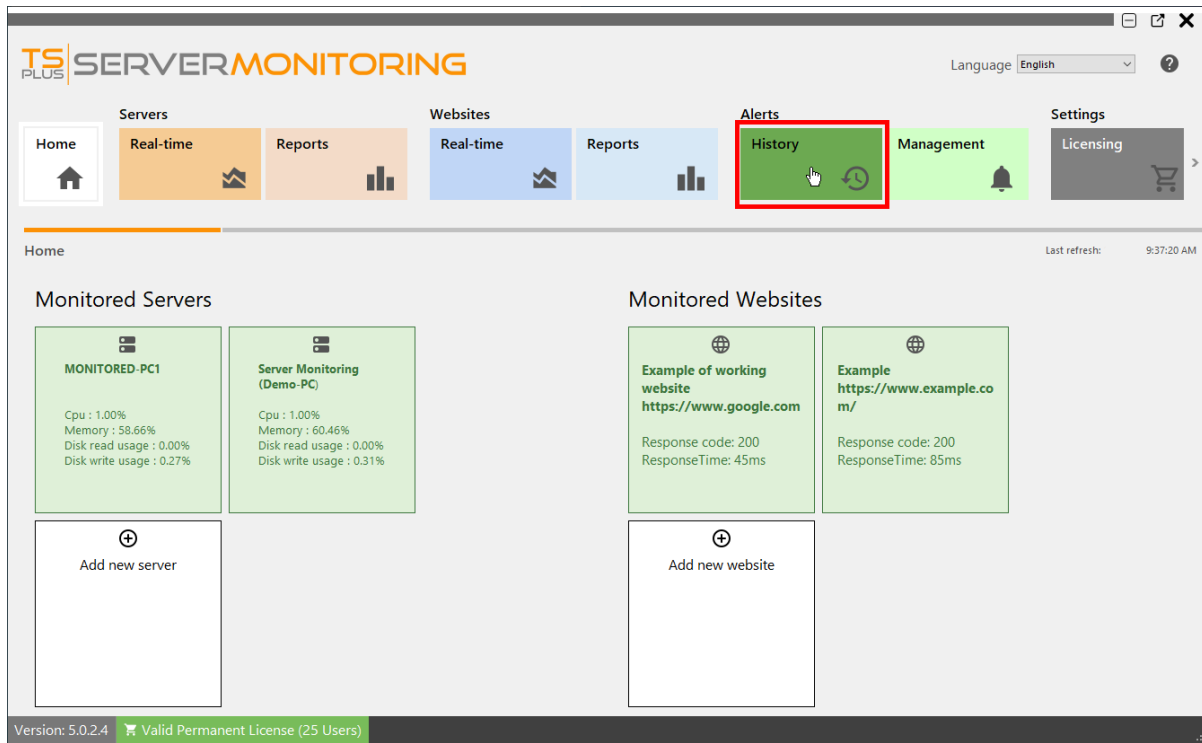
You can add multiple addresses for alerts to be sent to. If this field is left empty, alerts will still be visible in the alert history of Server Monitoring.

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

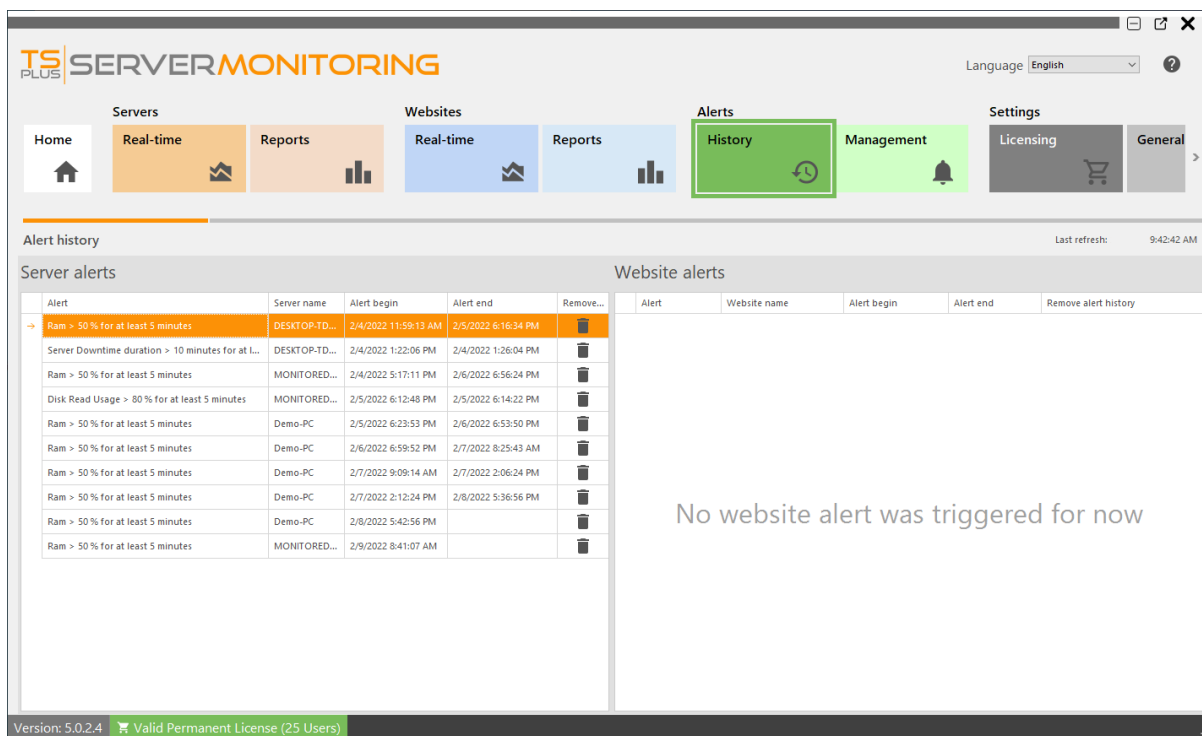
Notifications

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.

Error

This page does not exists.

[Return to the home page](#)

Table of Contents

Planning and Managing Server Monitoring

- [Getting Started](#)
- [Pre-requisites](#)
- [Installation](#)
- [Updating Server Monitoring](#)
- [Activating your license](#)
- [Managing Servers](#)
- [Managing Websites](#)
- [Administration Settings](#)

Website Reporting Features

- [Website real-time features](#)
- [Website report features](#)
- [Availability report](#)
- [Response codes report](#)
- [Response time report](#)

Server Reporting Features

- [Server real-time features](#)
- [Server report features](#)
- [Concurrent sessions report](#)
- [Performances report](#)
- [Network usage report](#)
- [User presence report](#)
- [User attendance report](#)
- [Application usage per server and user report](#)
- [Application usage per server report](#)

Reporting Features

- [Export and print](#)
- [Scheduling report emailing](#)
- [Customize report](#)

Monitoring Features

- [Alerts Management](#)

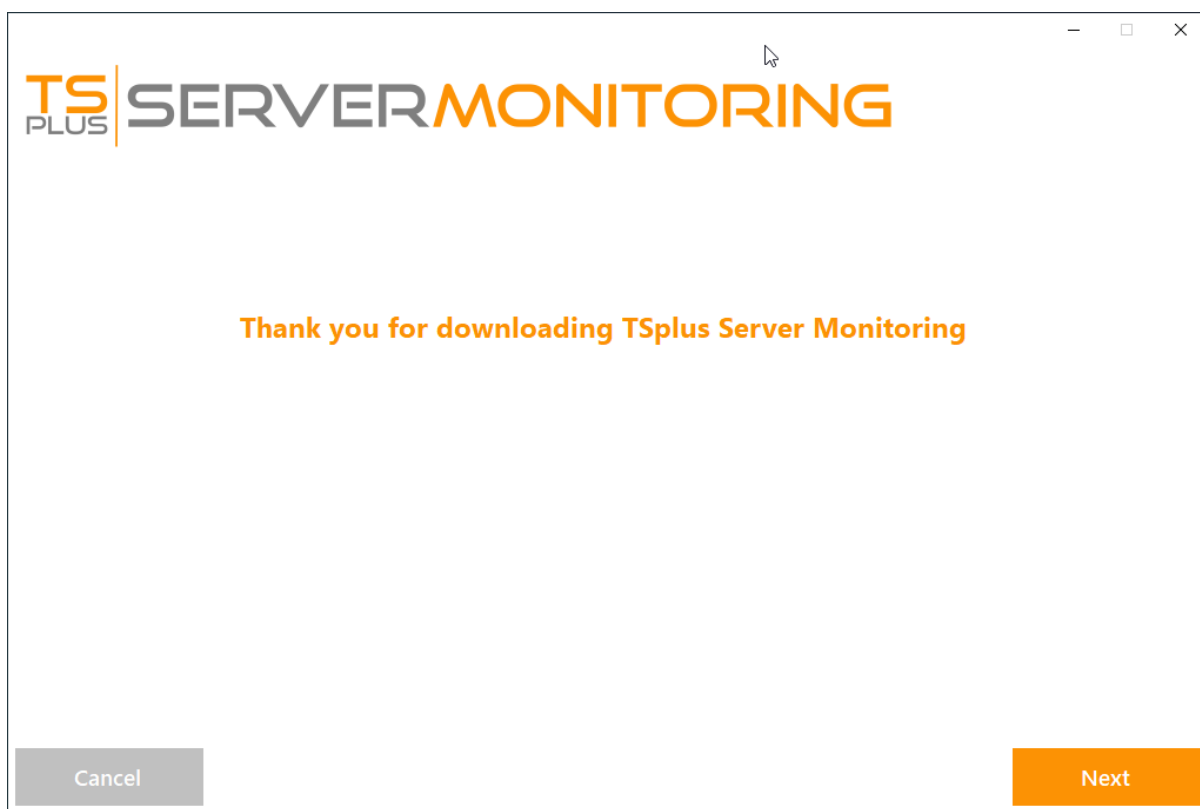
Frequently Asked Questions

- [How is data saved and can I access it from my own applications?](#)
- [Server Monitoring CPU consumption is above expected. What can I do?](#)

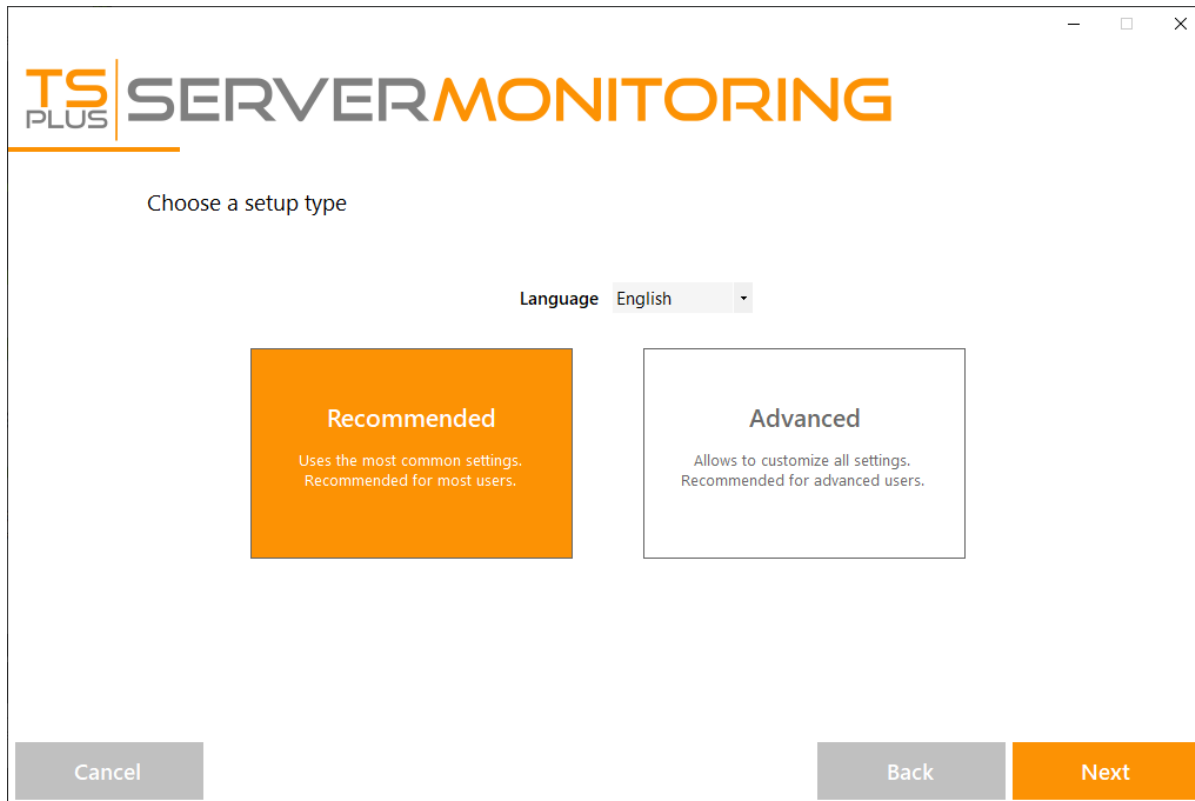
Installation

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”.



TS PLUS SERVER MONITORING

Choose a setup type

Language English

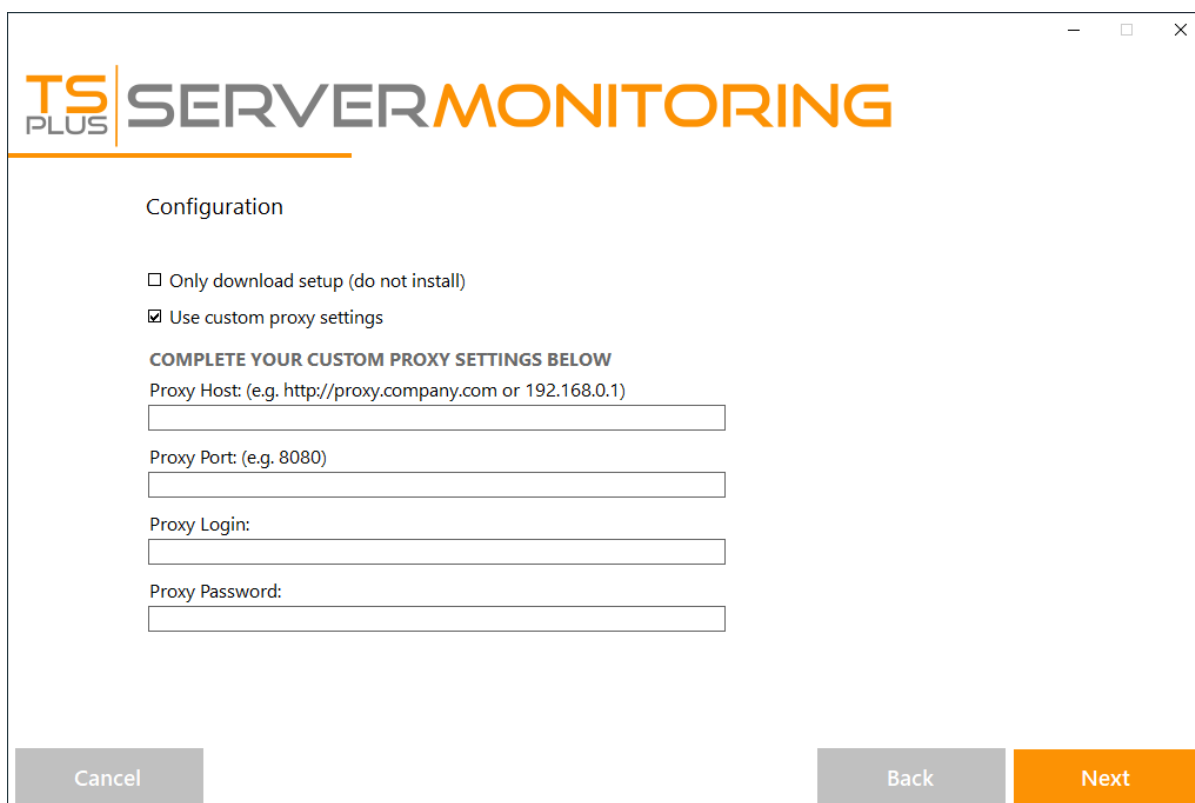
Recommended
Uses the most common settings.
Recommended for most users.

Advanced
Allows to customize all settings.
Recommended for advanced users.

Cancel Back 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 SERVER MONITORING

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:

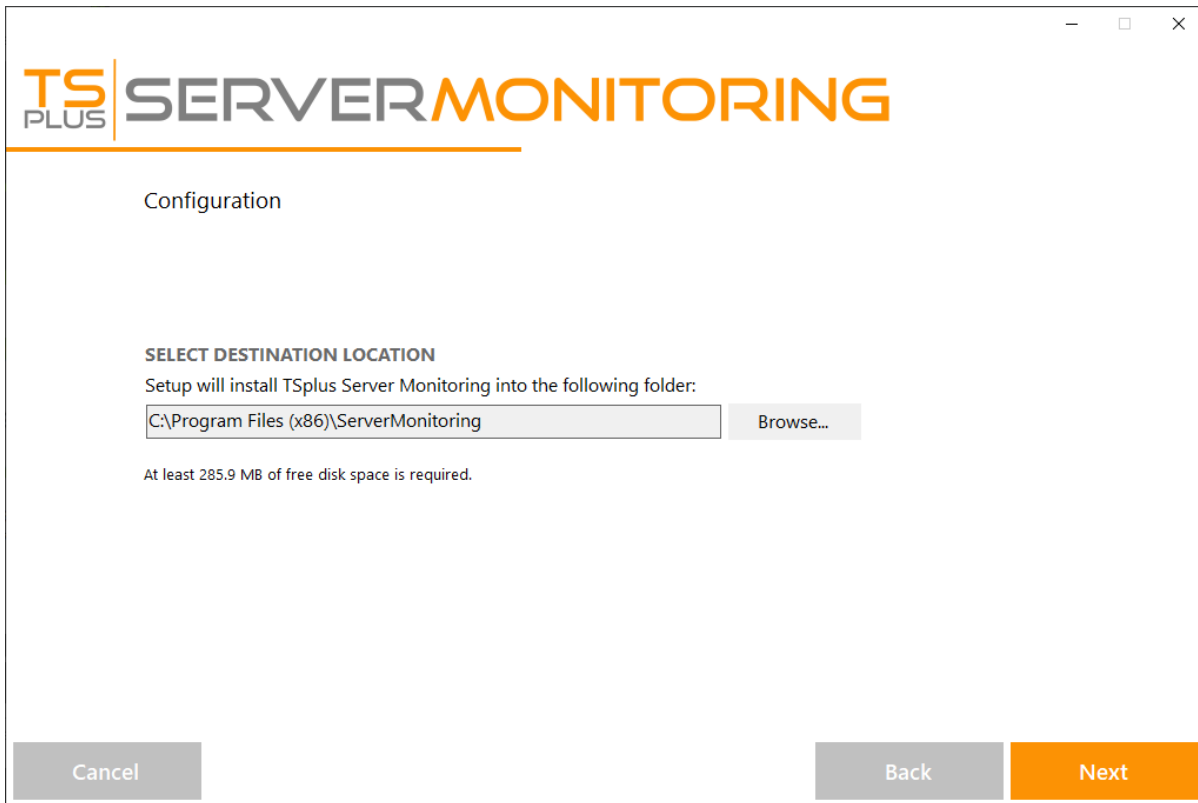
Proxy Password:

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 SERVER MONITORING

Configuration

SELECT DESTINATION LOCATION

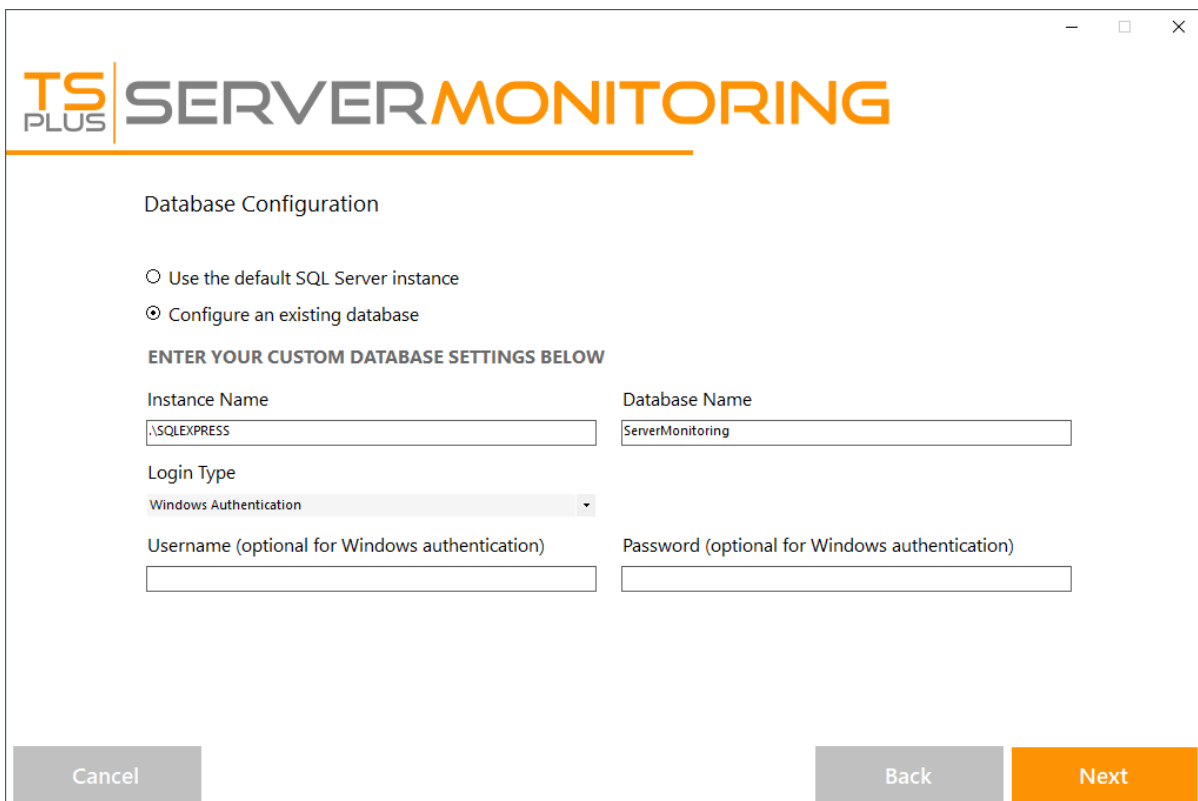
Setup will install TSplus Server Monitoring into the following folder:

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.



TS PLUS SERVER MONITORING

Database Configuration

☐ Use the default SQL Server instance

☒ Configure an existing database

ENTER YOUR CUSTOM DATABASE SETTINGS BELOW

Instance Name: .\SQLEXPRESS

Database Name: ServerMonitoring

Login Type: Windows Authentication

Username (optional for Windows authentication):

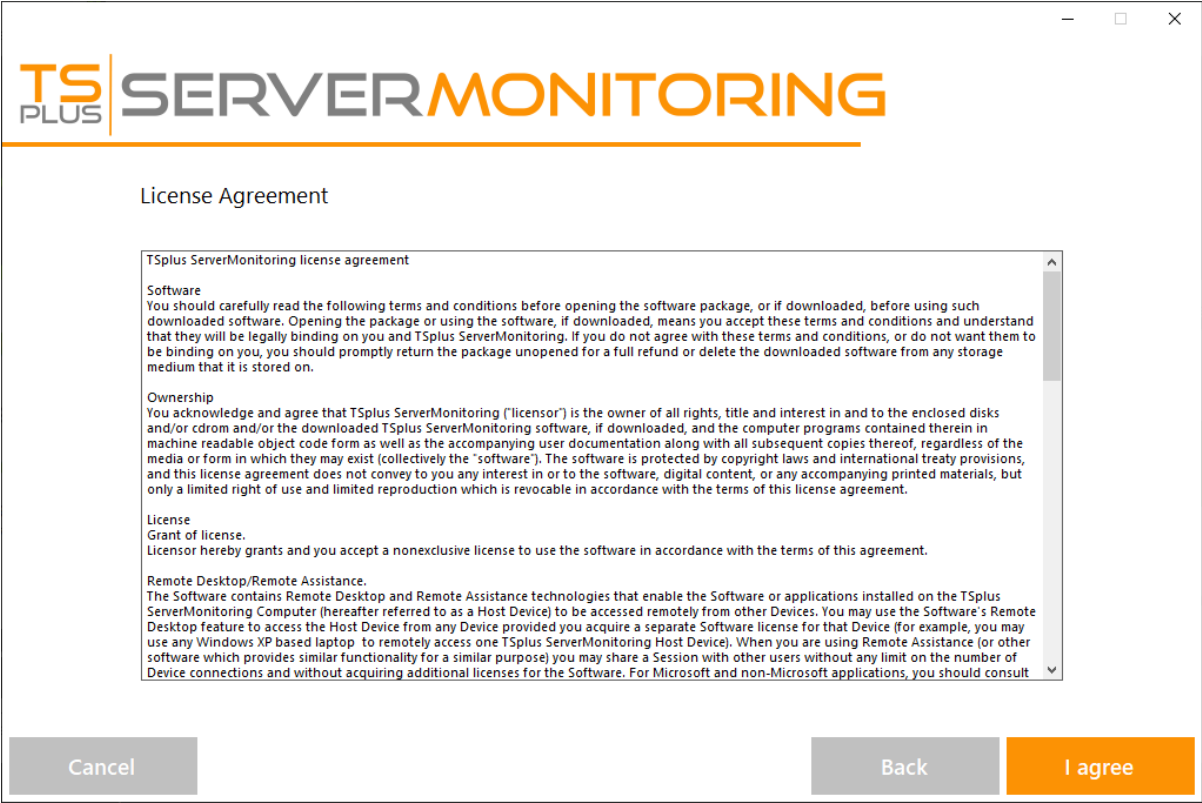
Password (optional for Windows authentication):

[Cancel](#) [Back](#) [Next](#)

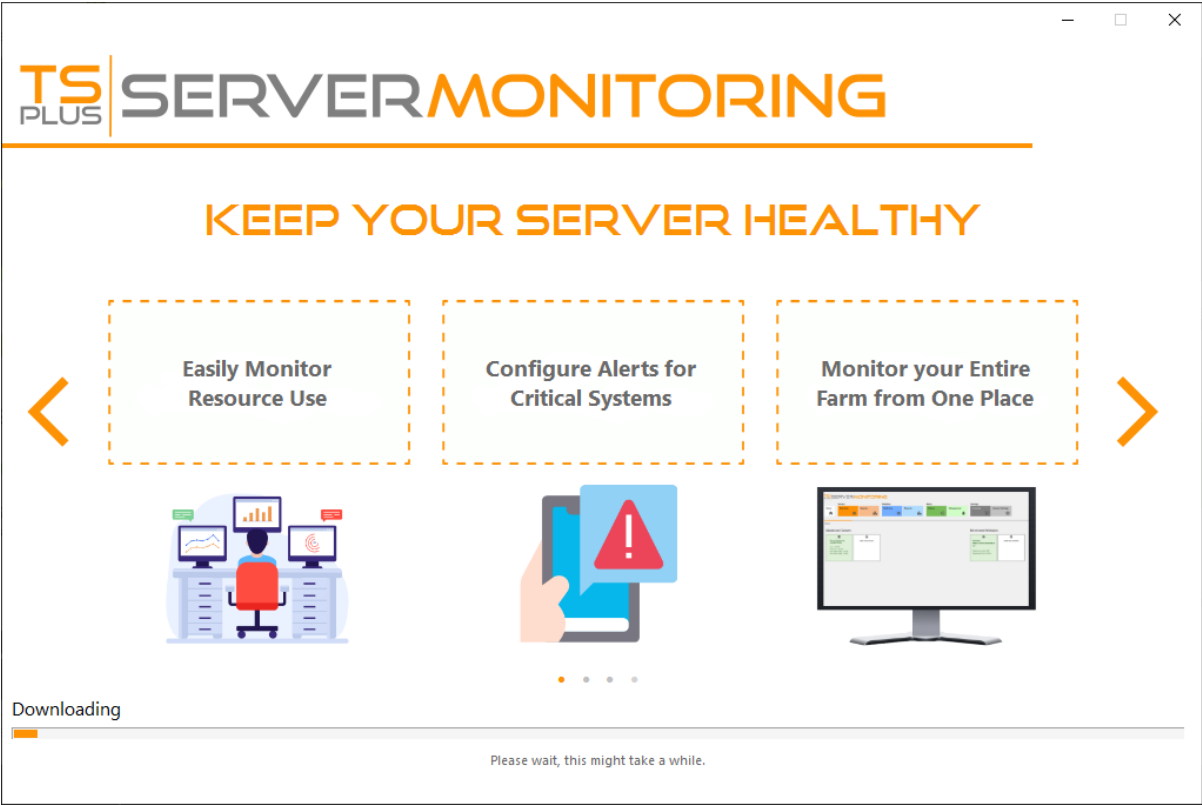
Server Monitoring uses a SQL Server database to store all the data coming from your monitored

servers.

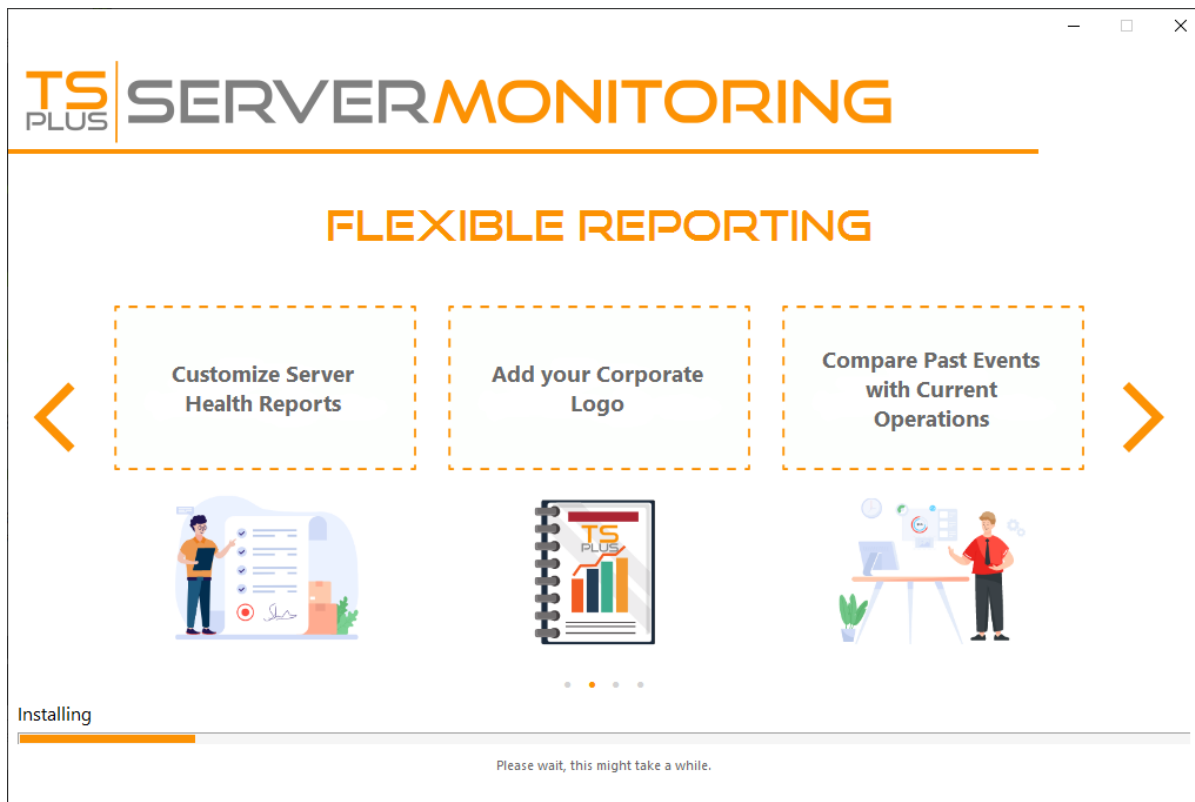
You can use the default SQL Server Instance, or choose another instance if you already have SQL Server installed.



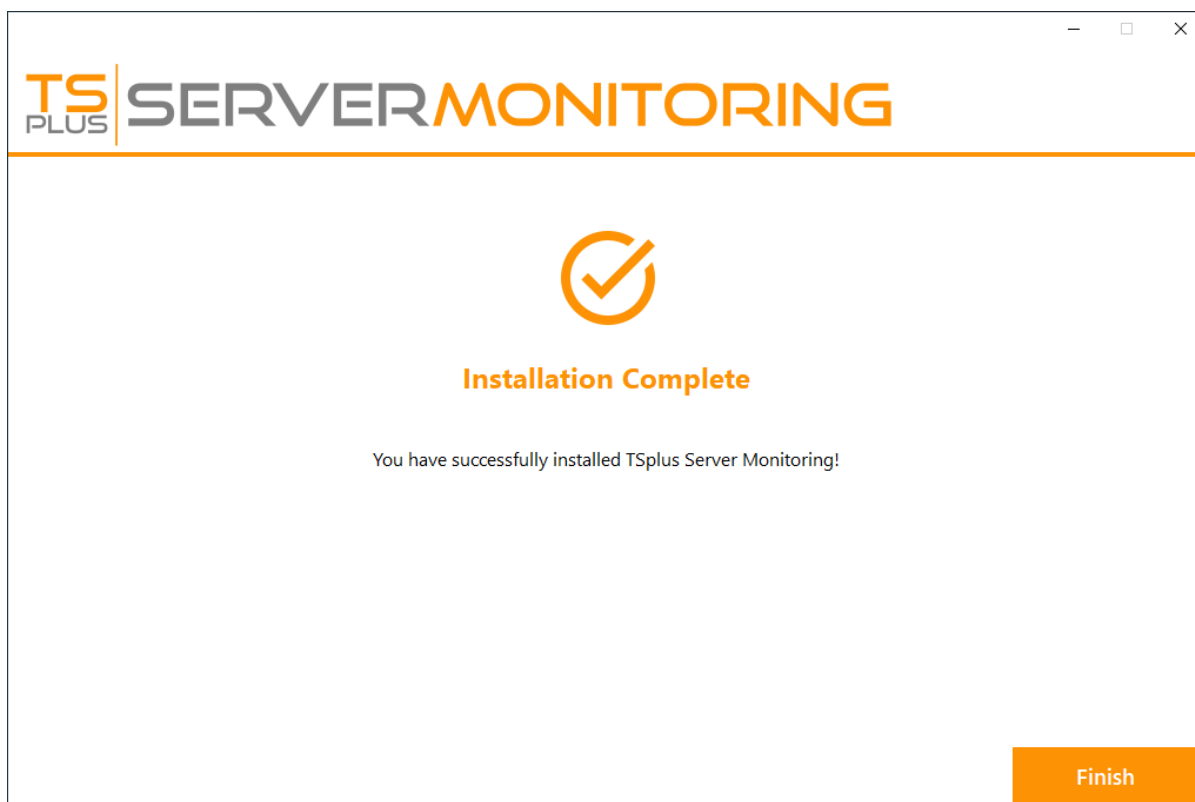
Please click on “I agree” to accept the license agreement.



The setup will now download all the prerequisites



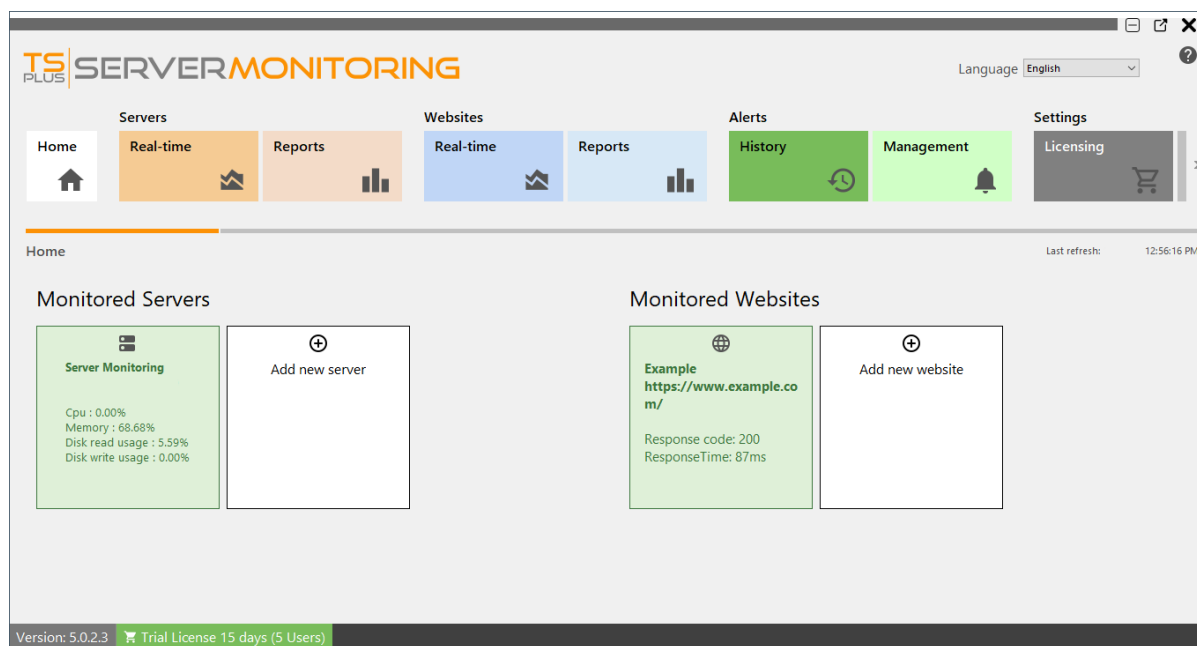
Please be patient - It can take a few minutes to fully install the software and its prerequisites.



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.

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] -Q "BACKUP DATABASE [ServerMonitoring] TO DISK = N'ServerMonitoring_Support.bak' WITH NOFORMAT, 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.

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**
- Windows **Server 2025**

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.

Get Started with Server Monitoring

Step 1: Installing Server Monitoring on your computer

Installing Server Monitoring is an easy process.

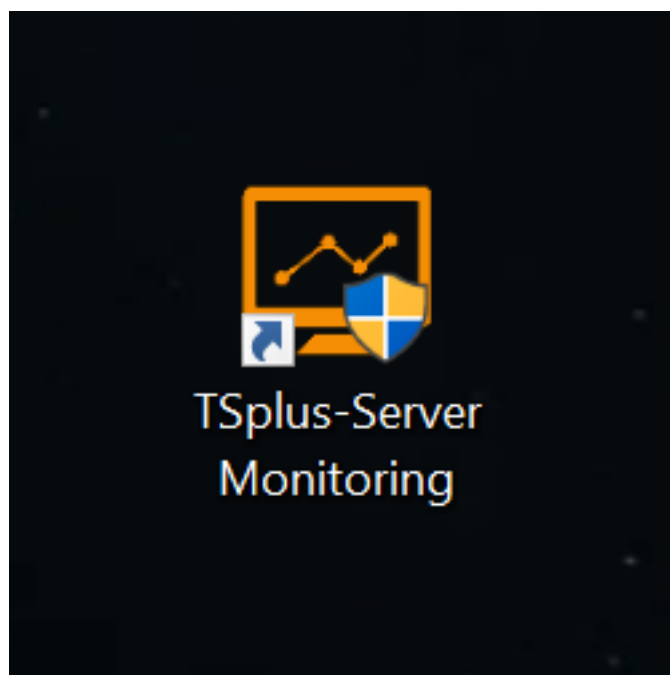
Simply download the installer (Setup-TSplus-ServerMonitoring.exe) from [our web site](#), and follow the steps detailed [here](#).

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:



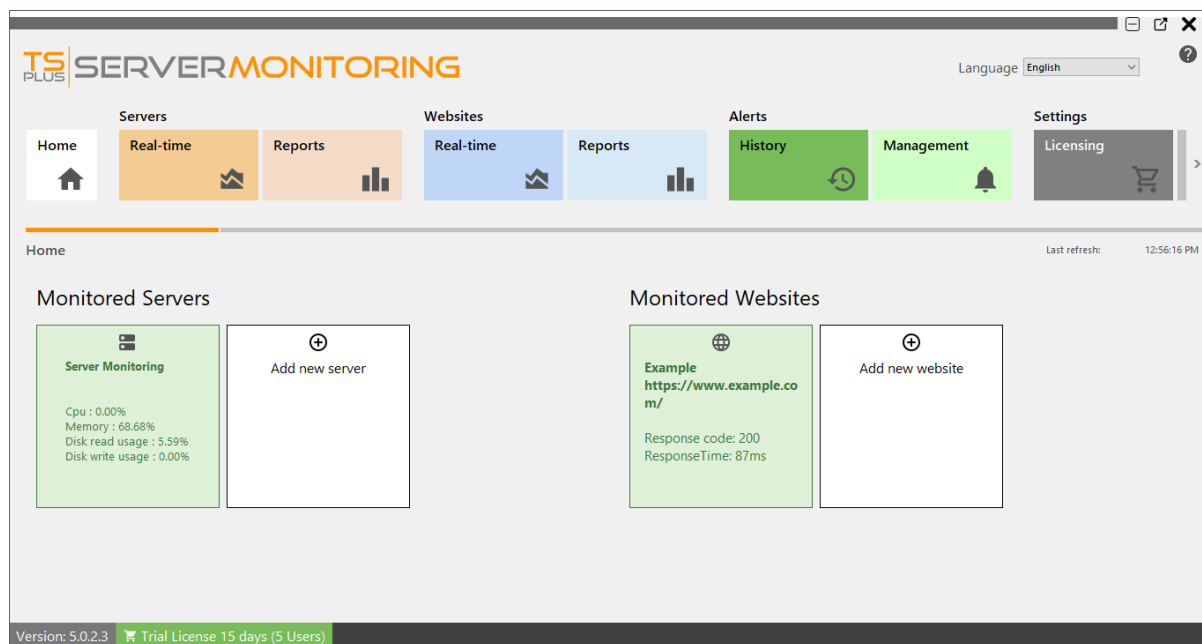
Step 2: Checking your Installation

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

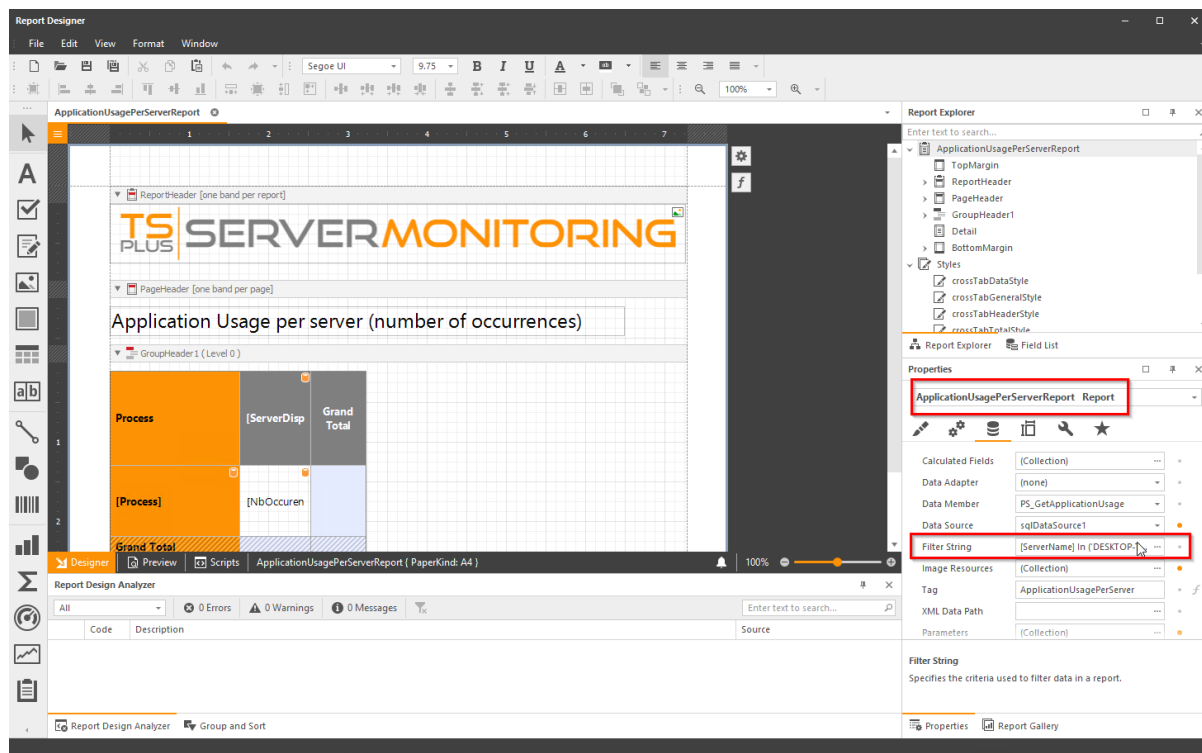
For more details about Server Monitoring, please read the [full online documentation](#).

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

How to: add filters on a custom report

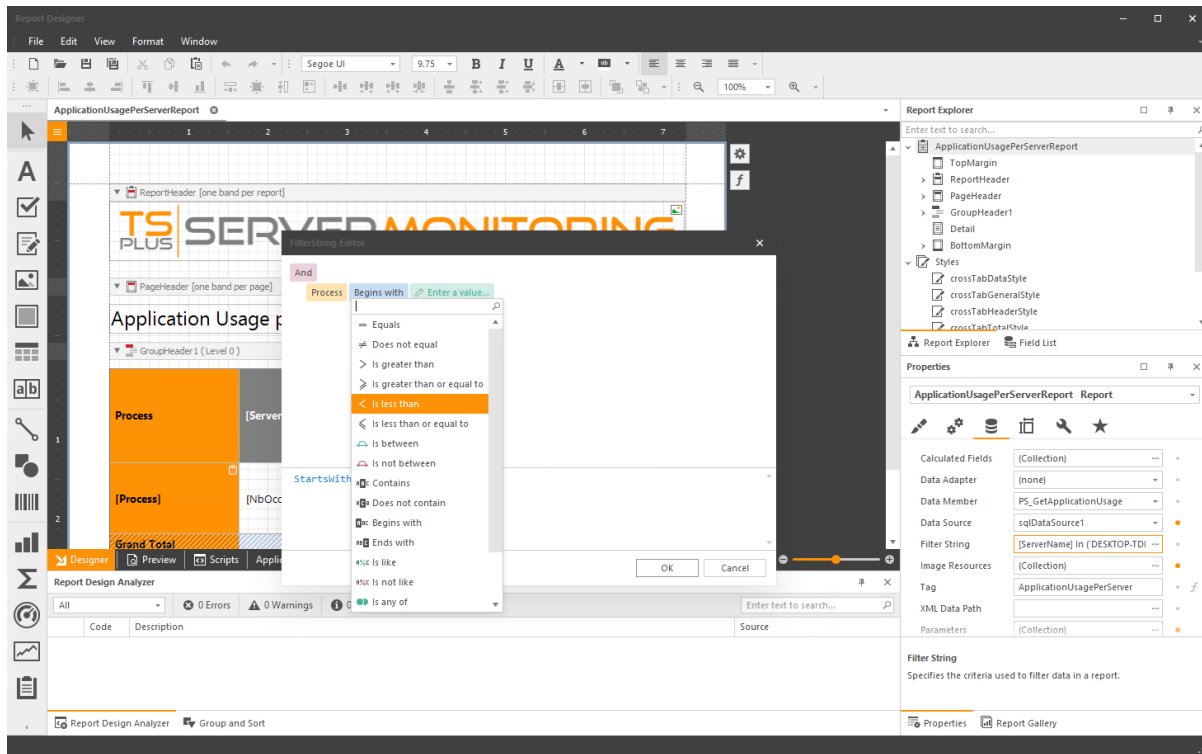
You may add one or several filters to data on a report. For example, on “Application usage” report, you may want to filter on the application name. Let’s filter on the applications whose name begin with “Microsoft” :

First, select filters of the report :

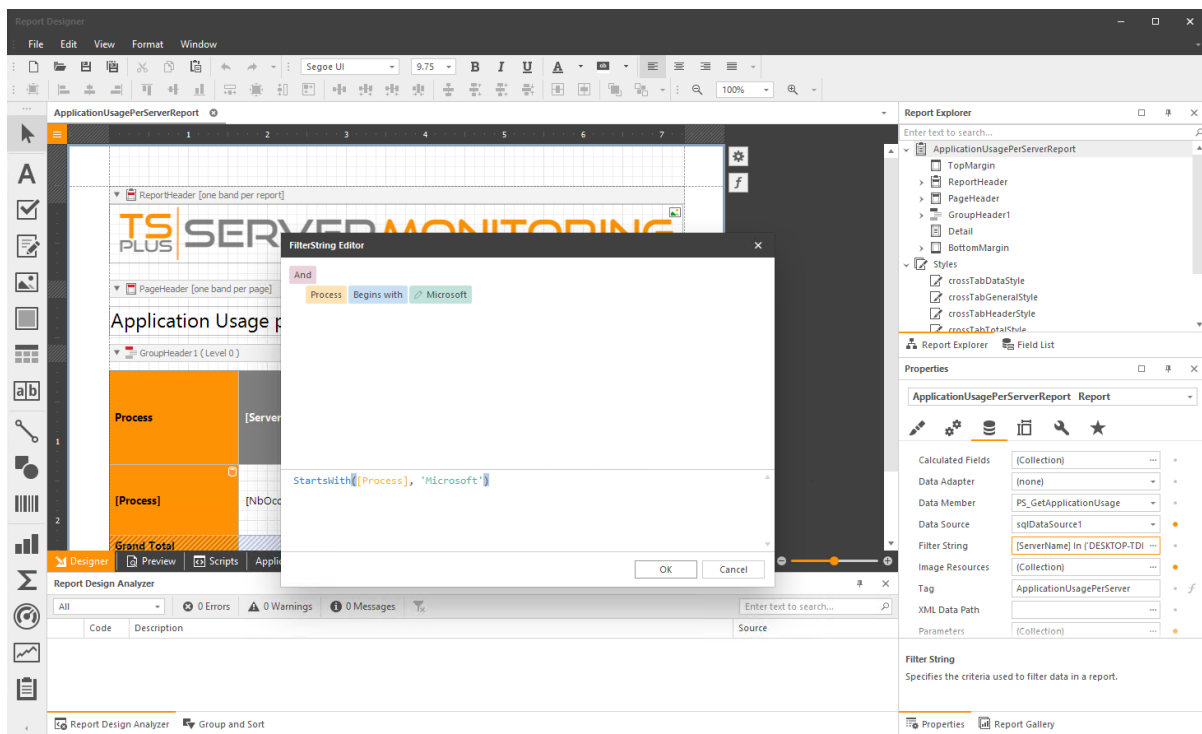


Then, a window is open with the list of current filters. You will always have a filter with server names or website names, it is mandatory, please ignore it (you can remove it, but then it will be added again automatically).

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 :

TSplus ServerMonitoring

TSPLUS

SERVERMONITORING

Language English ?

Home

Servers

Real-time

Reports

Websites

Real-time

Reports

Alerts

History

Management

Settings

Licensing

General Settings

Server Reports

Performances

Average performances

Concurrent sessions per hour

Network Usage

Availability

Applications

Custom

Export/Print

Schedule emailing

Add Report

Customize Report

Delete Report

Start date

End date

Servers

4/13/2022

4/28/2022

Server Monitoring (DESKTOP-T...)

TSPLUS

SERVERMONITORING

Application Usage per server (number of occurrences)

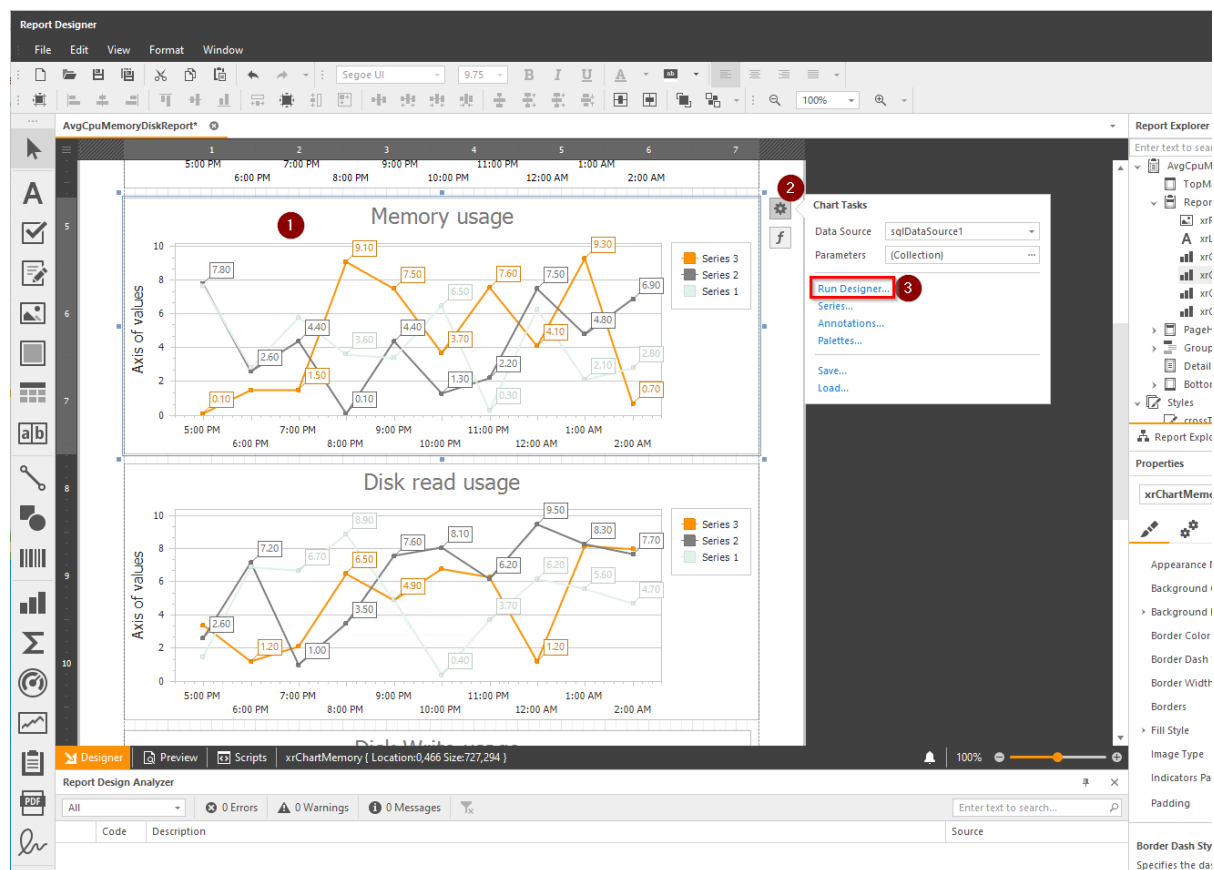
Process	Server Monitoring (DESKTOP-T...)	Grand Total
Microsoft OneDrive	143	143
Microsoft Edge	24	24

Version: 5.1.4.28 🚫 Trial License 15 days (5 Servers and Websites)

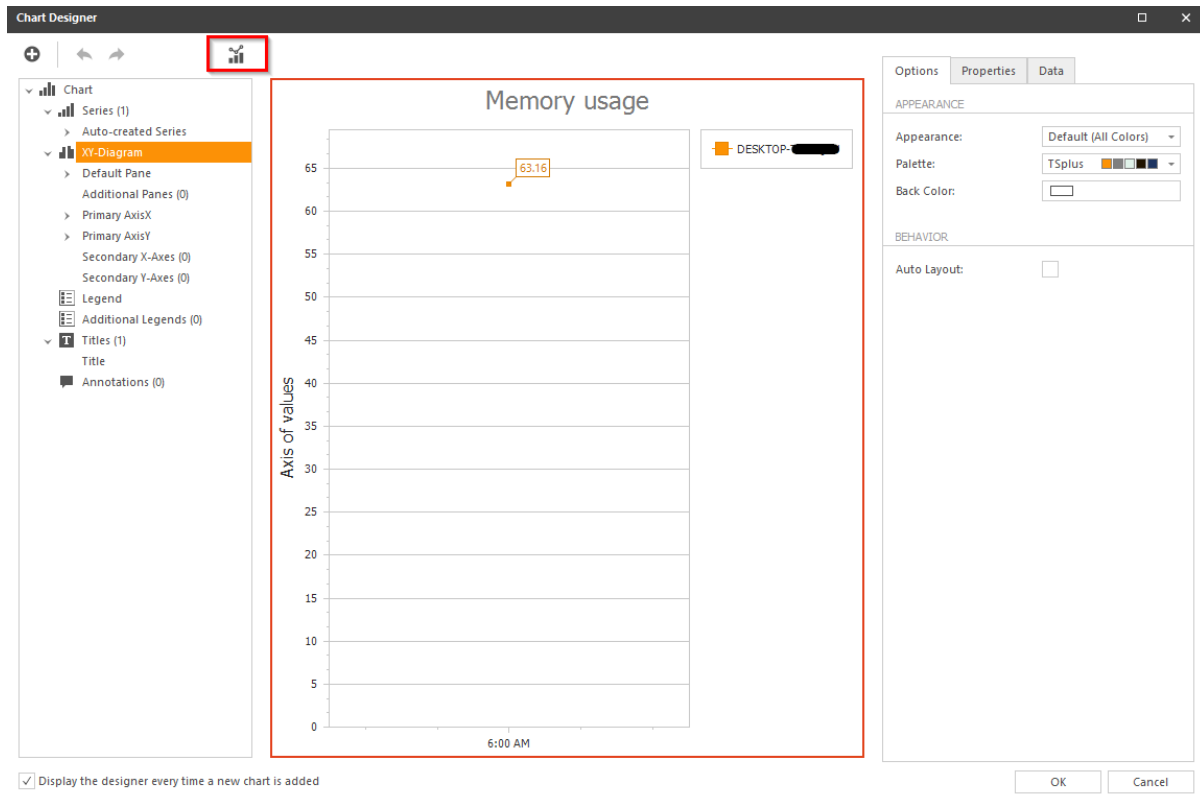
How to: Change chart type of a custom report

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

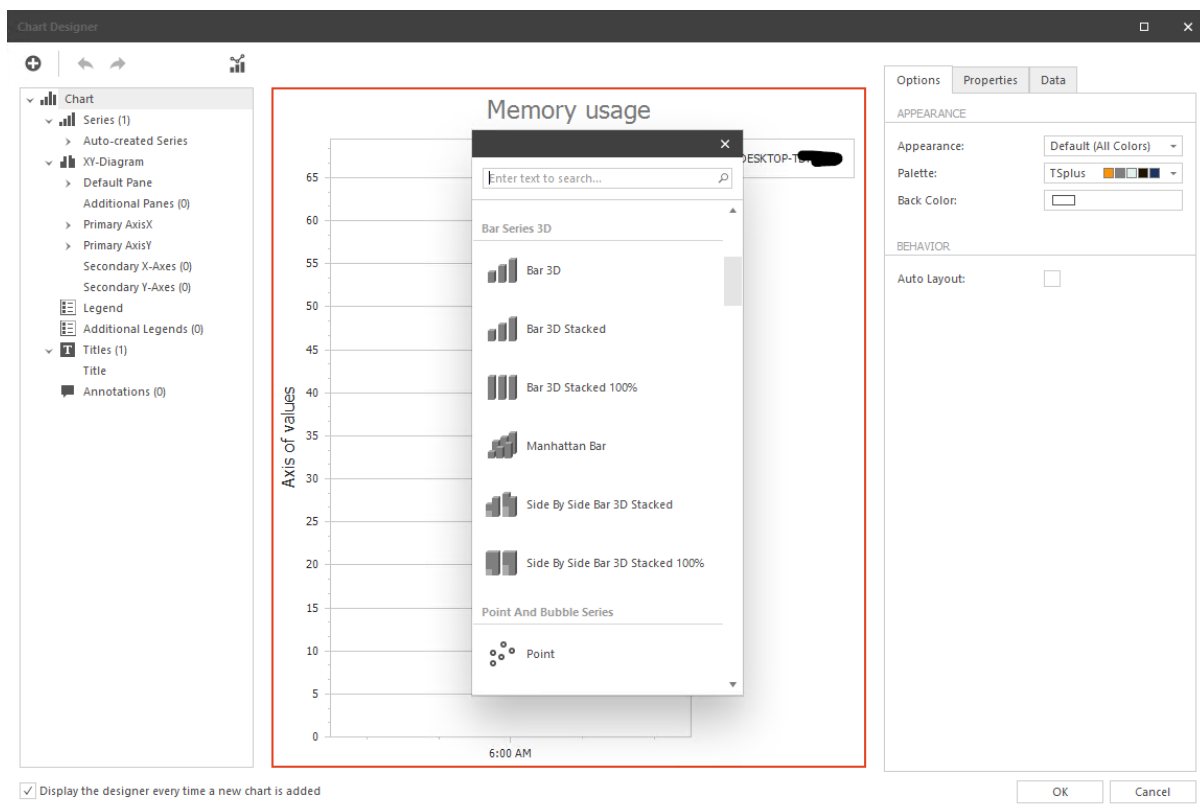
First, select the graph you want to change, then click on the **settings** button, and click on **Run designer**:



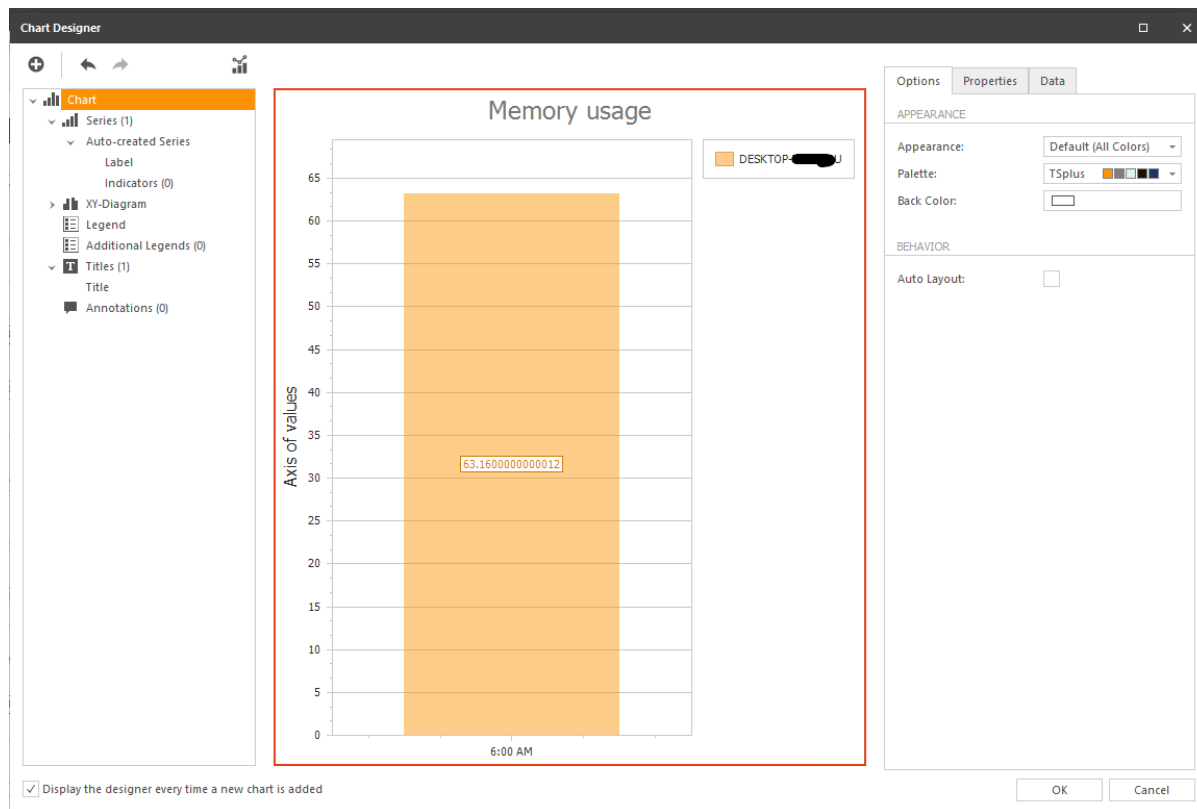
Then click on the "Change type" button:



Choose the new type:



Click on OK, and look at the modifications applied:

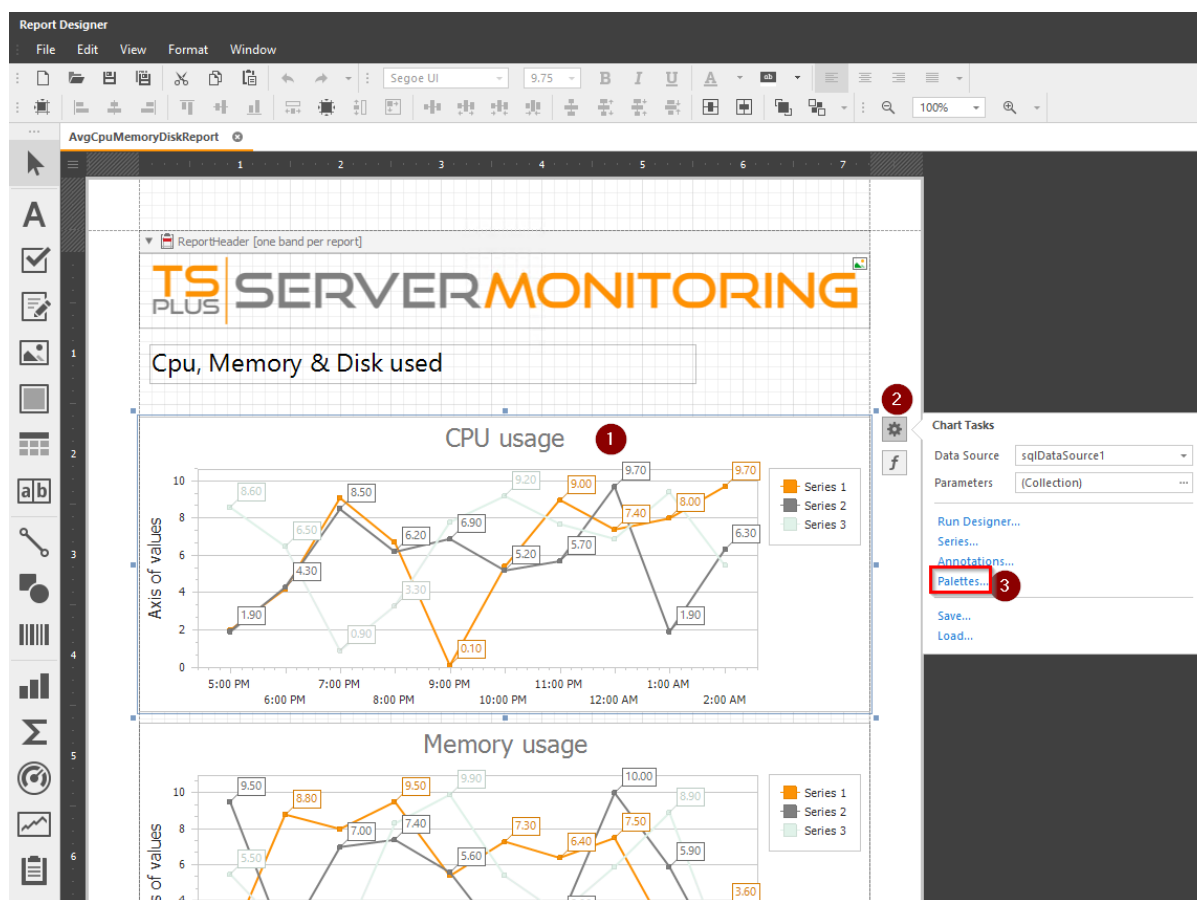


You also can, in this form, customize graph content (title, legend, annotations etc.)

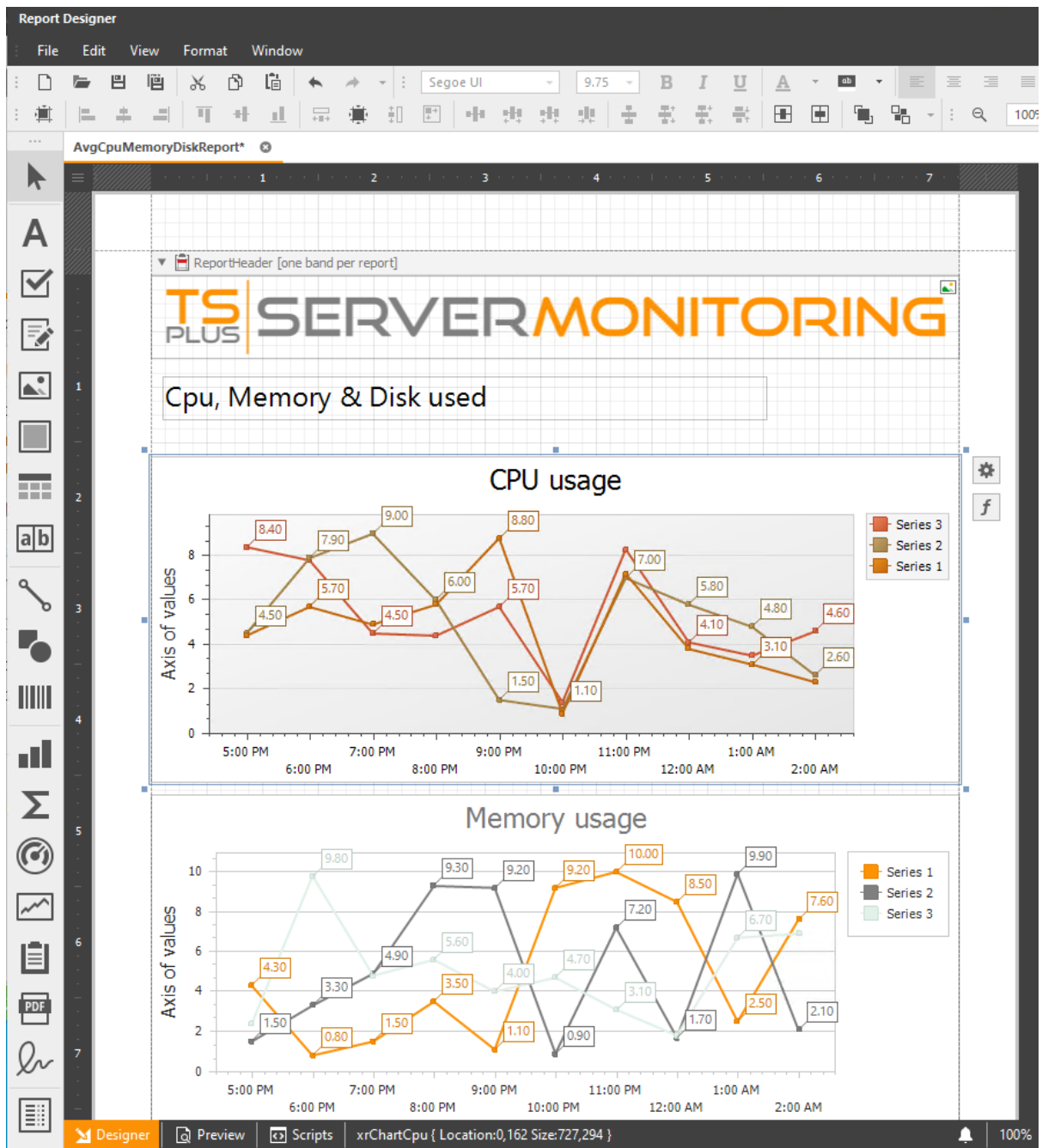
How to: Change colors of a custom report

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:



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:

Report Designer

File Edit View Format Window

Segoe UI 9.75 B I U A 100%

AvgCpuMemoryDiskReport*

1

2

3

4

5

6

7

AXIS of values

5:00 PM 6:00 PM 7:00 PM 8:00 PM 9:00 PM 10:00 PM 11:00 PM 12:00 AM 1:00 AM 2:00 AM

1.00 0.00 3.90 4.50 4.60 4.40 3.60 4.00 0.90 1.80

Disk Write usage

AXIS of values

5:00 PM 6:00 PM 7:00 PM 8:00 PM 9:00 PM 10:00 PM 11:00 PM 12:00 AM 1:00 AM 2:00 AM

6.10 8.20 3.20 0.90 1.00 2.40 8.70 7.60 6.90 1.00 3.90

PageHeader [one band per page]

Cpu, Memory & Disk used

GroupHeader1 (Level 0)

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

45

46

47

48

49

50

51

52

53

54

55

56

57

58

59

60

61

62

63

64

65

66

67

68

69

70

71

72

73

74

75

76

77

78

79

80

81

82

83

84

85

86

87

88

89

90

91

92

93

94

95

96

97

98

99

100

101

102

103

104

105

106

107

108

109

110

111

112

113

114

115

116

117

118

119

120

121

122

123

124

125

126

127

128

129

130

131

132

133

134

135

136

137

138

139

140

141

142

143

144

145

146

147

148

149

150

151

152

153

154

155

156

157

158

159

160

161

162

163

164

165

166

167

168

169

170

171

172

173

174

175

176

177

178

179

180

181

182

183

184

185

186

187

188

189

190

191

192

193

194

195

196

197

198

199

200

201

202

203

204

205

206

207

208

209

210

211

212

213

214

215

216

217

218

219

220

221

222

223

224

225

226

227

228

229

230

231

232

233

234

235

236

237

238

239

240

241

242

243

244

245

246

247

248

249

250

251

252

253

254

255

256

257

258

259

260

261

262

263

264

265

266

267

268

269

270

271

272

273

274

275

276

277

278

279

280

281

282

283

284

285

286

287

288

289

290

291

292

293

294

295

296

297

298

299

300

301

302

303

304

305

306

307

308

309

310

311

312

313

314

315

316

317

318

319

320

321

322

323

324

325

326

327

328

329

330

331

332

333

334

335

336

337

338

339

340

341

342

343

344

345

346

347

348

349

350

351

352

353

354

355

356

357

358

359

360

361

362

363

364

365

366

367

368

369

370

371

372

373

374

375

376

377

378

379

380

381

382

383

384

385

386

387

388

389

390

391

392

393

394

395

396

397

398

399

400

401

402

403

404

405

406

407

408

409

410

411

412

413

414

415

416

417

418

419

420

421

422

423

424

425

426

427

428

429

430

431

432

433

434

435

436

437

438

439

440

441

442

443

444

445

446

447

448

449

450

451

452

453

454

455

456

457

458

459

460

461

462

463

464

465

466

467

468

469

470

471

472

473

474

475

476

477

478

479

480

481

482

483

484

485

486

487

488

489

490

491

492

493

494

495

496

497

498

499

500

501

502

503

504

505

506

507

508

509

510

511

512

513

514

515

516

517

518

519

520

521

522

523

524

525

526

527

528

529

530

531

532

533

534

535

536

537

538

539

540

541

542

543

544

545

546

547

548

549

550

551

552

553

554

555

556

557

558

559

560

561

562

563

564

565

566

567

568

569

570

571

572

573

574

575

576

577

578

579

580

581

582

583

584

585

586

587

588

589

590

591

592

593

594

595

596

597

598

599

600

601

602

603

604

605

606

607

608

609

610

611

612

613

614

615

616

617

618

619

620

621

622

623

624

625

626

627

628

629

630

631

632

633

634

635

636

637

638

639

640

641

642

643

644

645

646

647

648

649

650

651

652

653

654

655

656

657

658

659

660

661

662

663

664

665

666

667

668

669

670

671

672

673

674

675

676

677

678

679

680

681

682

683

684

685

686

687

688

689

690

691

692

693

694

695

696

697

698

699

700

701

702

703

704

705

706

707

708

709

710

711

712

713

714

715

716

717

718

719

720

721

722

723

724

725

726

727

728

729

730

731

732

733

734

735

736

737

738

739

740

741

742

743

744

745

746

747

748

749

750

751

752

753

754

755

756

757

758

759

760

761

762

763

764

765

766

767

768

769

770

771

772

773

774

775

776

777

778

779

780

781

782

783

784

785

786

787

788

789

790

791

792

793

794

795

796

797

798

799

800

801

802

803

804

805

806

807

808

809

810

811

812

813

814

815

816

817

818

819

820

821

822

823

824

825

826

827

828

829

830

831

832

833

834

835

836

837

838

839

840

841

842

843

844

845

846

847

848

849

850

851

852

853

854

855

856

857

858

859

860

861

862

863

864

865

866

867

868

869

870

871

872

873

874

875

876

877

878

879

880

881

882

883

884

885

886

887

888

889

890

891

892

893

894

895

896

897

898

899

900

901

902

903

904

905

906

907

908

909

910

911

912

913

914

915

916

917

918

919

920

921

922

923

924

925

926

927

928

929

930

931

932

933

934

935

936

937

938

939

940

941

942

943

944

945

946

947

948

949

950

951

952

953

954

955

956

957

958

959

960

961

962

963

964

965

966

967

968

969

970

971

972

973

974

975

976

977

978

979

980

981

982

983

984

985

986

987

988

989

990

991

992

993

994

995

996

997

998

999

Report Explorer

Enter text to search...

AvgCpuMemoryDiskReport

TopMargin

ReportHeader

xrPictureBox1

xrLabel1

xrChartCpu

xrChartMemory

xrChartDiskRead

xrChartDiskWrite

PageHeader

GroupHeader1

Detail

BottomMargin

Styles

crossTabDataStyle1

crossTabGeneralStyle1

crossTabHeaderStyle1

Report Explorer Field List

Properties

Enter text to search...

2

Background Color

Border Color

Border Dash Style

Border Width

Borders

Font

Foreground Color

Padding

Text Alignment

Column Index

Border Dash Style

Specifies the dash style for the control's border.

Report Design Analyzer

All 0 Errors 0 Warnings 0 Messages

Enter text to search...

Code

Description

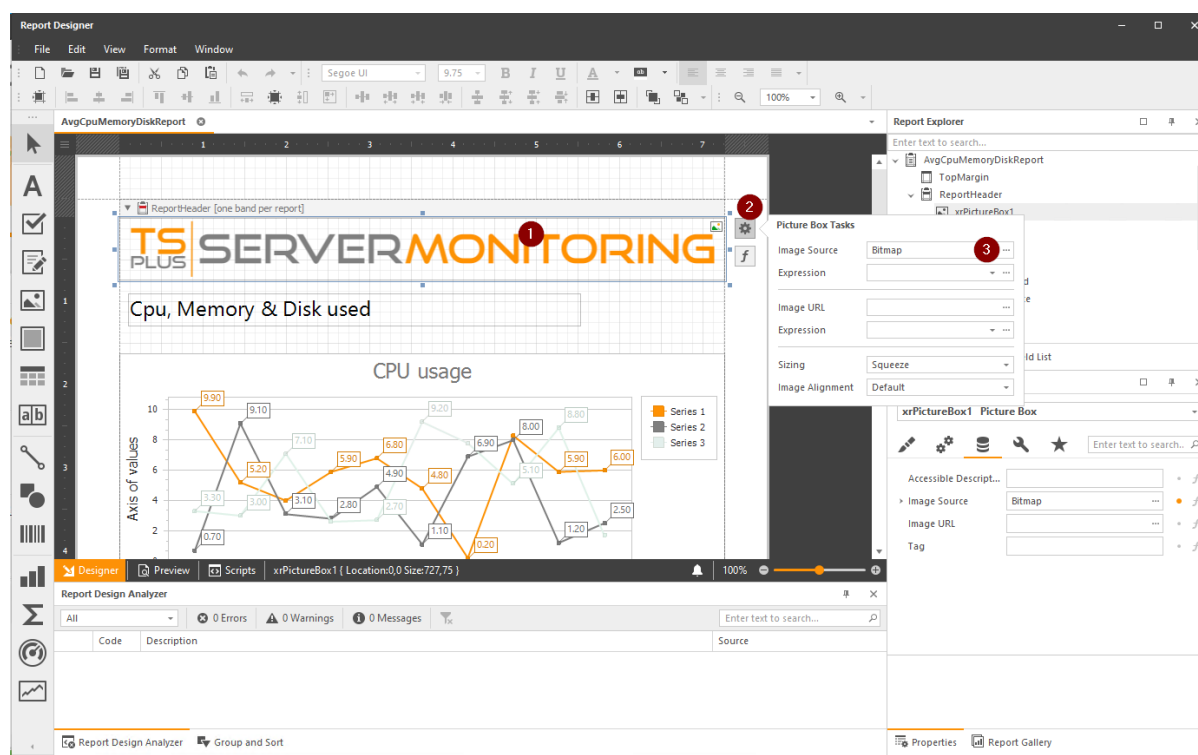
Source

Report Design Analyzer Group and Sort

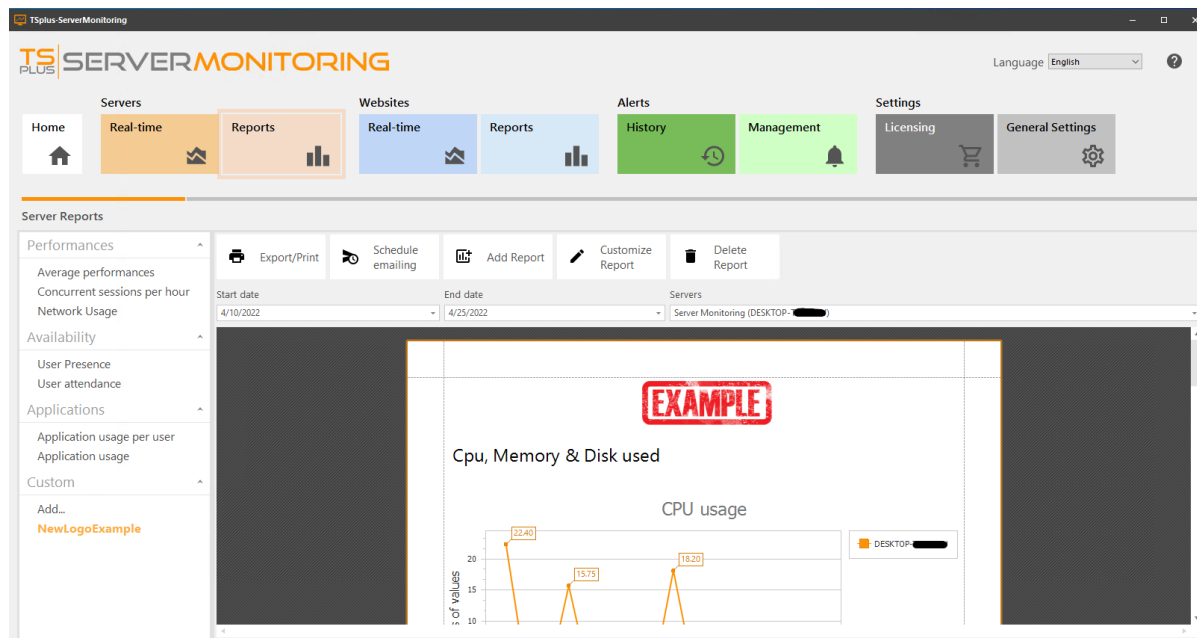
Properties Report Gallery

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:

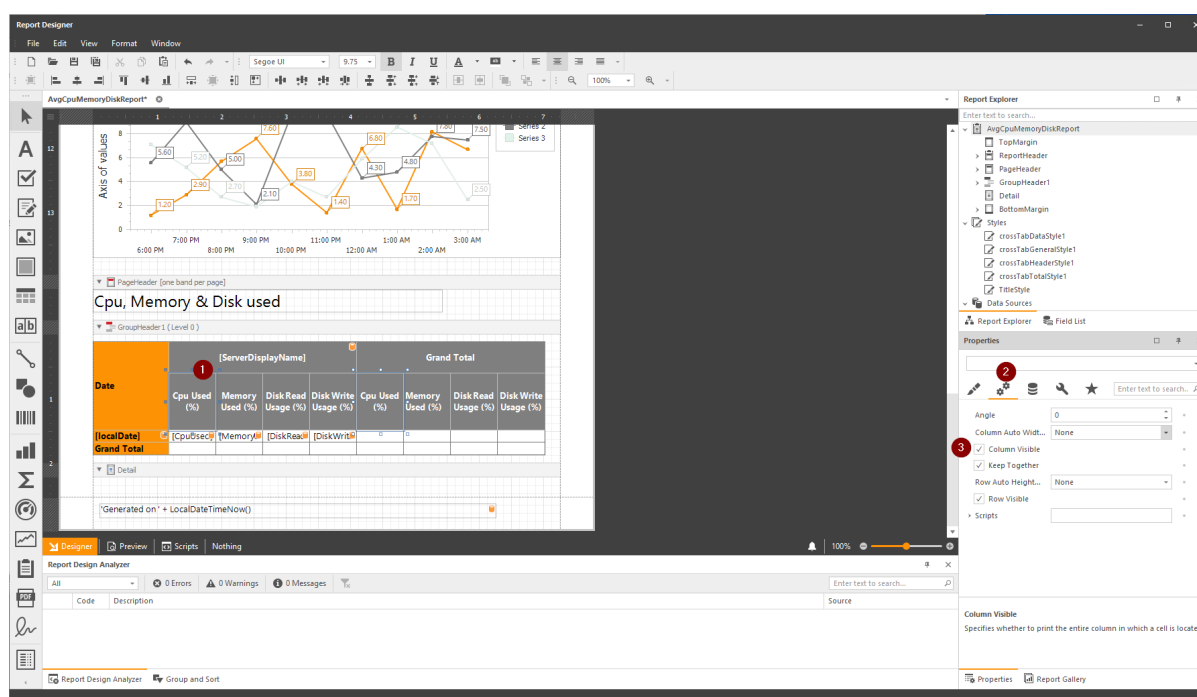


Then, save, and look at the modifications applied:

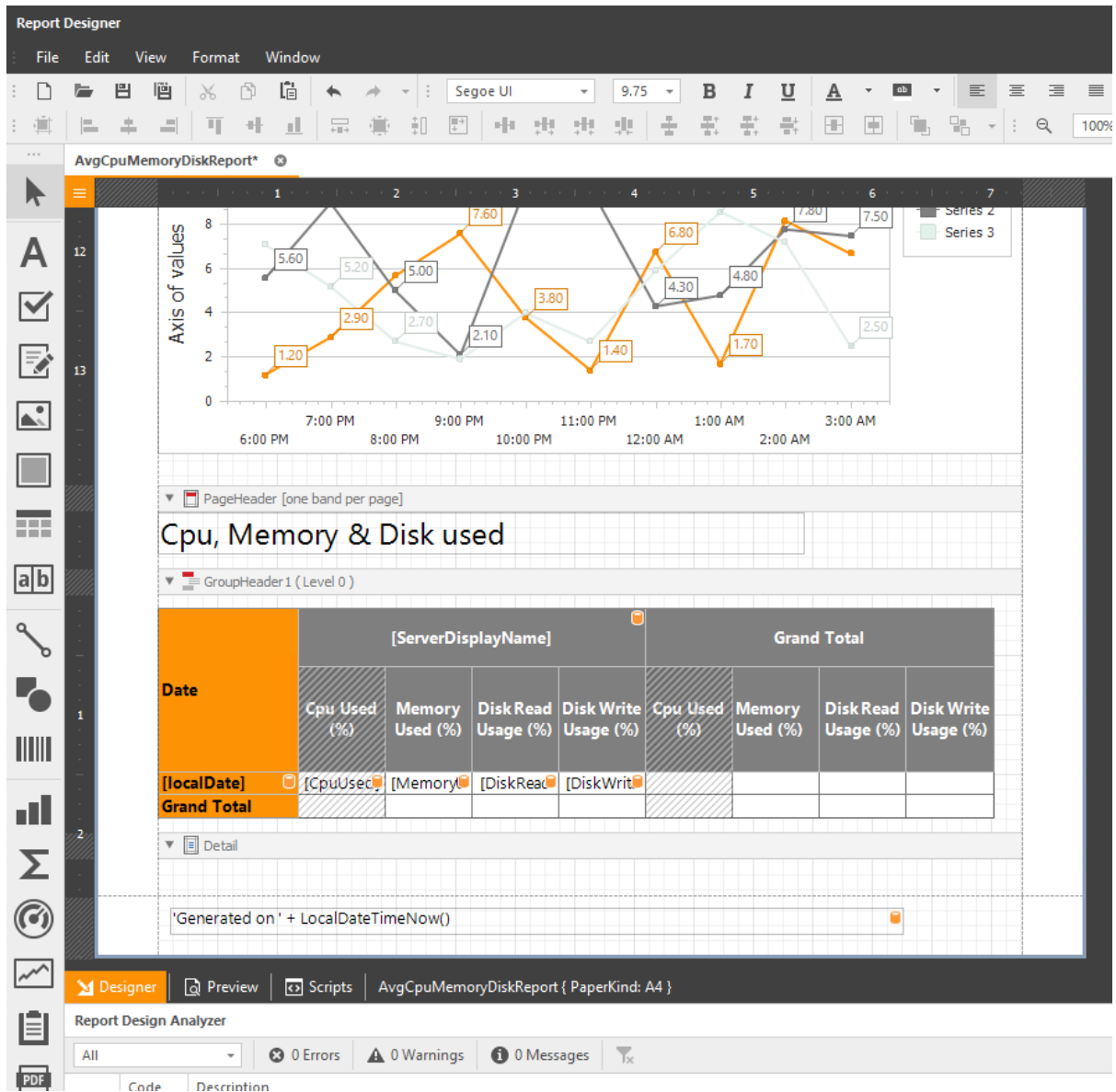


How to: Change visibility of some infos on custom report

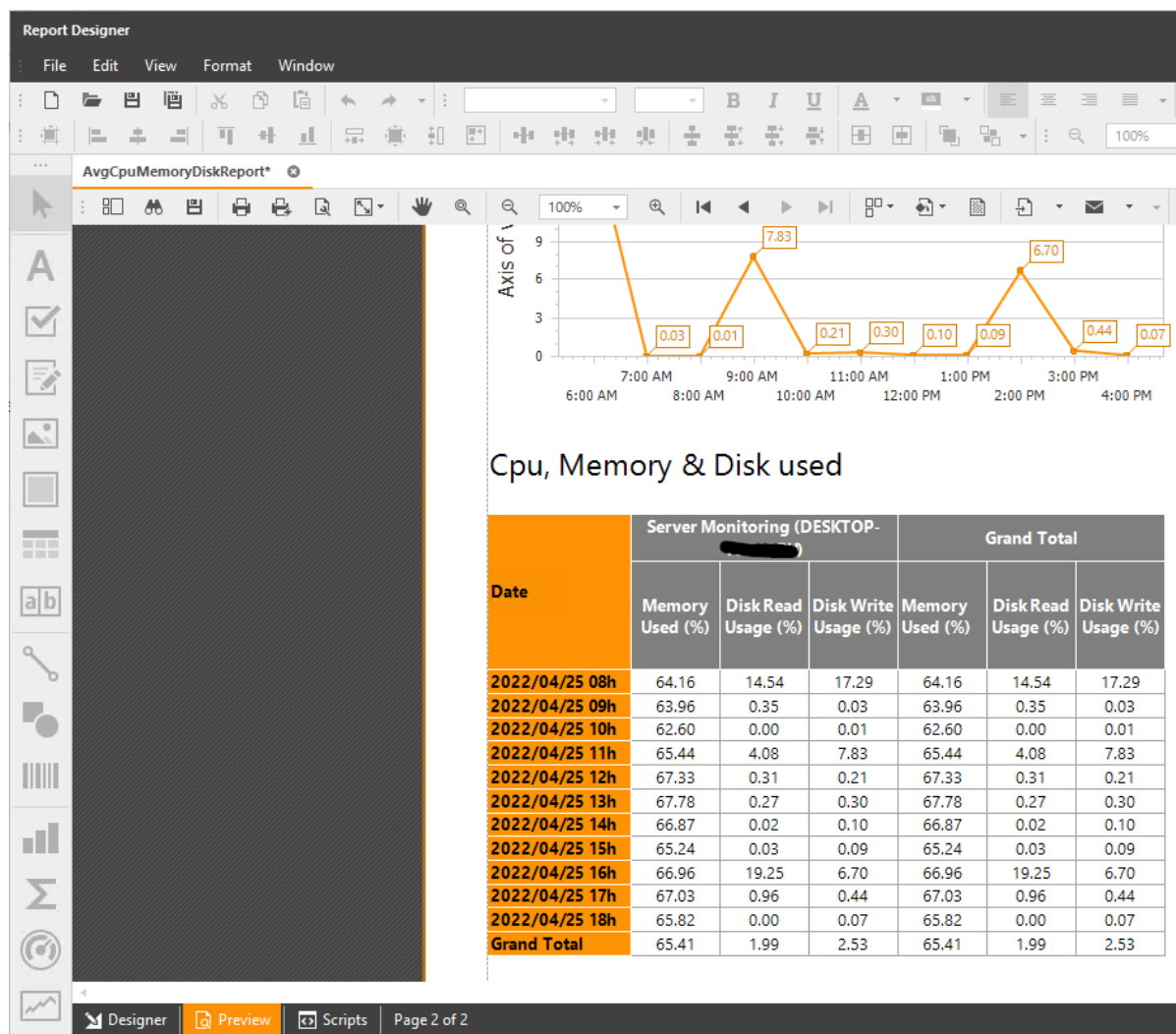
You may be interested by only some indicators on a report. You can hide the others by clicking on the concerned fields, and then in the **Behavior properties**, you can tick the **Column Visible** checkbox:



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



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

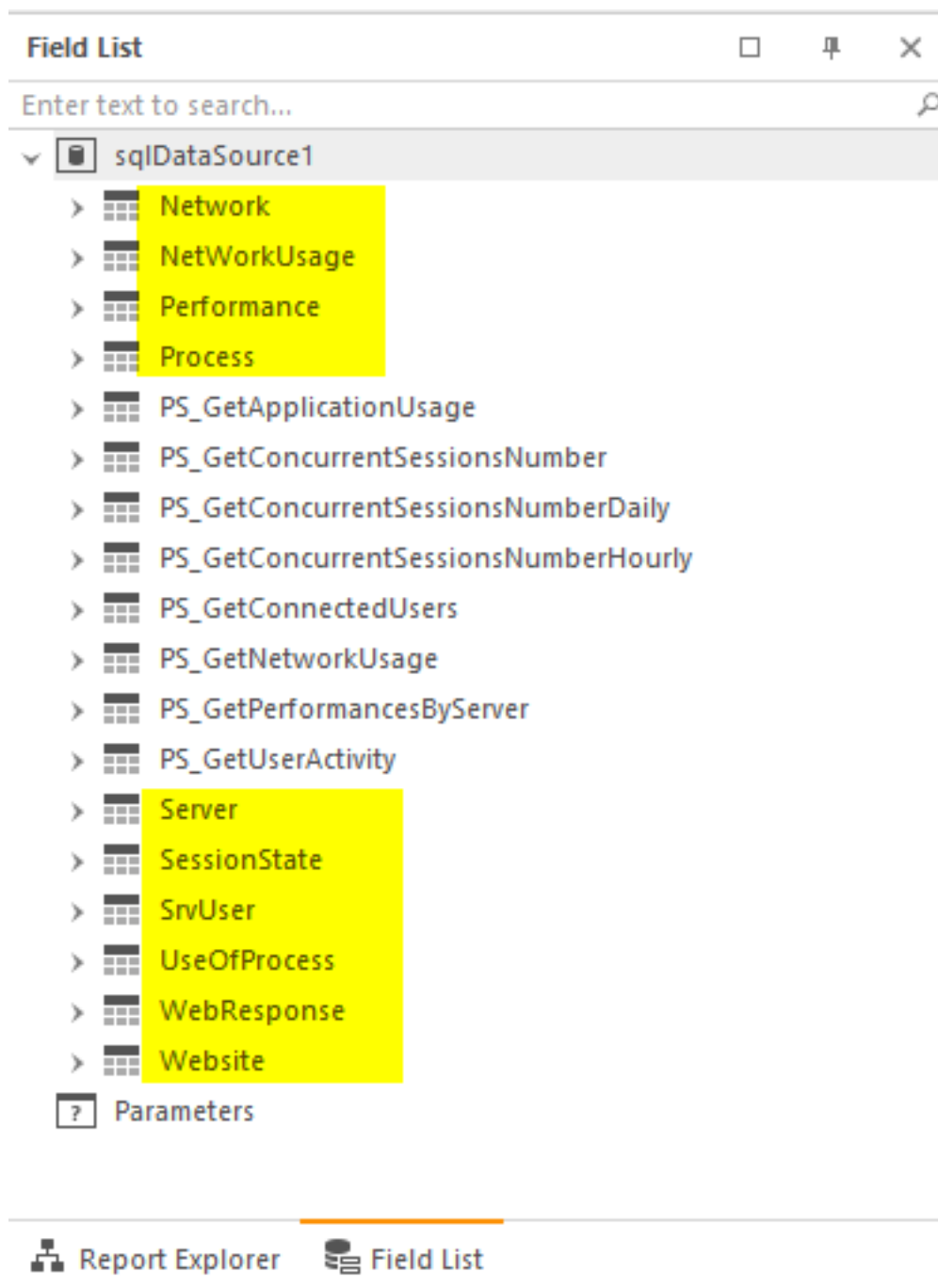


How to use existing database for custom reports:

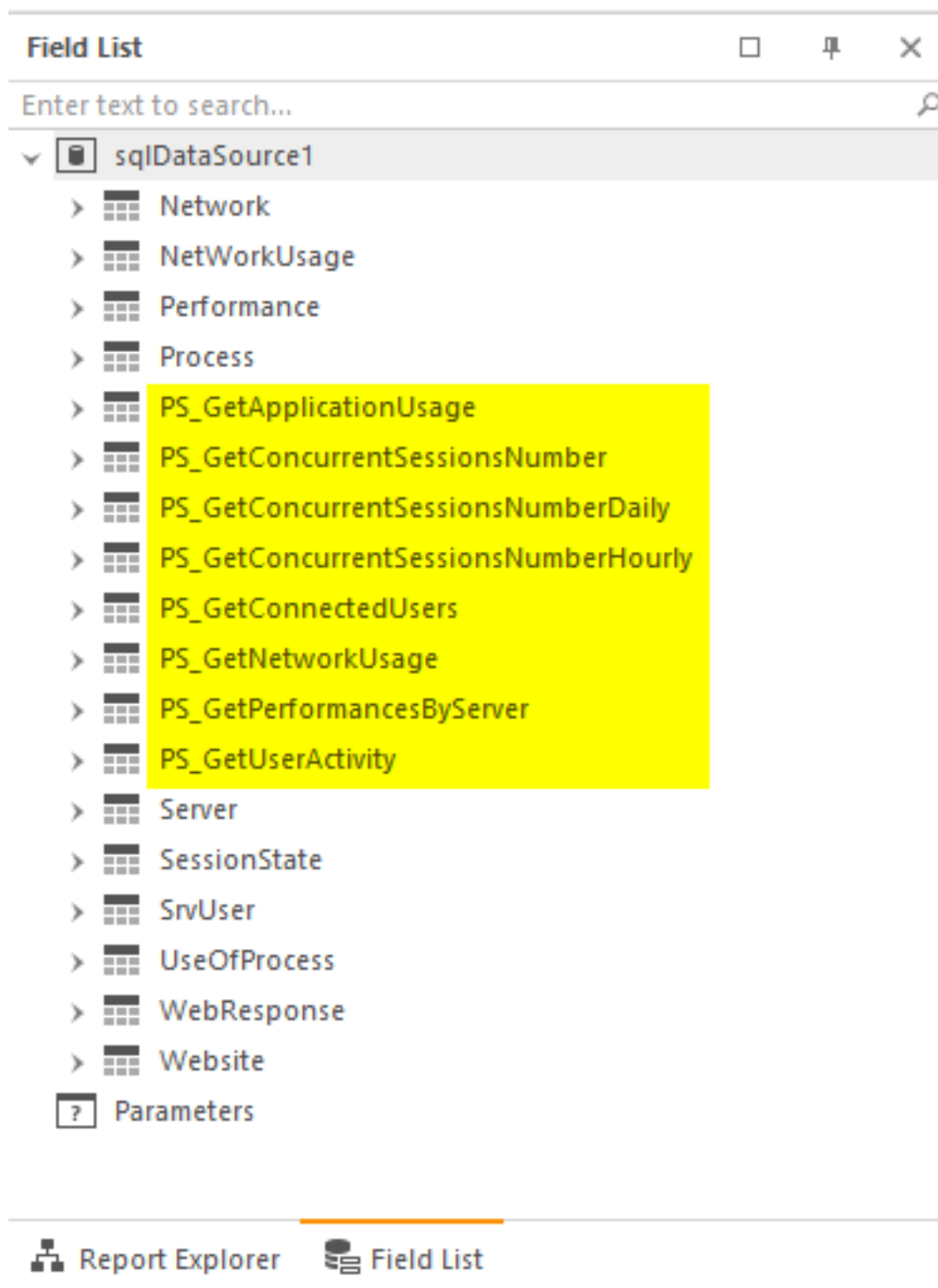
When you customize an existing report, or create a new one, you will use monitoring data that is stored in the database you built during the setup, and that is fed regularly by the data of all the servers and websites that you monitor.

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.

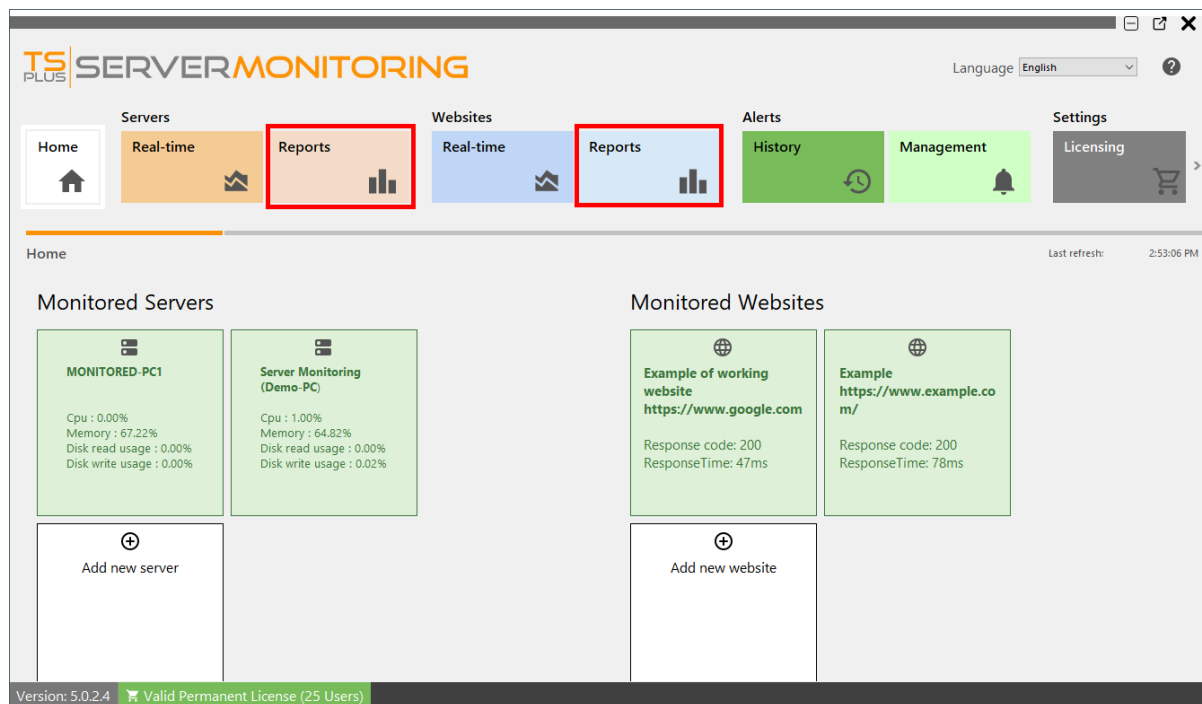
Customize Reports (Advanced Users)

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.

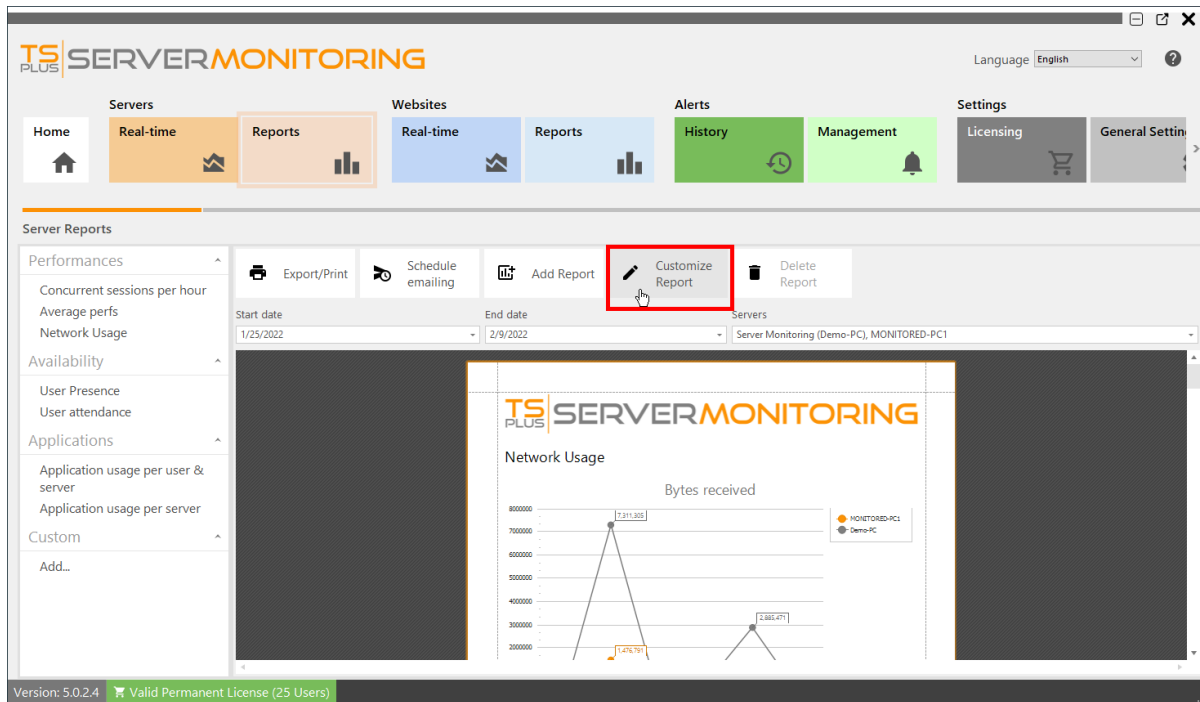
If you think that other customers than you may be interested by this report, please contact our support team, and we will try to add it to the list of standard reports, if it is eligible.

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).

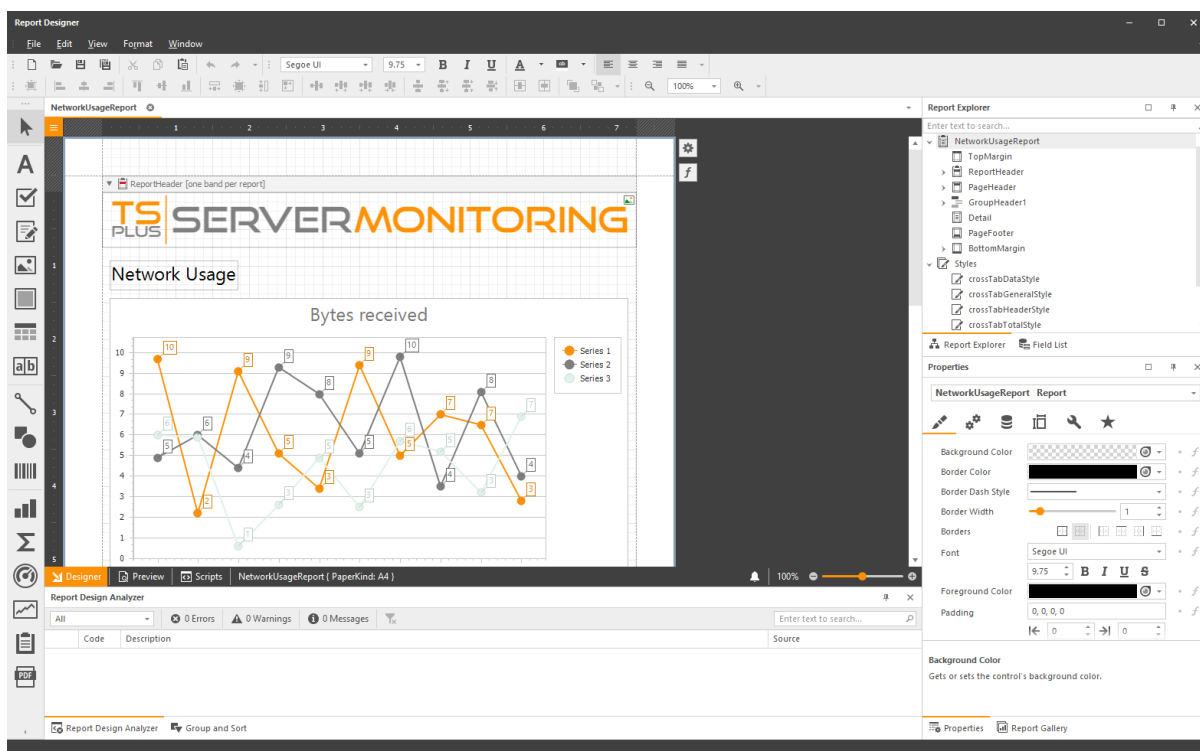
To customize an existing report: first select a report (website or server) by clicking a Server tile, then by choosing a report in the left menu.



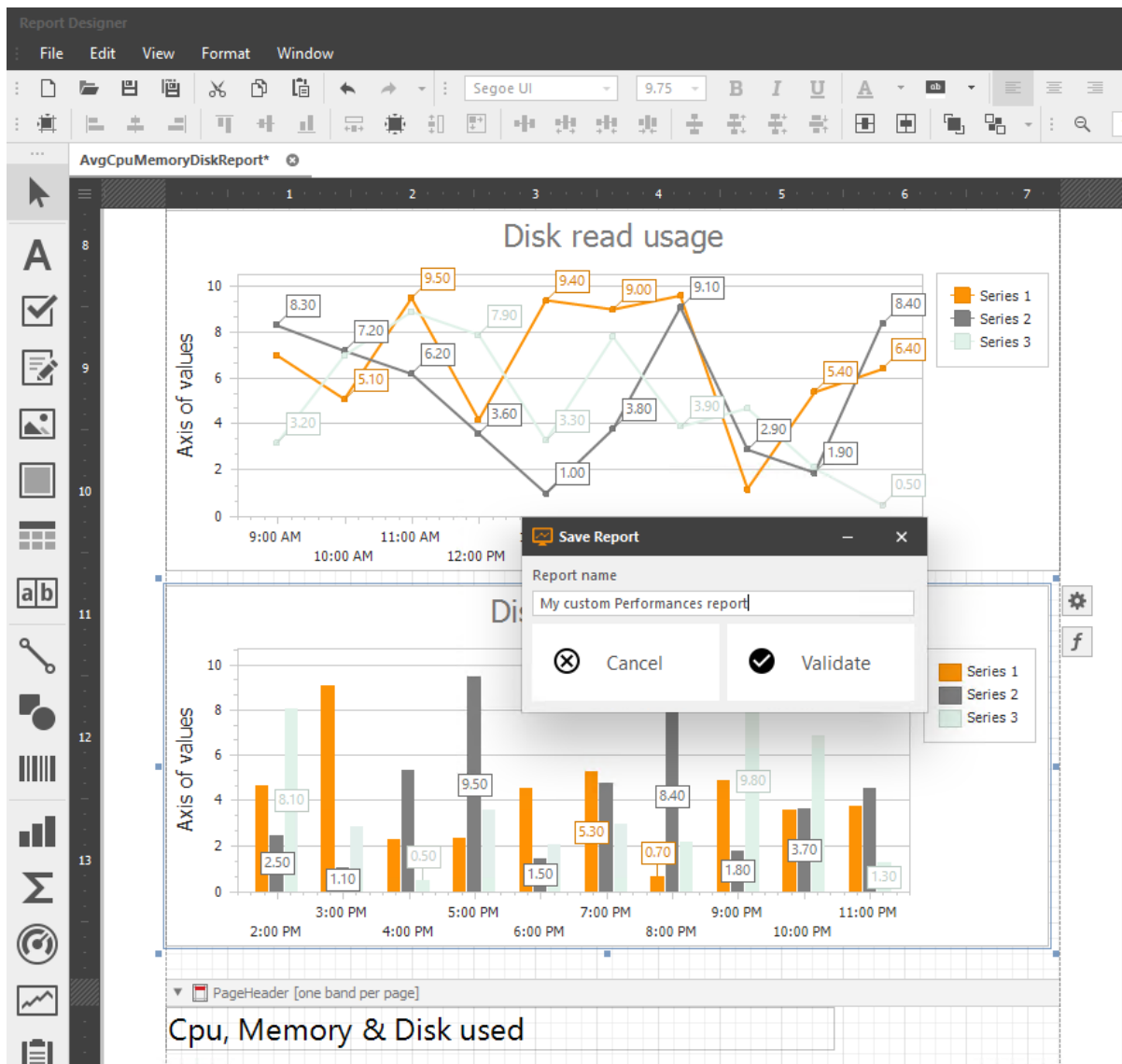
Then click on the **Customize** button:



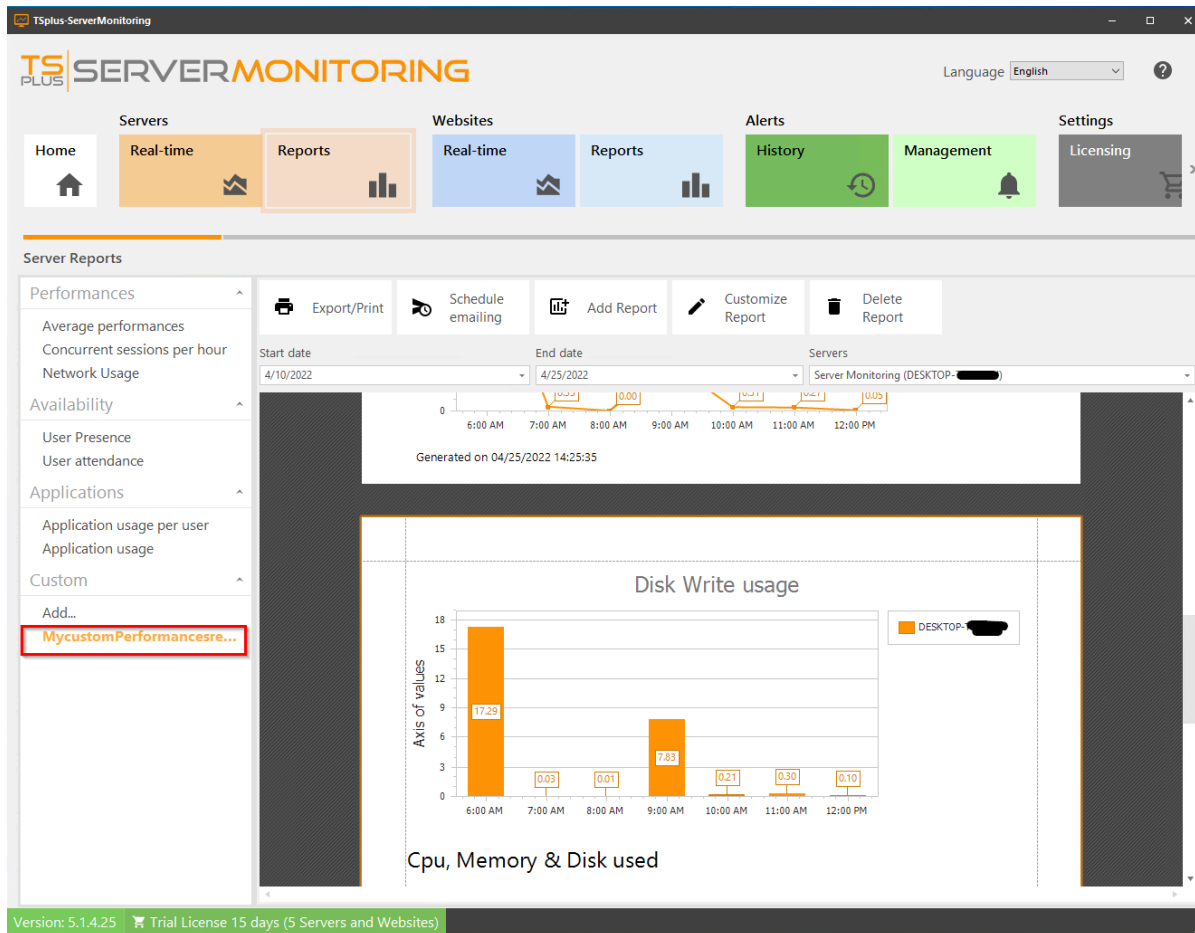
A report designer will appear:



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.



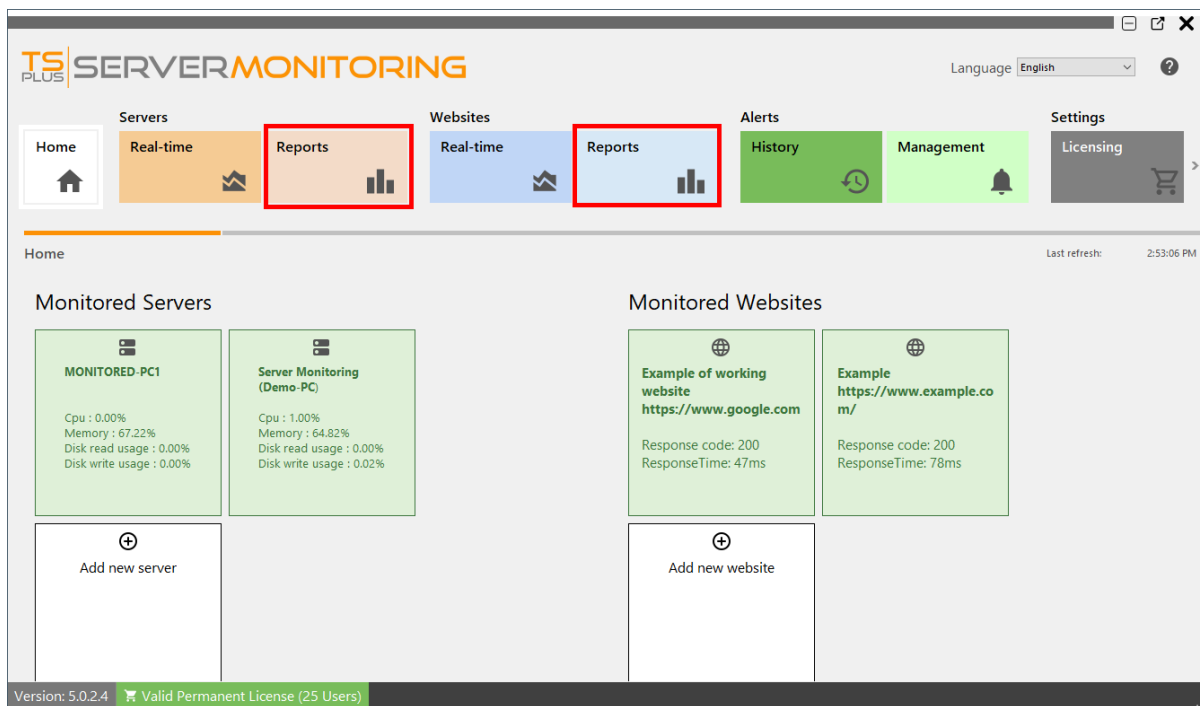
Here are a few examples of easy modifications you can make to a report:

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

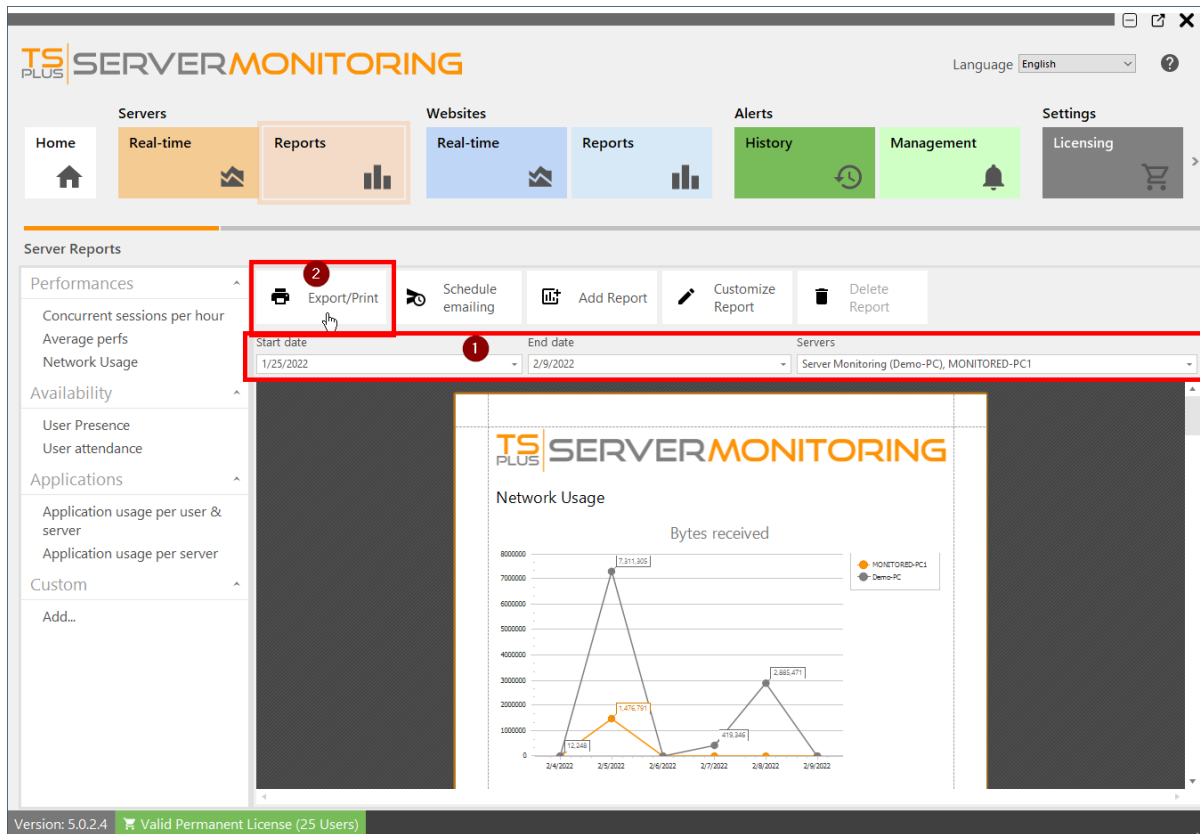
Here is how you can use the existing data in the Server Monitoring database : [Use data from database](#)

Export & Print Reports

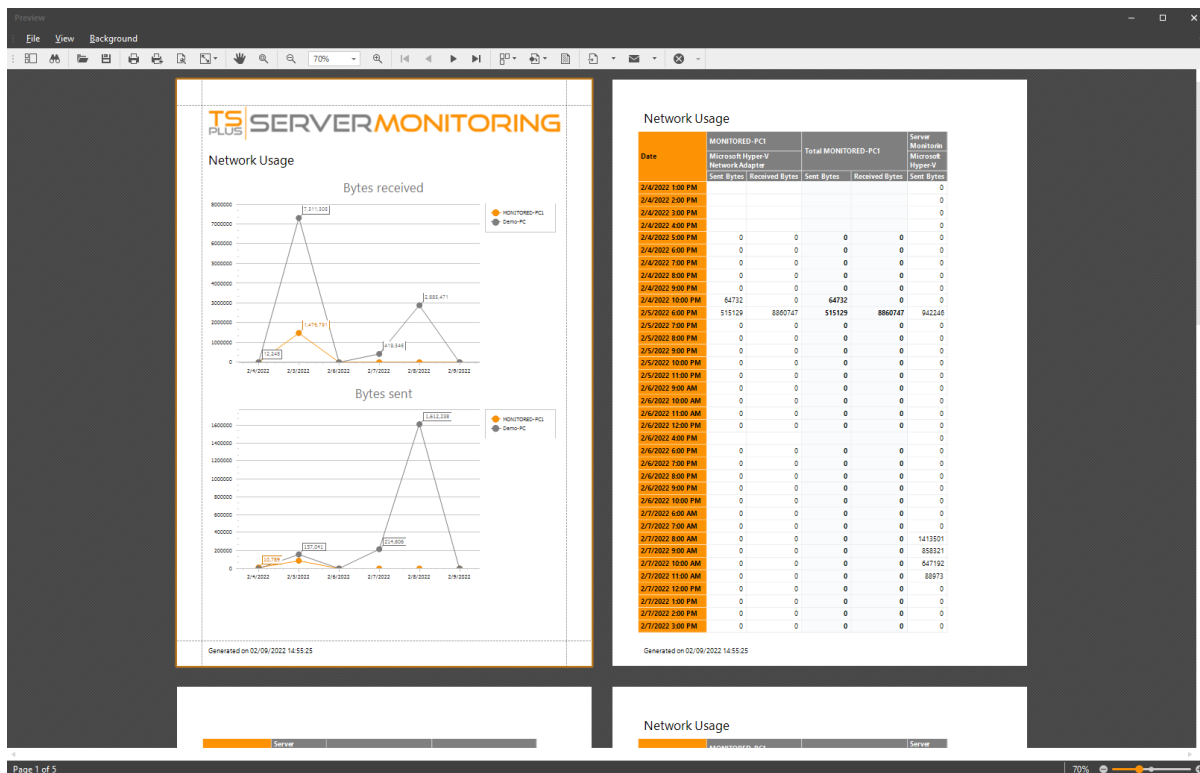
First select a report (website or server) by clicking a Server tile, then by choosing a report type in the left menu.



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



A preview tool will appear :

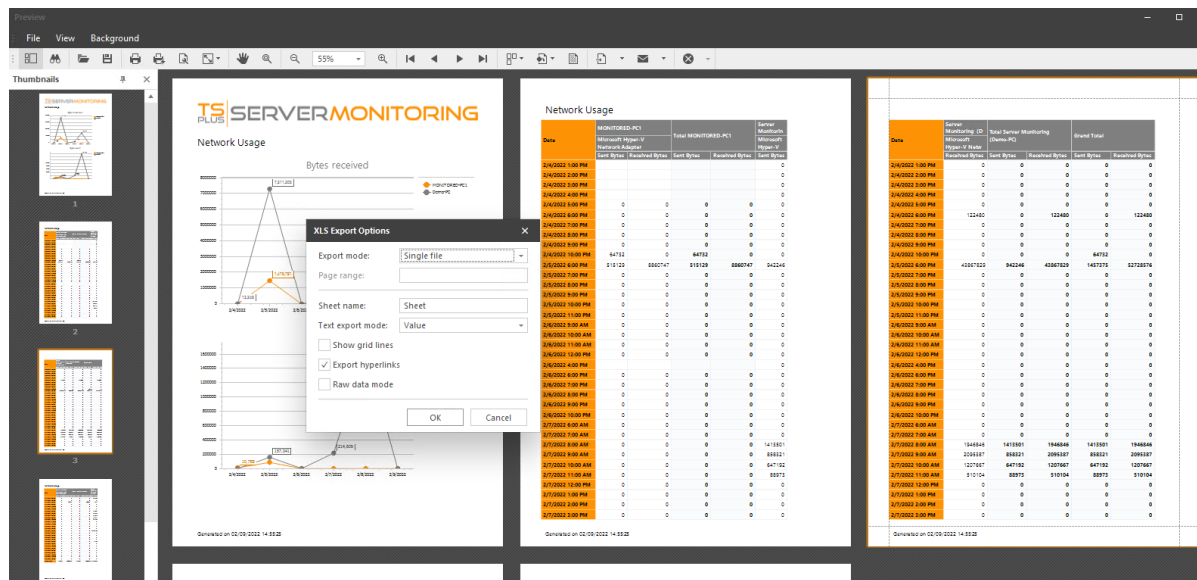


Inside the menu and the toolbar, you have numerous actions possible:

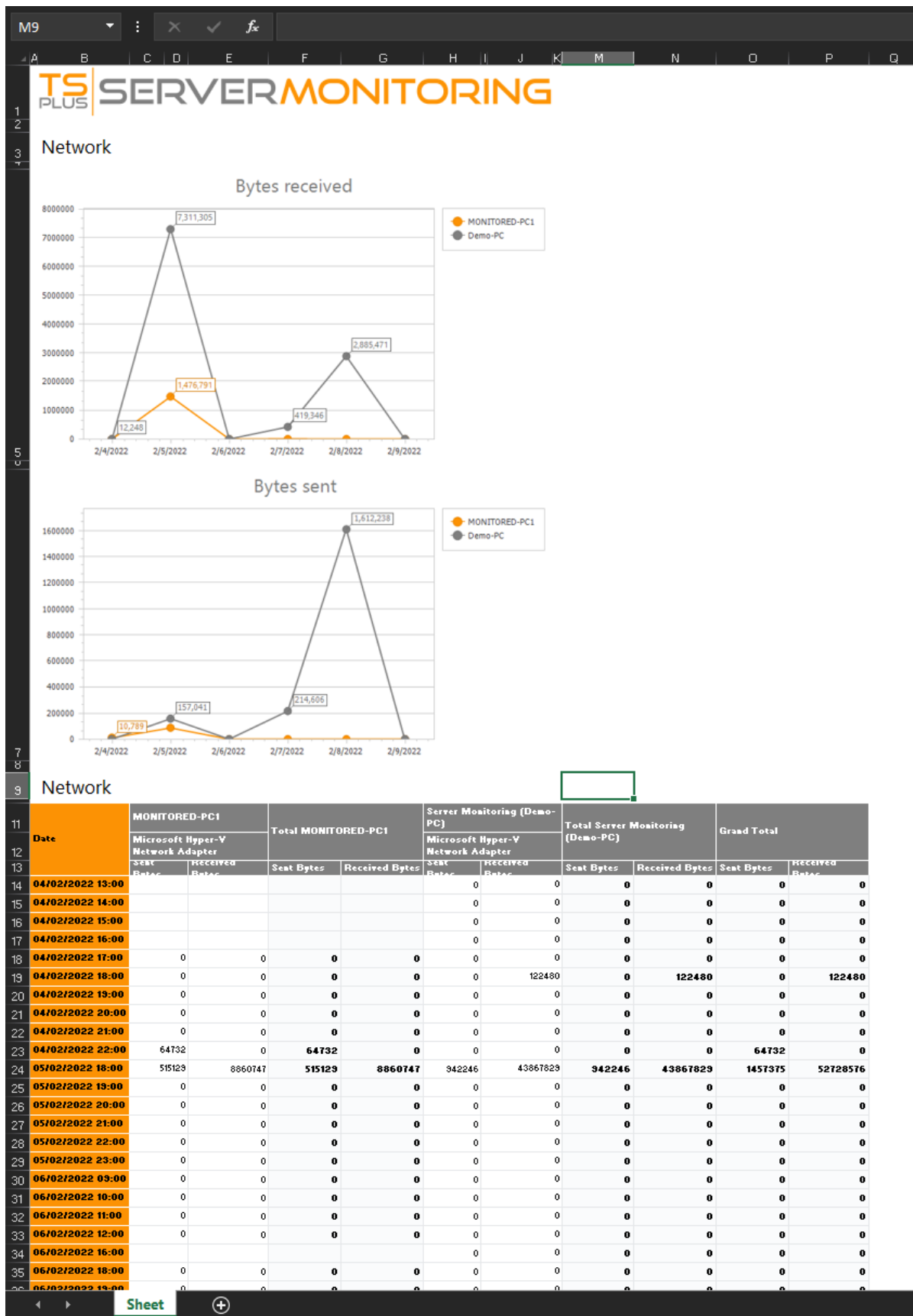
- Search inside the report
- Save the document as is (in .prnx format, this will not be useful in most cases)
- Print or quickprint the document
- Page setup (margins, orientation, etc.)

- 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)

When exporting in some format, for example Excel, you may choose some options:



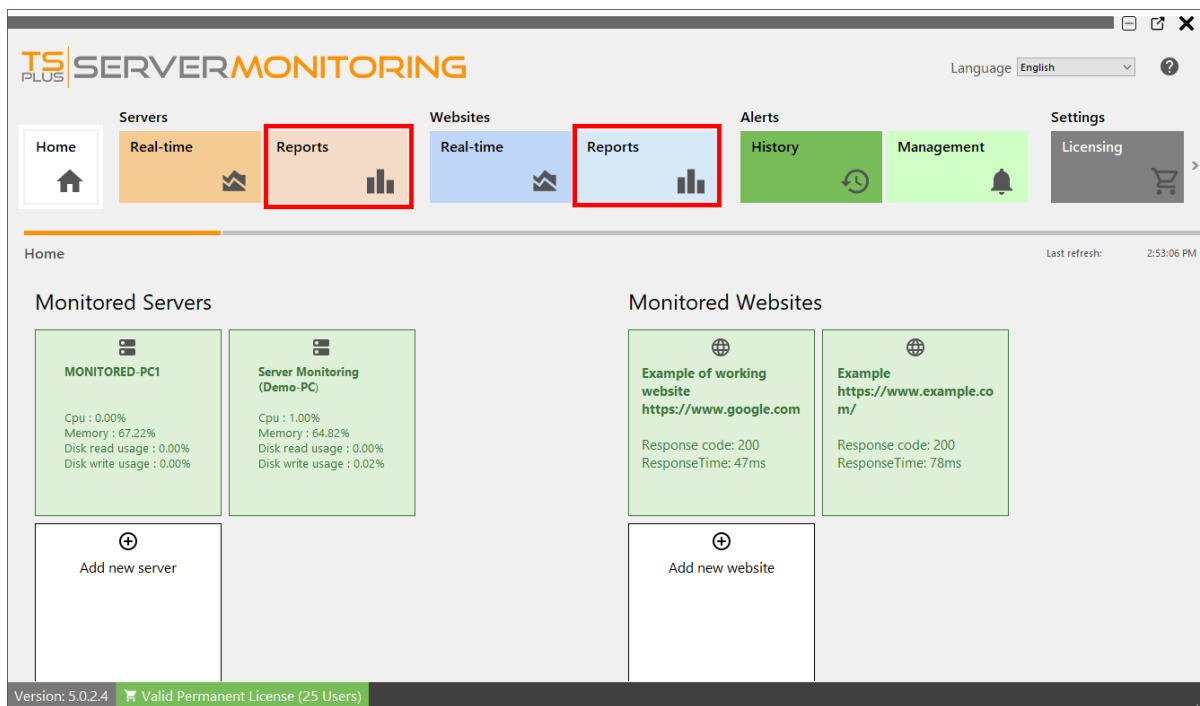
Then you have to choose where to save the file, and if you would like to open it after saving:



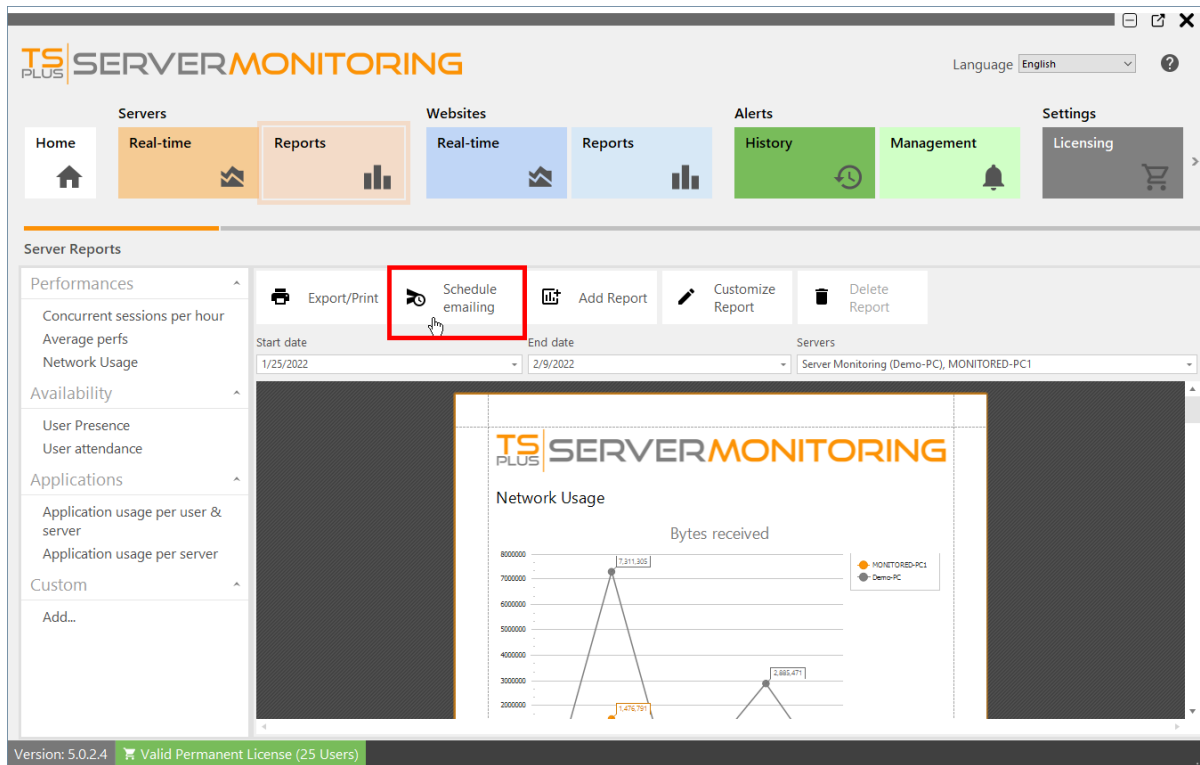
Now you have an Excel file that you can edit all that you want !

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:

The 'Schedule emailing' form is displayed. It contains the following fields and options:

- Report name: Network Usage
- Output file type: pdf
- First export: 01/01/2022 14:19
- Then export every: hour
- Receivers: (empty text area)
- Websites: Example, Example of working website
- Period: Last hour

At the bottom, there are two buttons: 'Cancel' and 'Validate'.

Just fill in the following fields:

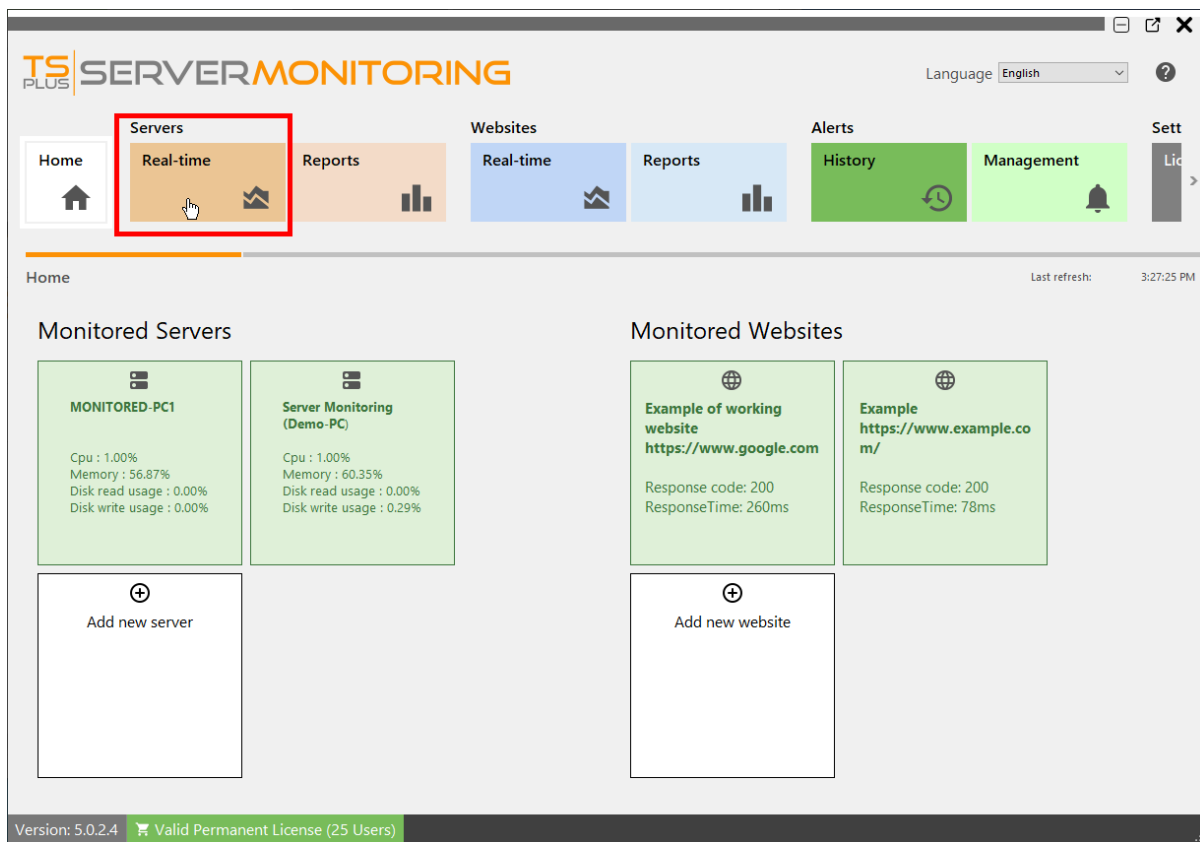
1. The output file type (PDF, Excel or HTML).
2. The date of the first export.
3. The export frequency (every hour / 4 hours / 8 hours / 12 hours / day / week / month).
4. The email address(es) to send the report to. Please separate several email addresses with a comma.
5. The server(s)/website(s) concerned 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.

Server Real-time features

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



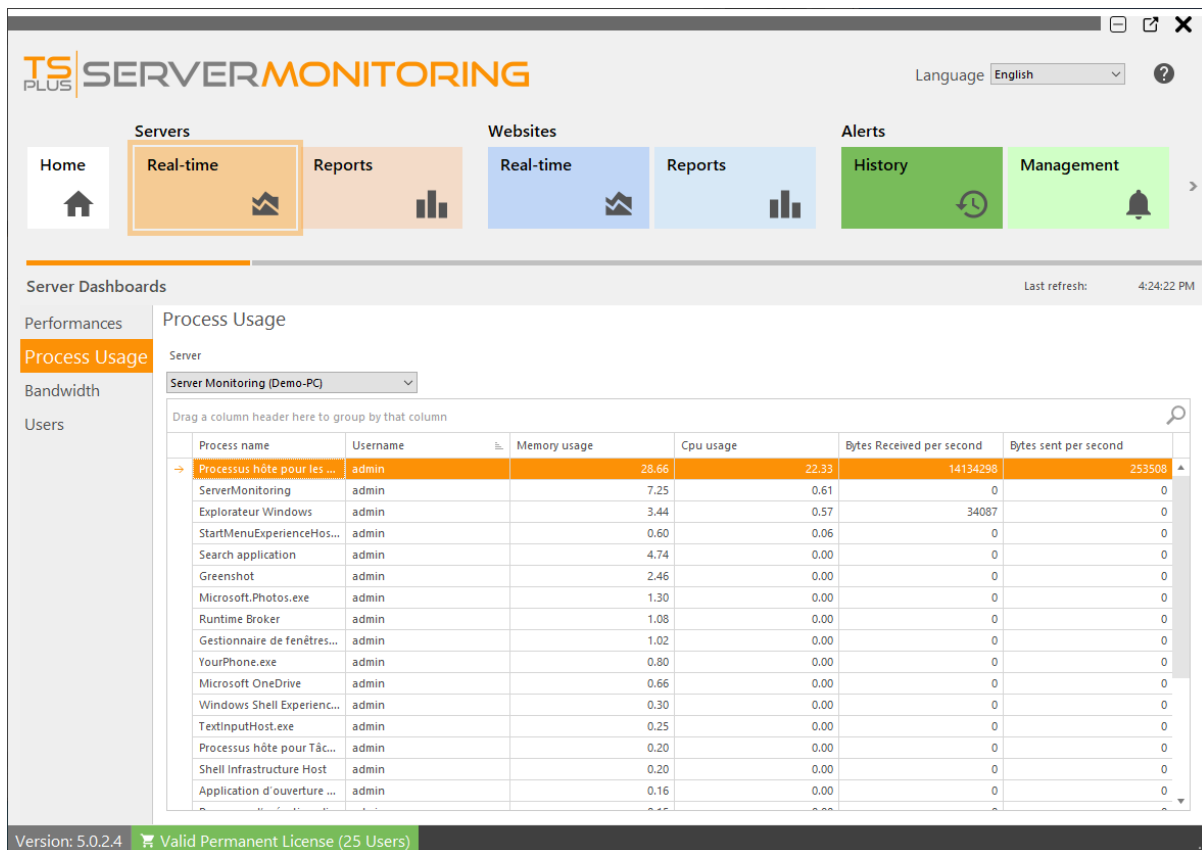
Performance

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



Process usage

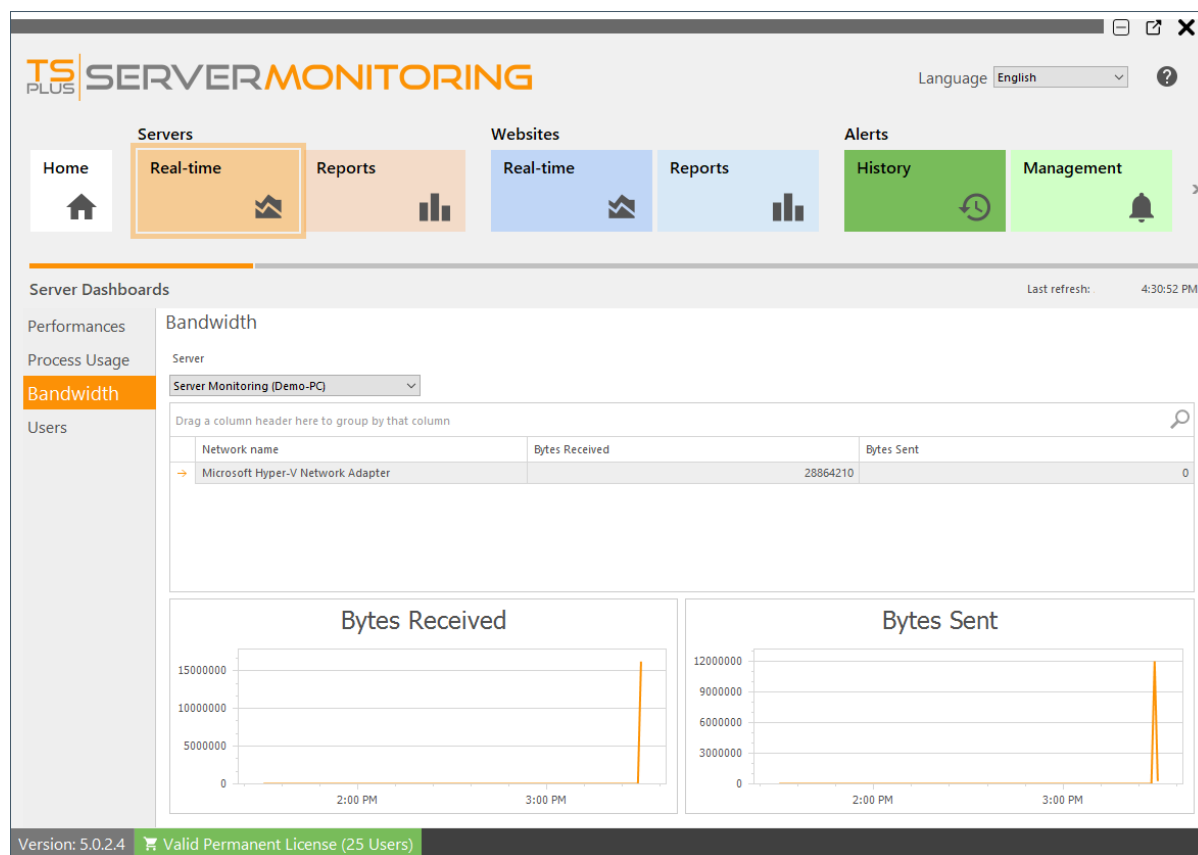
When clicking on “Process usage” in the menu on the left, you will see a table showing the processes currently used on the selected server, and some key indicators:



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:



Servers

Real-time

Reports

Real-time

Reports

Websites

Real-time

Reports

Alerts

History

Management

Settings

Licensing

General Settings

Server Dashboards

Performances

Process Usage

Bandwidth

Users

Users

Server

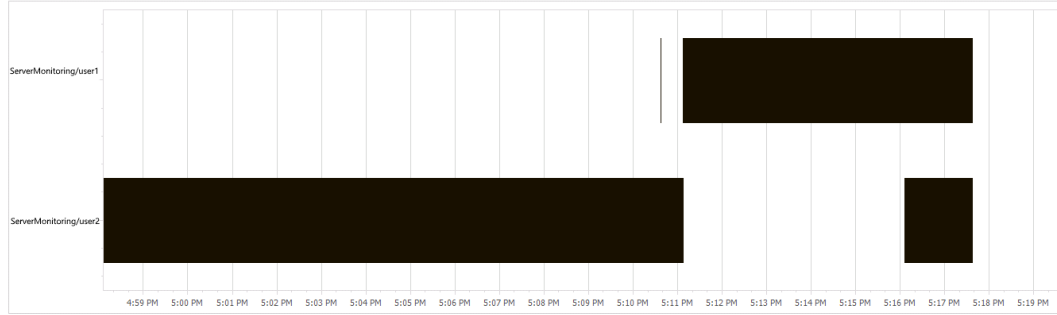
ServerMonitoring

Active users

Drag a column header here to group by that column

Username

ServerMonitoring/user2



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 TS PLUS SERVER MONITORING web application. The top navigation bar includes tabs for Servers, Websites, Alerts, and Settings. The 'Servers' tab is active, and the 'Reports' sub-tab is selected. The left sidebar menu shows various report categories, with 'Application usage per user && server' highlighted. The main content area displays the 'Application Usage per server and user' report for the period from 3/1/2022 to 3/16/2022, filtered by server 'W11P-STD, WS2016-STD, WS2019-STD, WS2022-STD, Server Monitoring (WIN-L8AGL4US301)'. The report shows a table with columns for Process, Server Monitoring (WIN-L8AGL4US301), and Total Server Monitoring (WIN-L8AGL4US301). The data shows that 'AdminTool' and 'alternateshell.exe' have a usage of 279, while 'Application Frame Host' has a usage of 279.

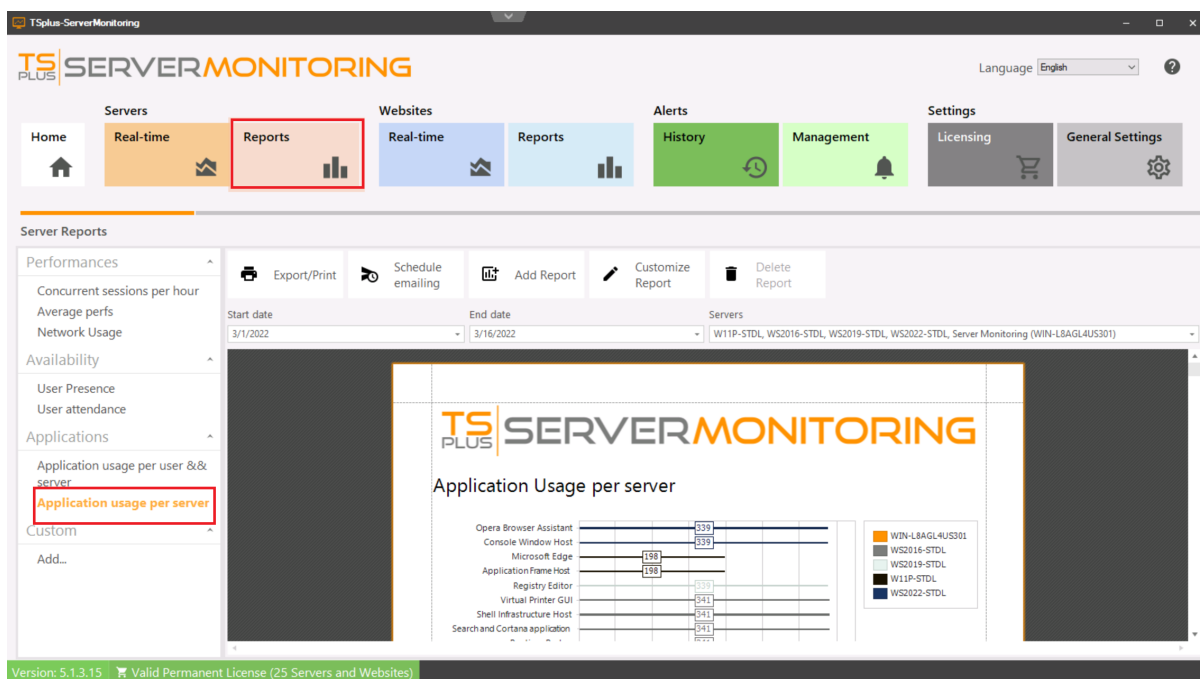
Process	Server Monitoring (WIN-L8AGL4US301)	Total Server Monitoring (WIN-L8AGL4US301)
AdminTool	279	279
alternateshell.exe		
Application Frame Host		

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.

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.

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 application interface. The top navigation bar includes tabs for Home, Servers, Reports (highlighted with a red box and a red circle with the number 1), Websites, Alerts, and Settings. The left sidebar menu shows various report categories, with 'Concurrent sessions per hour' (highlighted with a red box and a red circle with the number 2) selected under the 'Performance' section. The main content area displays two side-by-side tables titled 'Concurrent Sessions (Hourly)'. Each table has columns for Date, PROD1, ServerMonitoring, and Grand Total. The data shows session counts for various dates and times, with the Grand Total column showing the sum of sessions for each time slot. The interface also includes a top bar with a language dropdown and a bottom status bar indicating the version (5.0.2.3) and license (Valid Permanent License (10 Users)).

Date	PROD1	ServerMonitoring	Grand Total
2/2/2022 10:00:00 PM		1	1
2/2/2022 11:00:00 PM		1	1
2/3/2022 12:00:00 AM		1	1
2/3/2022 1:00:00 AM		1	1
2/3/2022 2:00:00 AM		1	1
2/3/2022 3:00:00 AM		1	1
2/3/2022 4:00:00 AM		1	1
2/3/2022 5:00:00 AM		1	1
2/3/2022 6:00:00 AM		1	1
2/3/2022 7:00:00 AM		1	1
2/3/2022 8:00:00 AM	1	2	3
2/3/2022 9:00:00 AM	1	8	9
2/3/2022 10:00:00 AM	1	3	4
2/3/2022 11:00:00 AM		1	1
2/3/2022 12:00:00 PM		1	1
2/3/2022 1:00:00 PM	1	3	4
2/3/2022 2:00:00 PM		3	3
2/3/2022 3:00:00 PM	1	3	4
2/3/2022 4:00:00 PM		3	3
2/3/2022 5:00:00 PM		4	4

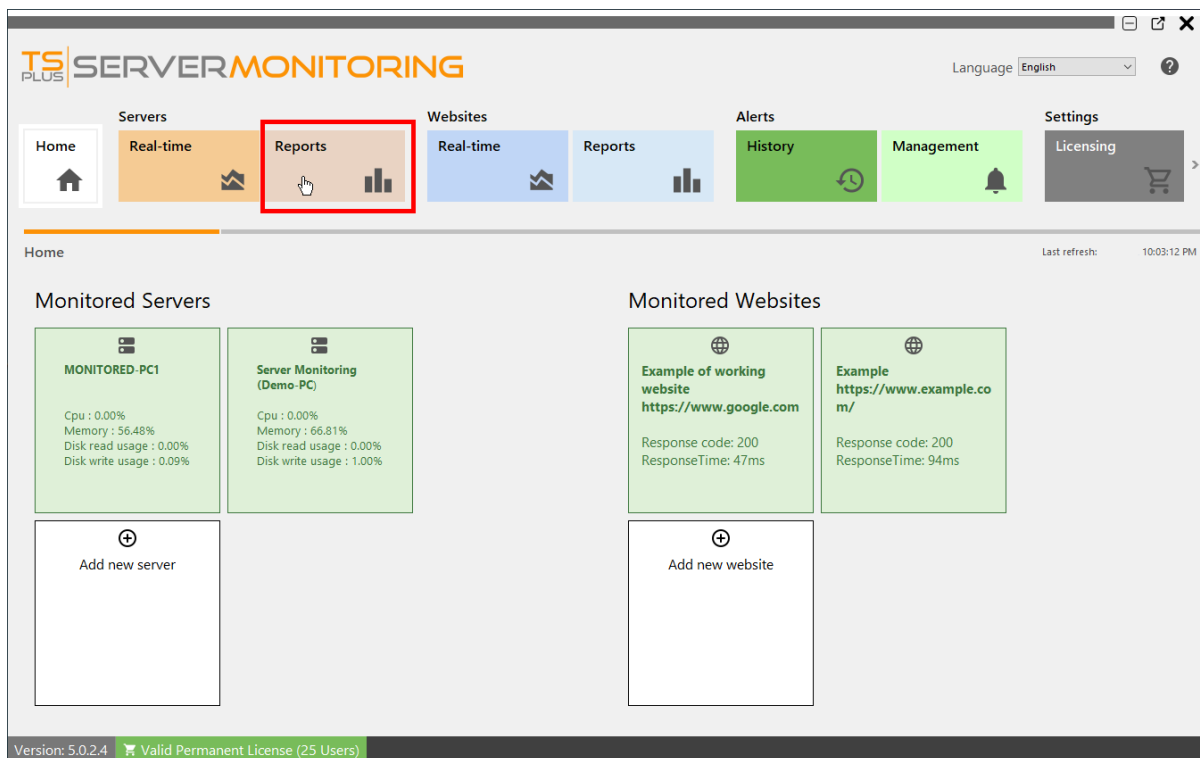
Date	PROD1	ServerMonitoring	Grand Total
2/5/2022 12:00:00 AM		1	1
2/5/2022 1:00:00 AM		1	1
2/5/2022 2:00:00 AM		1	1
2/5/2022 3:00:00 AM		1	1
2/5/2022 4:00:00 AM		1	1
2/5/2022 5:00:00 AM		1	1
2/5/2022 6:00:00 AM		1	1
2/5/2022 7:00:00 AM		1	1
2/5/2022 8:00:00 AM		1	1
2/5/2022 9:00:00 AM		1	1
2/5/2022 10:00:00 AM		1	1
2/5/2022 11:00:00 AM		1	1
2/5/2022 12:00:00 PM		1	1
2/5/2022 1:00:00 PM		1	1
2/5/2022 2:00:00 PM		1	1
2/5/2022 3:00:00 PM		1	1
2/5/2022 4:00:00 PM		1	1
2/5/2022 5:00:00 PM		1	1
2/5/2022 6:00:00 PM		1	1
2/5/2022 7:00:00 PM		1	1
2/5/2022 8:00:00 PM		1	1
2/5/2022 9:00:00 PM		1	1
2/5/2022 10:00:00 PM		1	1
2/5/2022 11:00:00 PM		1	1
2/5/2022 12:00:00 AM		1	1

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 Report features

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



You will see this screen:

TS PLUS SERVER MONITORING

Language: English

Home | Servers | Real-time | Reports | Websites | Real-time | Reports | Alerts | History | Management | Settings | Licensing | General Sett

Server Reports

Performances

- Concurrent sessions per hour
- Average perfs
- Network Usage

Availability

- User Presence
- User attendance

Applications

- Application usage per user & server
- Application usage per server

Custom

Add...

Export/Print | Schedule emailing | Add Report | Customize Report | Delete Report

Start date: 1/24/2022 | End date: 2/8/2022 | Servers: Server Monitoring (Demo-PC), MONITORED-PC1

Concurrent Sessions (Hourly)

Date	MONITORED-PC1	Server Monitoring (Demo-PC)	Grand Total
2/4/2022 1:00:00 PM		1	1
2/4/2022 2:00:00 PM		1	1
2/4/2022 3:00:00 PM		1	1
2/4/2022 4:00:00 PM		1	1
2/4/2022 5:00:00 PM	1	1	2
2/4/2022 6:00:00 PM	1	1	2

Version: 5.0.2.4 | Valid Permanent License (25 Users)

You can see 5 different areas:

- 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.
- 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.
- Actions on reports:** Here you can export/print reports, customize them, schedule emailing or delete them, if they are custom reports.
- Filters:** You can filter the reports by server and by date.
- Report preview:** You can preview the report currently selected.

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 Attendance Report

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

The screenshot displays the TSplus Server Monitoring web application. The top navigation bar includes tabs for Servers, Websites, Alerts, and Settings. The 'Servers' tab is active, and the 'Reports' sub-tab is selected. The left sidebar menu shows 'User Presence' > 'User attendance' highlighted. The main content area shows the 'User Attendance' report for the date 16/03/2022, filtered by server 'Server Monitoring (WIN-L8AGL4US301)'. The report table shows attendance for 'Caleb' (136) and 'Administrator' (99).

Date	Server Monitoring (WIN-L8AGL4US301)	Total Server Monitoring (WIN-L8AGL4US301)	W11P-STD
16/03/2022	Caleb	136	99

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.

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 tabs for Home, Servers, Websites, Alerts, and Settings. The 'Servers' tab is active, and the 'Reports' sub-tab is selected. The left sidebar menu shows 'User Presence' under the 'Availability' section. The main content area displays the 'User Presence' report for the server 'W11P-STDL'. 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 Caleb' 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 Caleb	Active	16/03/2022 09:50	16/03/2022 10:04	126

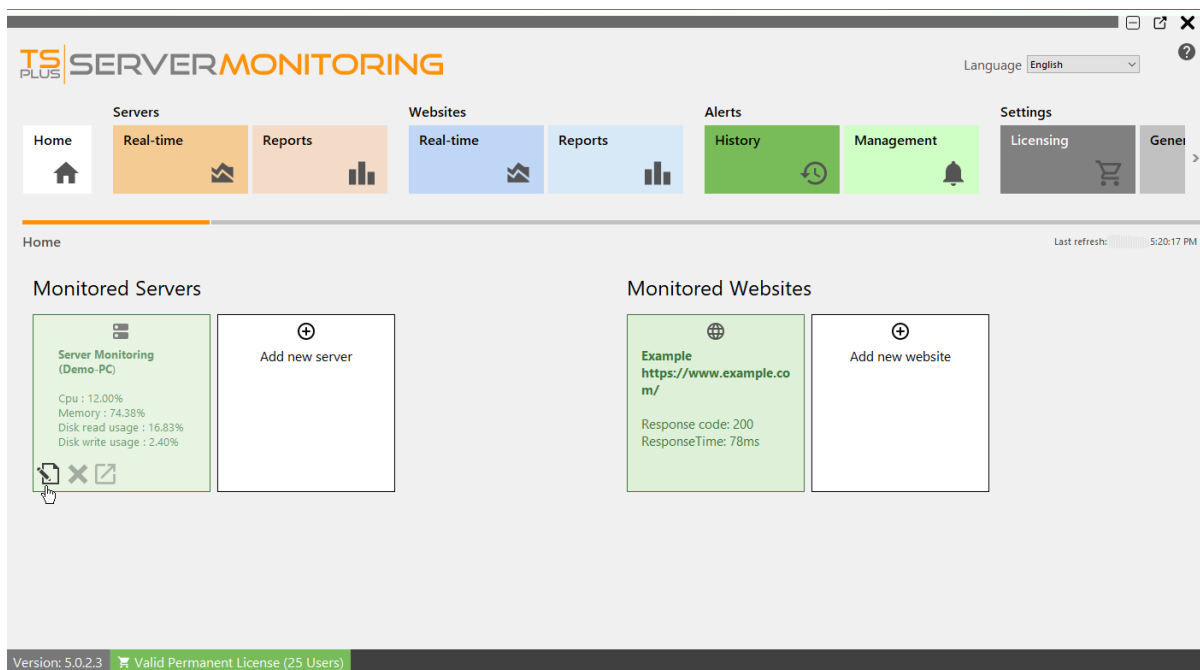
The **User Presence Report** displays the user presence for the specified server(s) and period of time.

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

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.

✎ Edit server

Server name

Demo-PC

Alias

Server Monitoring

Url

http://localhost:7778

Hostname/IP for remote control

RDP Port

3389

✕ Cancel

✓ Validate

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...

TS PLUS SERVER MONITORING

Language English

Home

ServersReal-timeReports

WebsitesReal-timeReports

AlertsHistoryManagement

SettingsLicensingGeneral

Home

Last refresh: 2/4/2022 5:48:19 PM

Monitored Servers

Monitored Websites

Server Monitoring (Demo-PC)
Cpu : 1.00%
Memory : 68.74%
Disk read usage : 0.00%
Disk write usage : 0.02%

Add new server

Example
https://www.example.co

Add new website

Server removal

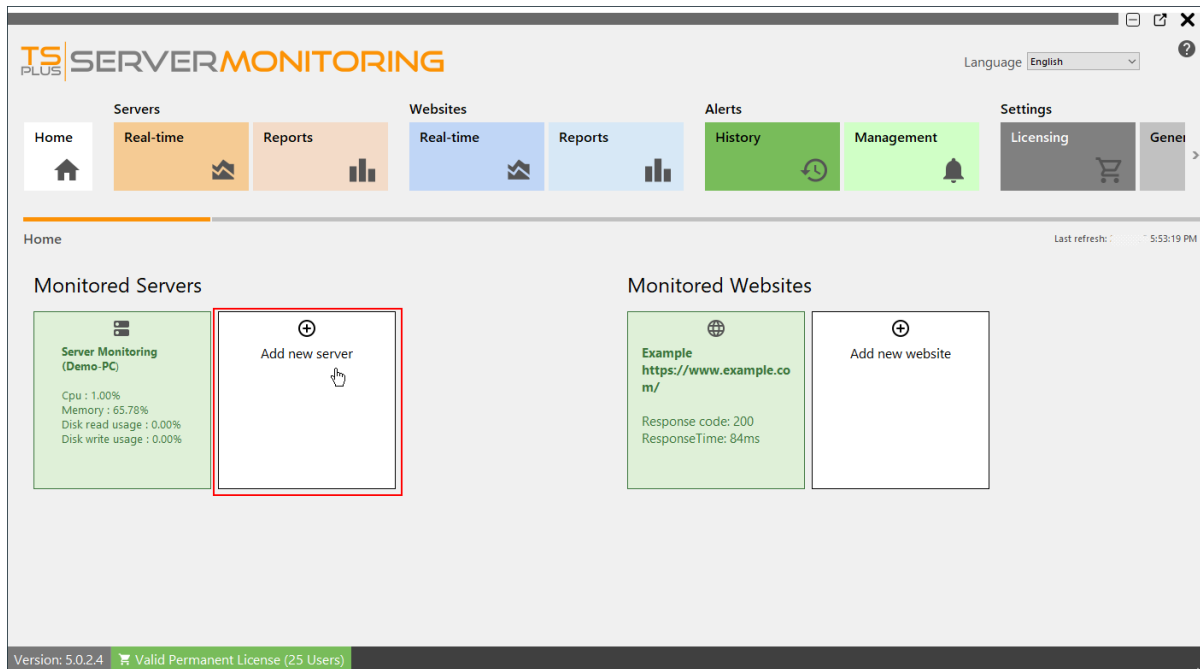
⚠ Are you sure you want to remove this server ? This will also delete datas associated with this server (Performance, Alerts etc ...)

YesNoCancel

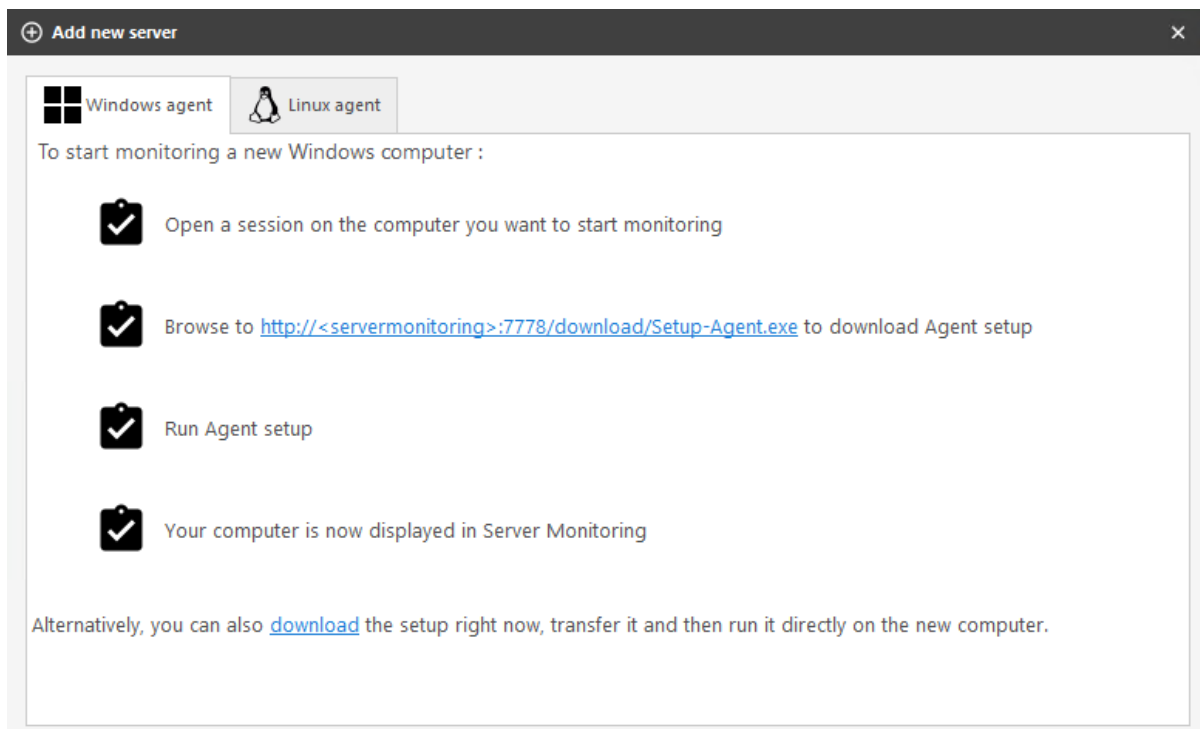
Version: 5.0.2.4

Valid Permanent License (25 Users)

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



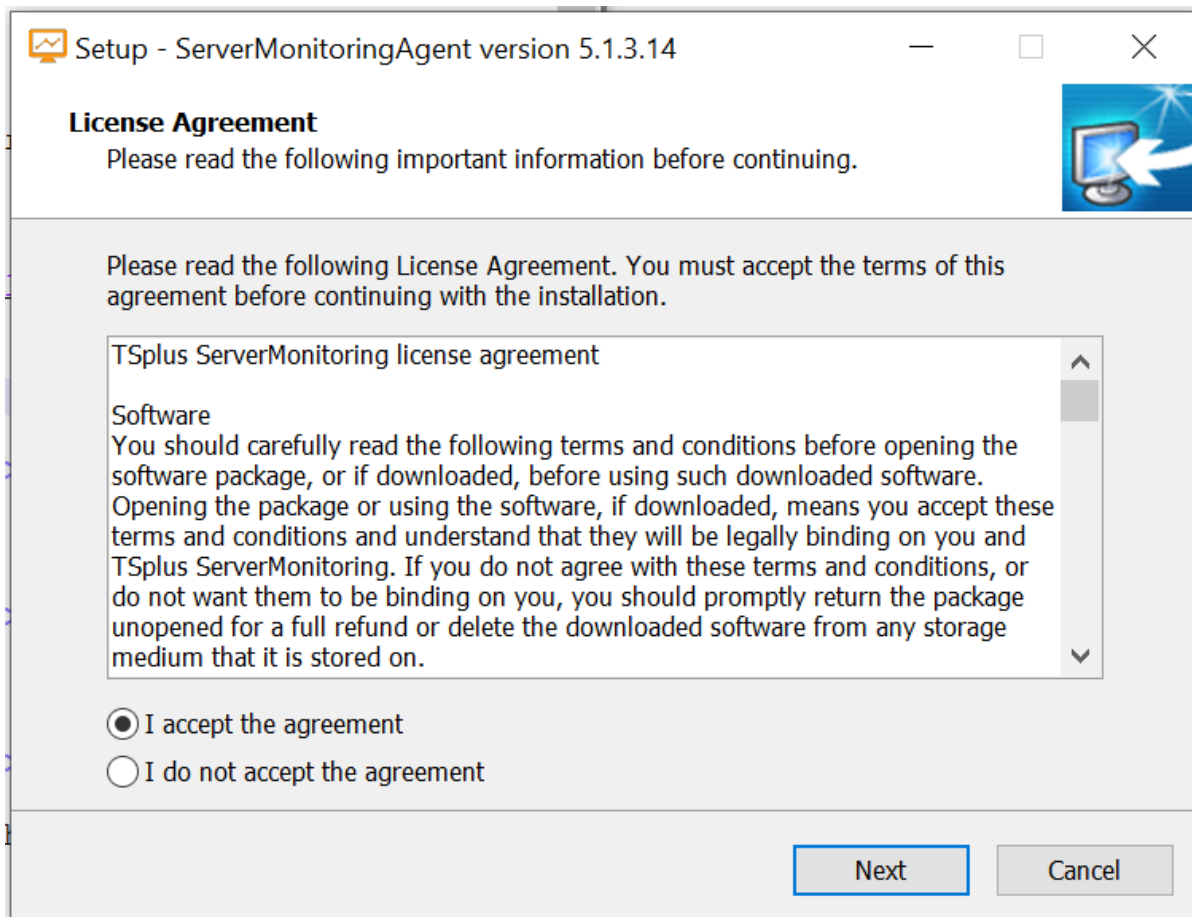
Server Monitoring will present you with the options for adding a Windows server:



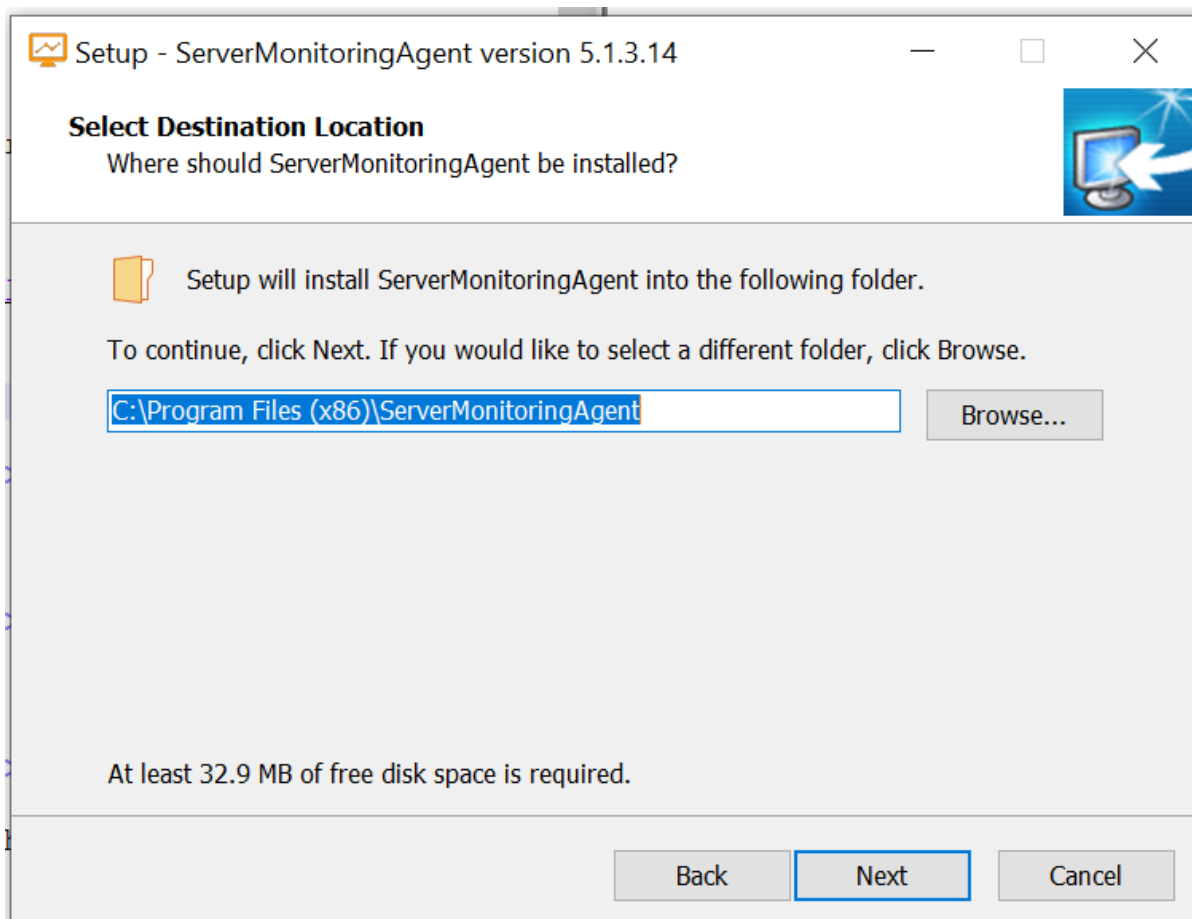
You have two different ways of adding a new Windows server to monitor:

- 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.

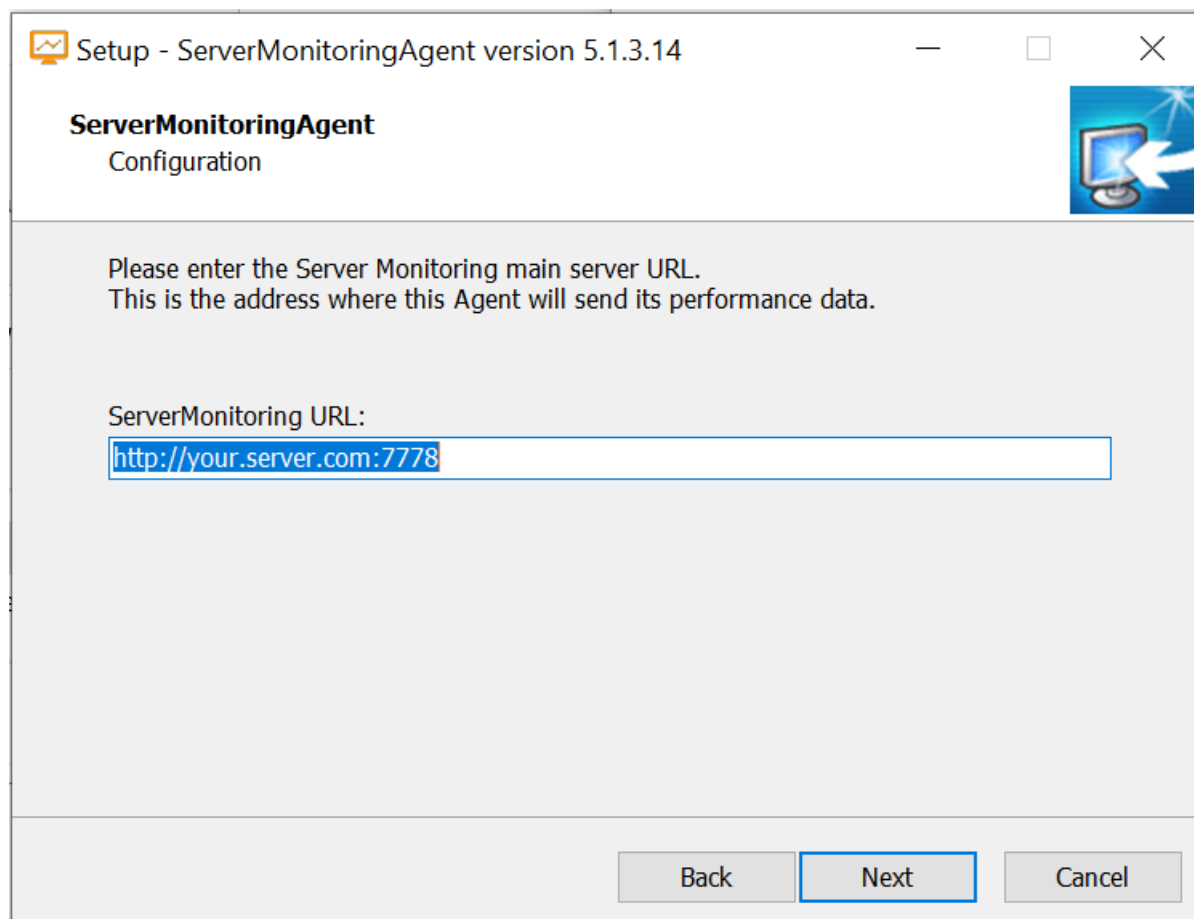
You can now launch the Setup-Agent.exe file, and install it.



Accept the license and click on next



Here you can change the location of the files installed.



The screenshot shows a Windows-style window titled "Setup - ServerMonitoringAgent version 5.1.3.14". The window has a standard title bar with minimize, maximize, and close buttons. Below the title bar, the text "ServerMonitoringAgent" is displayed in bold, followed by "Configuration" in a smaller font. To the right of this text is a small icon of a computer monitor with a blue arrow pointing towards it. The main area of the window contains the following text: "Please enter the Server Monitoring main server URL. This is the address where this Agent will send its performance data." Below this text is a label "ServerMonitoring URL:" followed by a text input field. The input field contains the text "http://your.server.com:7778". At the bottom of the window, there are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a blue border.

Setup - ServerMonitoringAgent version 5.1.3.14

ServerMonitoringAgent
Configuration

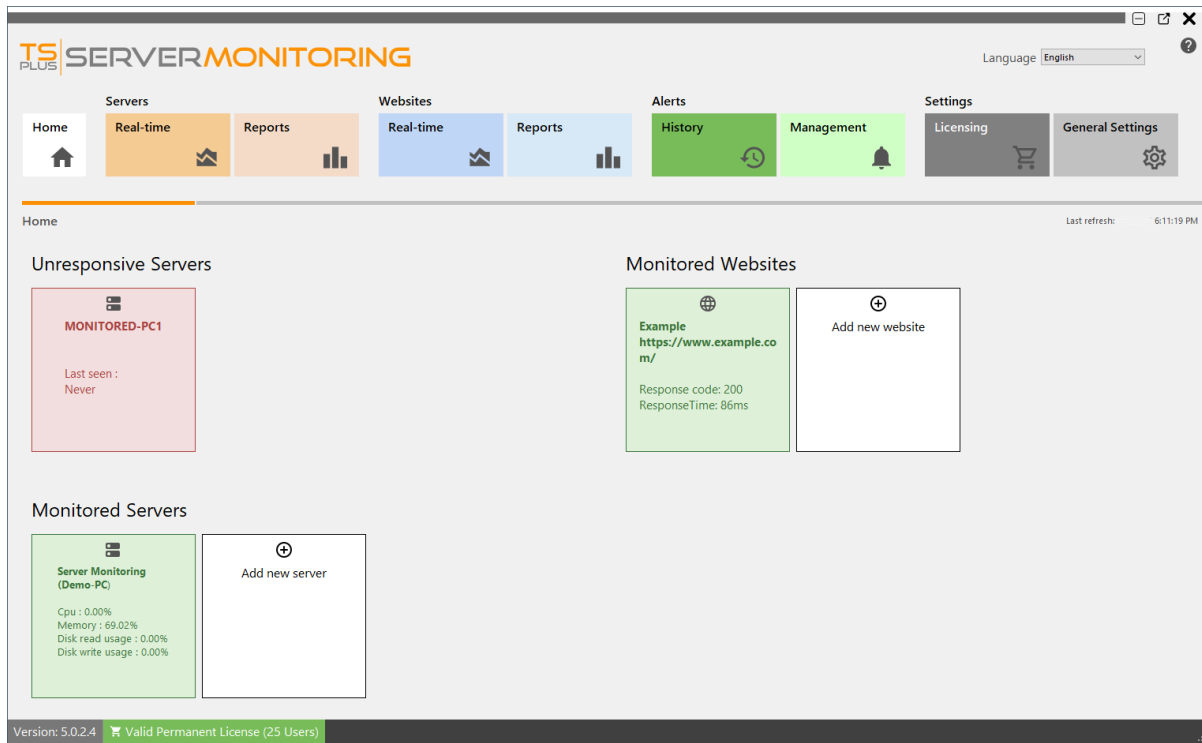
Please enter the Server Monitoring main server URL.
This is the address where this Agent will send its performance data.

ServerMonitoring URL:

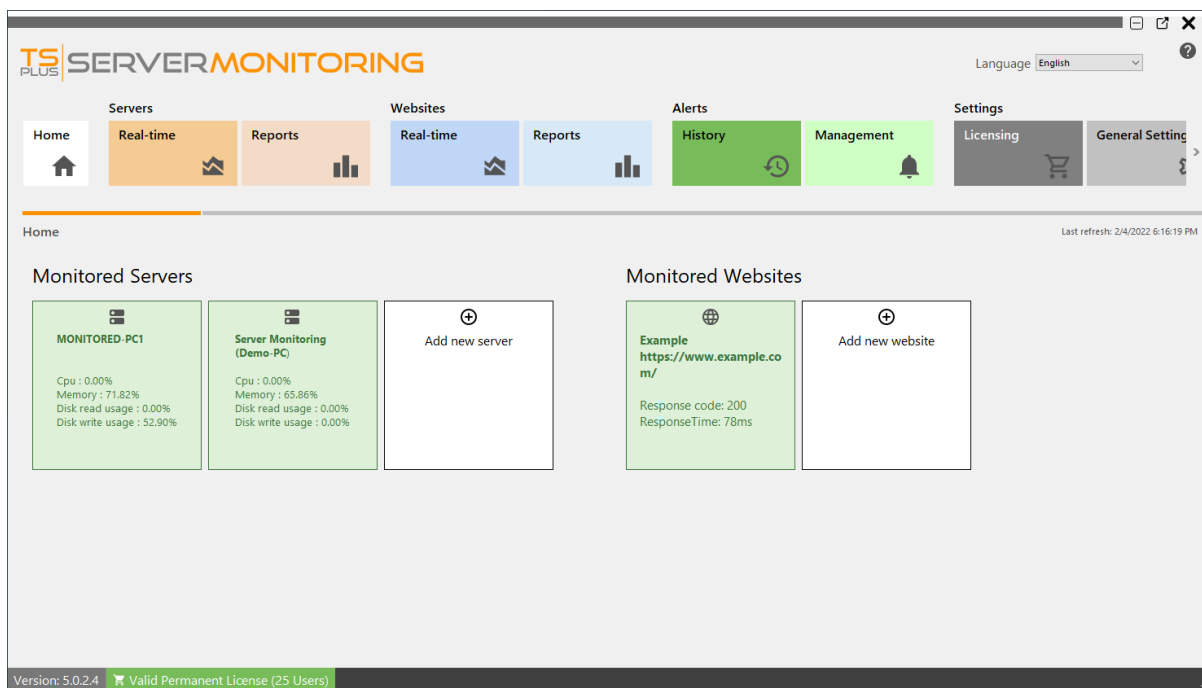
Back Next Cancel

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.

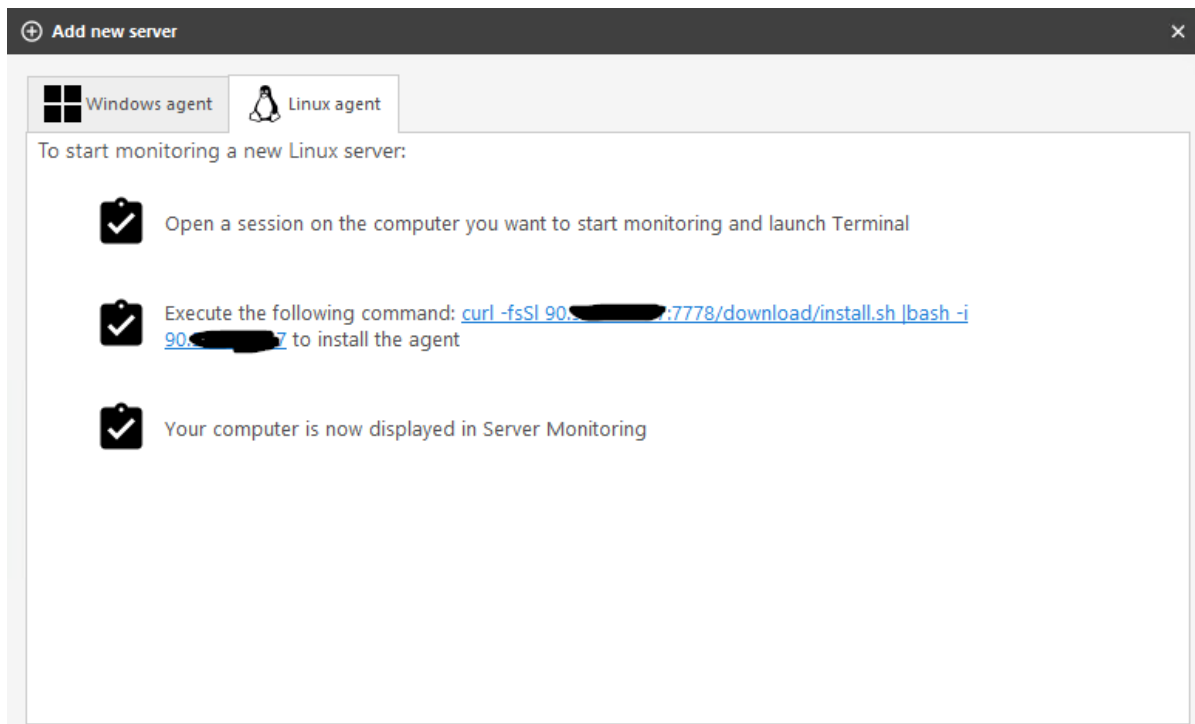
The server you just added will appear in your monitored servers list shortly. Don't be alarmed if the new server appears offline.



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



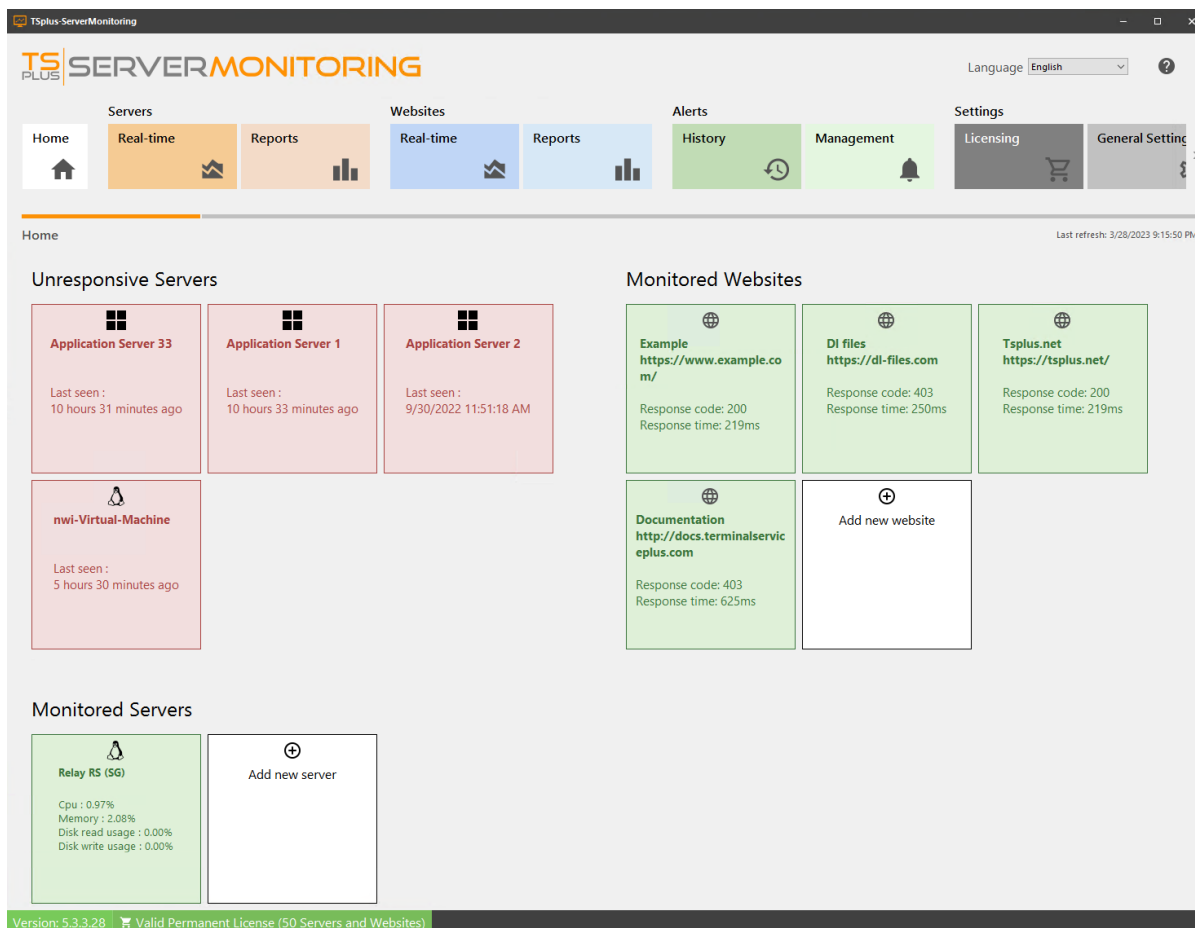
You also can monitor a Linux server:



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

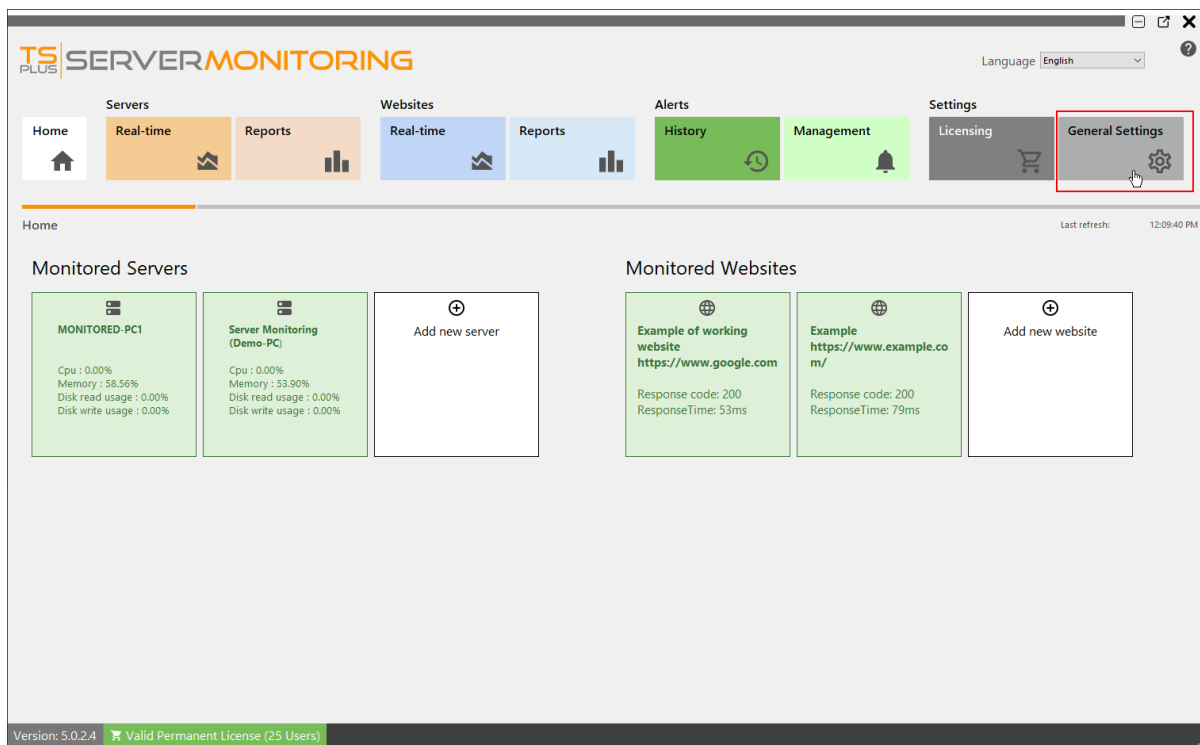
Then your new Linux server should appear:



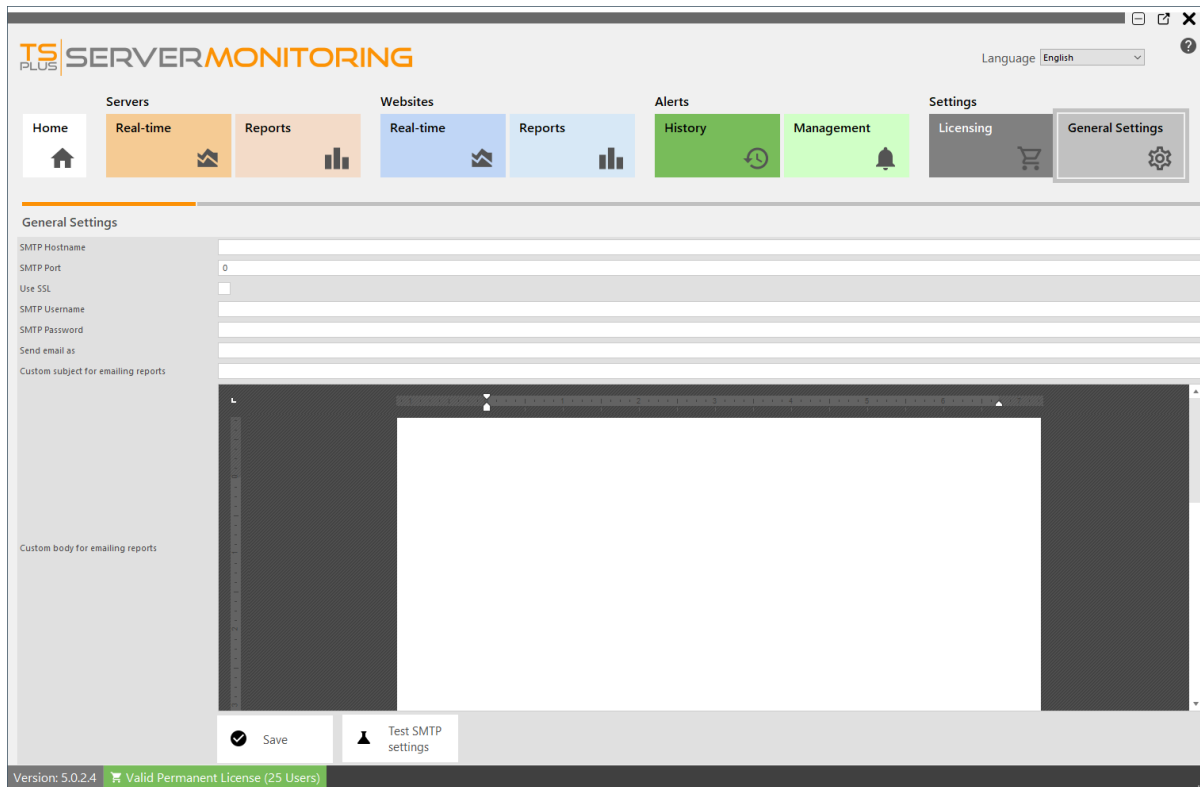
[Back To Top](#)

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.

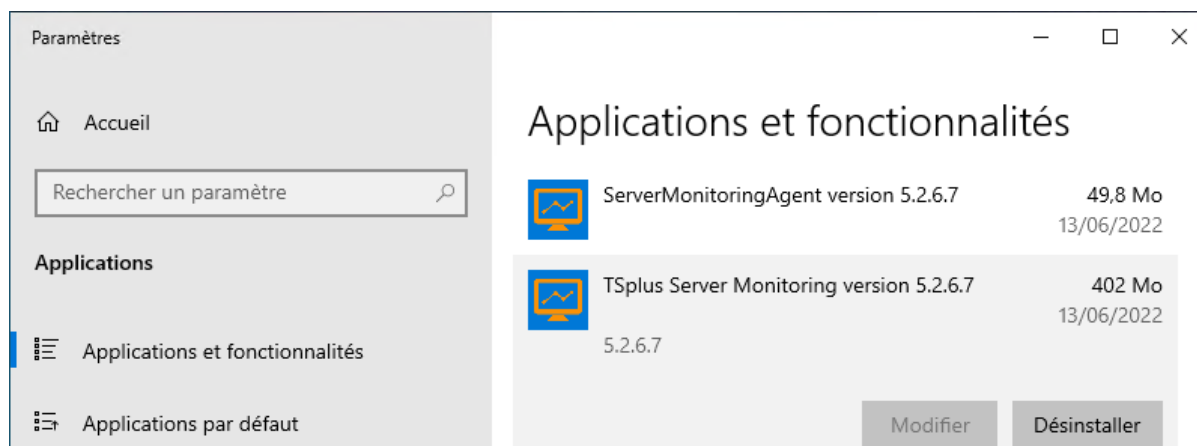
For more information about alerts, go [here](#)) For more information about report emailing, go [here](#))

[Back To Top](#)


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**.



3. 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 :

 Accueil

Applications








 Applications et fonctionnalités Applications par défaut Cartes hors connexion Applications pour les sites web Lecture de vidéos Démarrage

Applications et fonctionnalités

Trier par : Date d'installation ▾

Filtrer par : Tous les lecteurs ▾

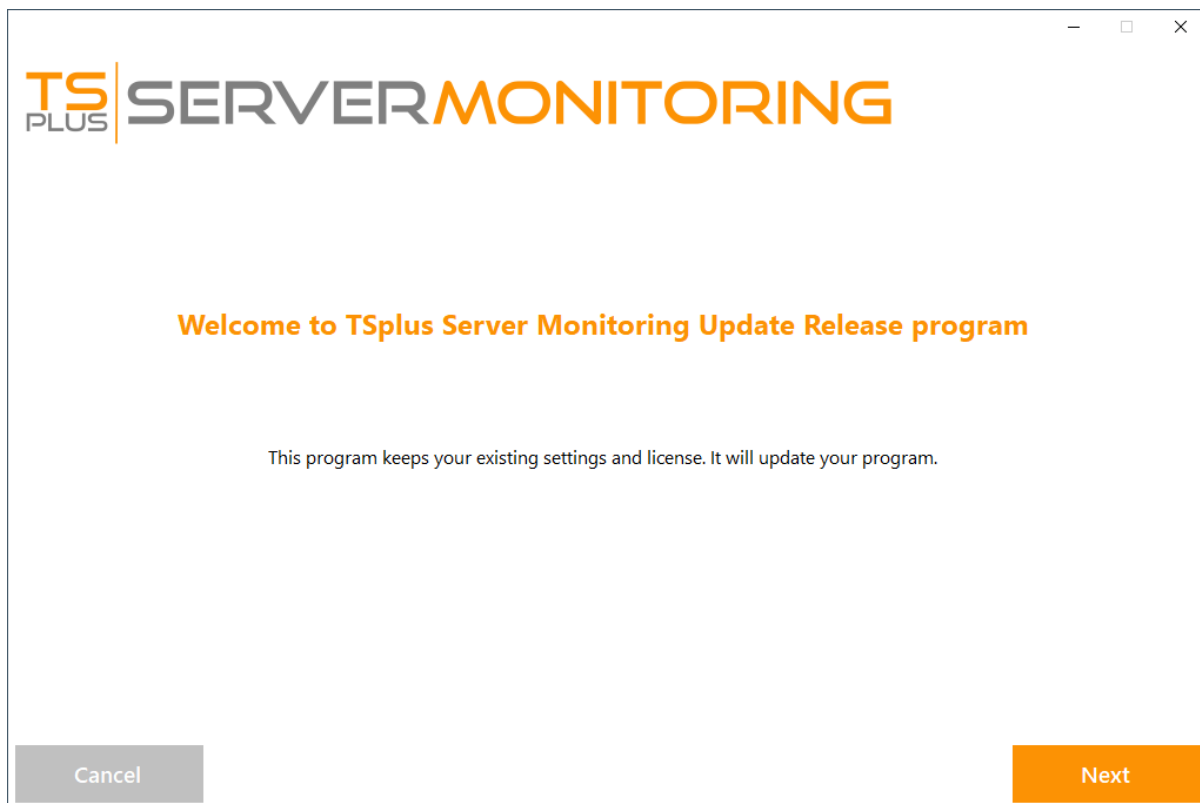
8 application(s) trouvée(s)

	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	

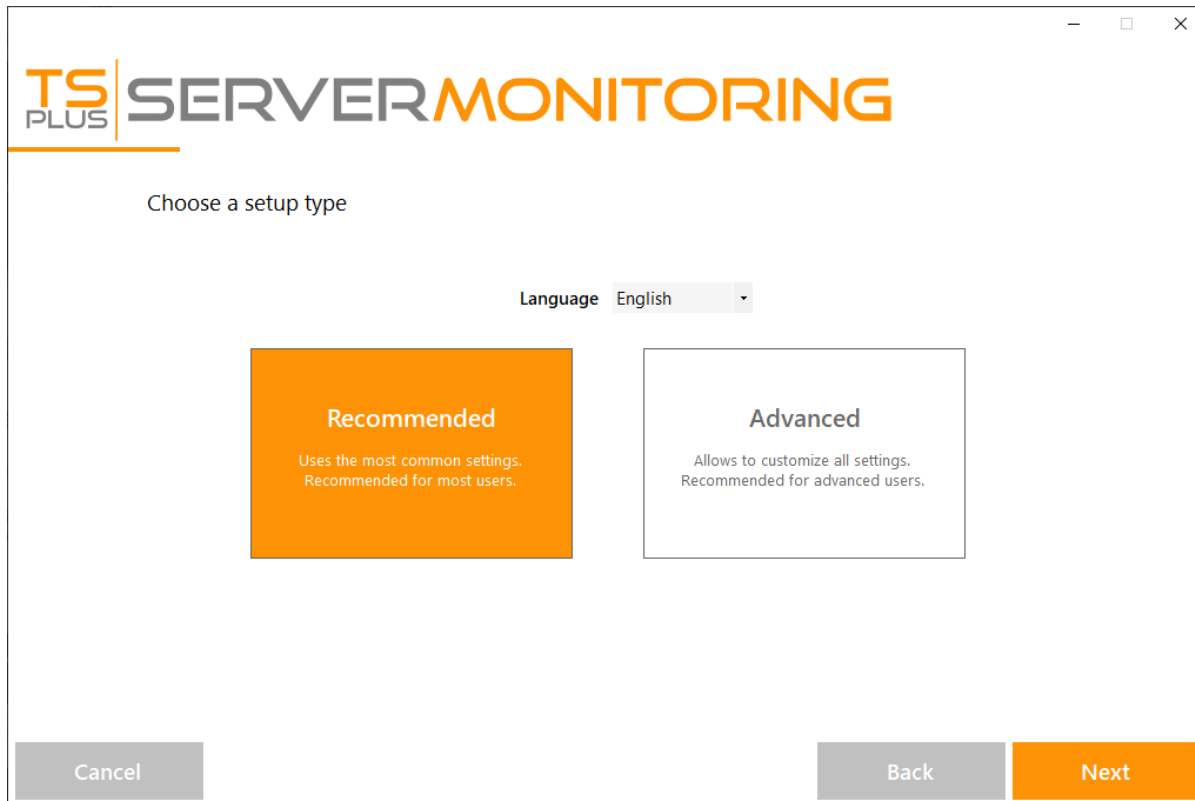
Updating Server Monitoring

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

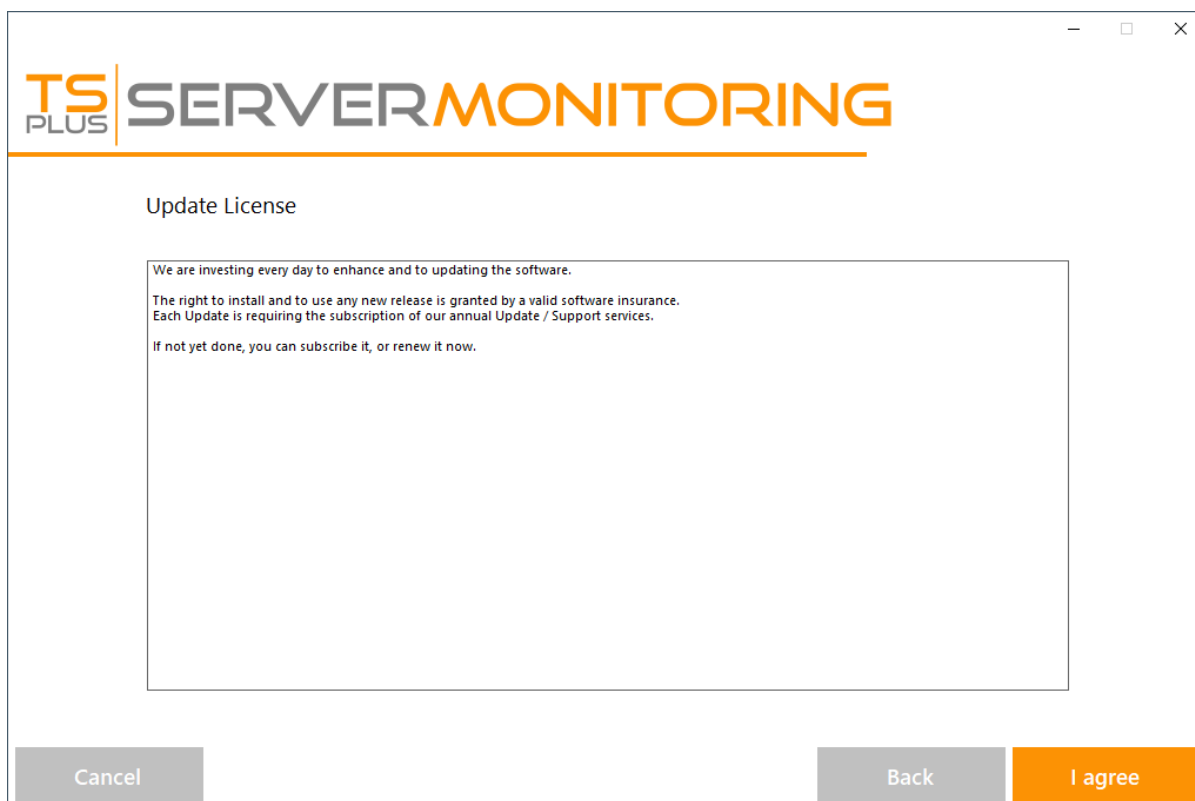
NOTE: Windows will prompt you to install the update as Administrator.



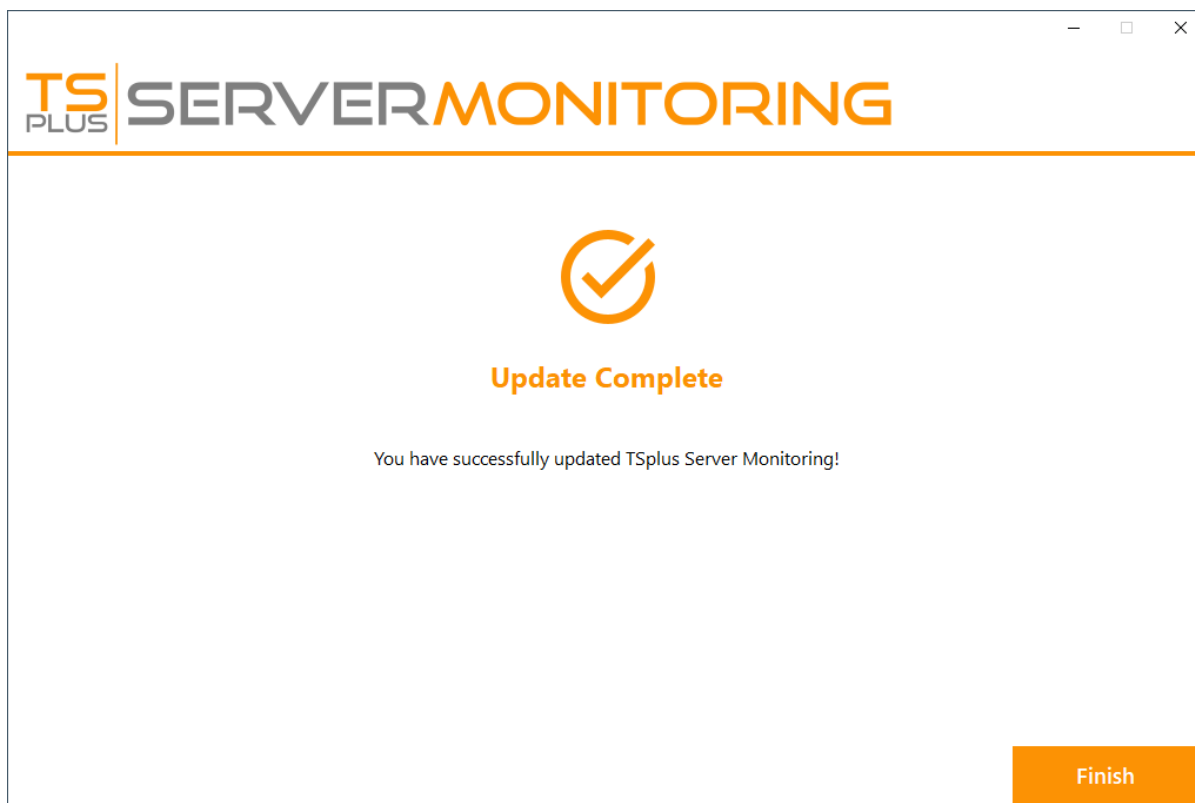
Click on "Next".



Choose the appropriate installation method for your deployment.



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

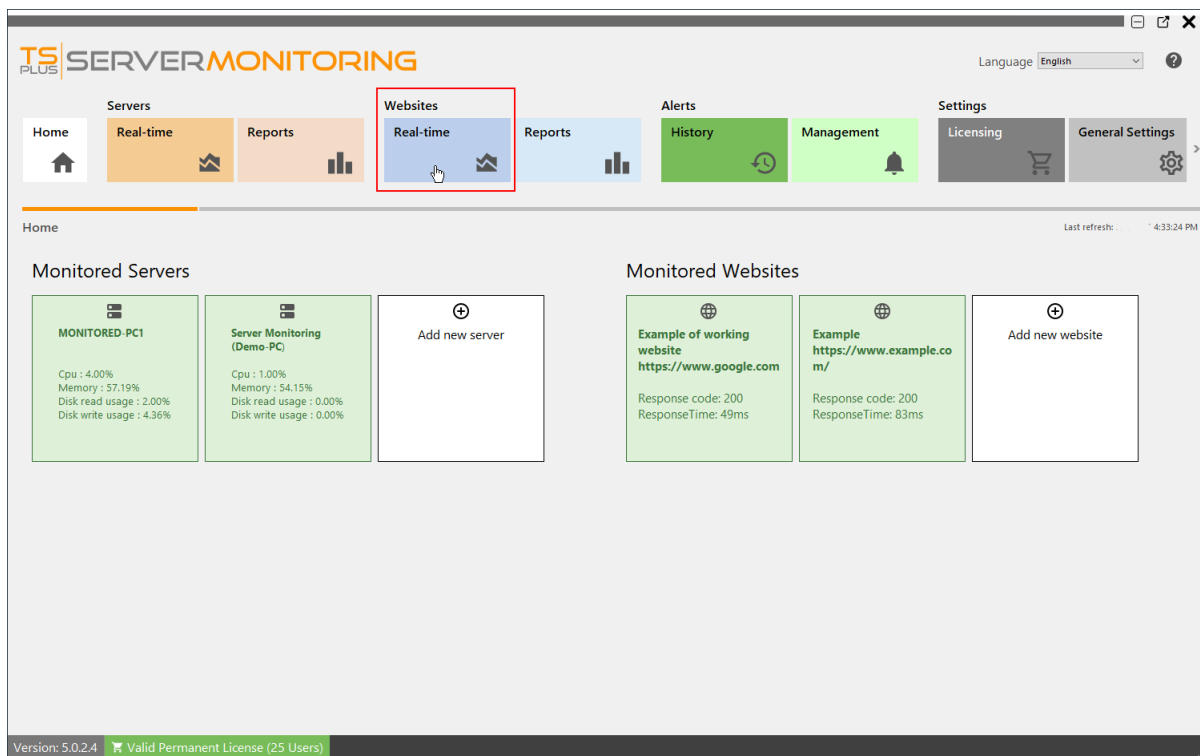


The update is now complete. You can start using the latest version of Server Monitoring.

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

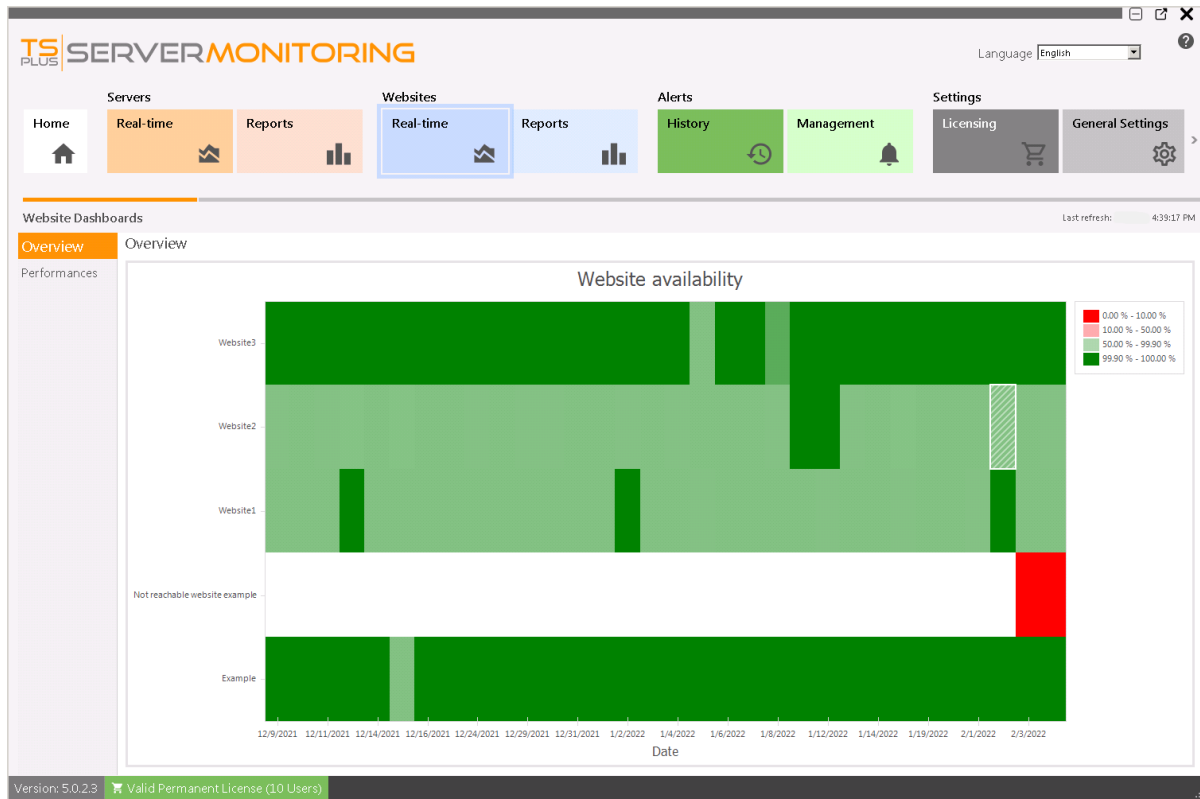
Website Real-time features

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



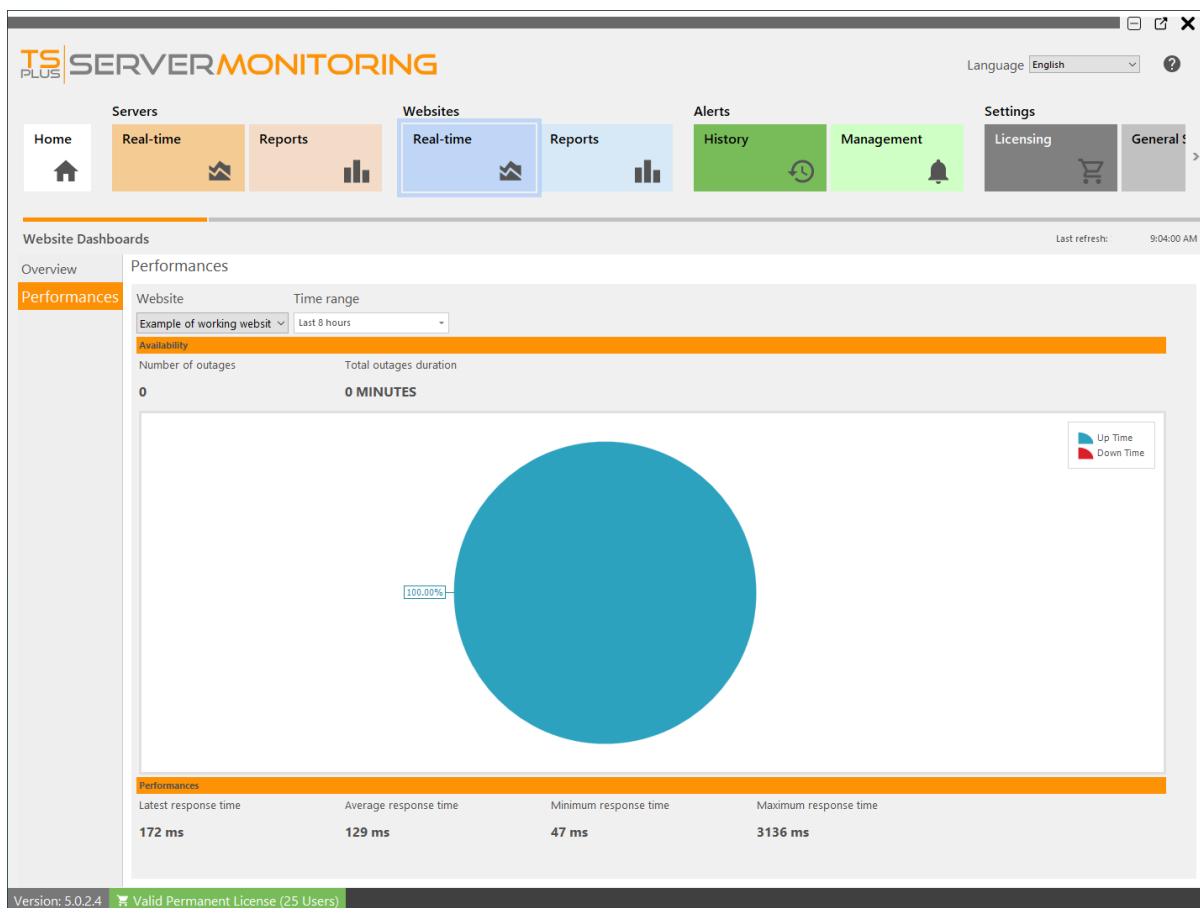
OVERVIEW

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:

Website

Example of working websit ▾

Example

Example of working website

- Time range :

Time range

Last 8 hours ▾

Last 4 hours ▲

Last 8 hours

Today

Yesterday

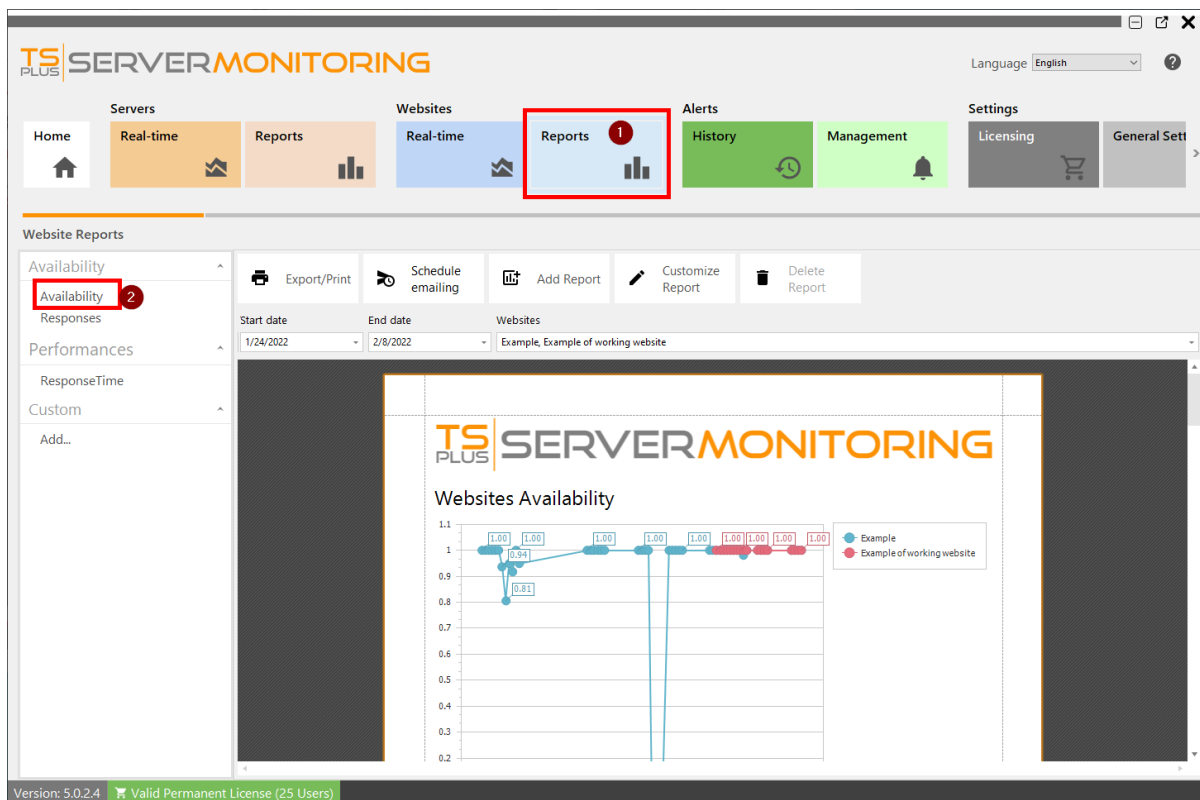
Last 30 days

Last 90 days

Last 180 days ▾

Website Availability Report

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

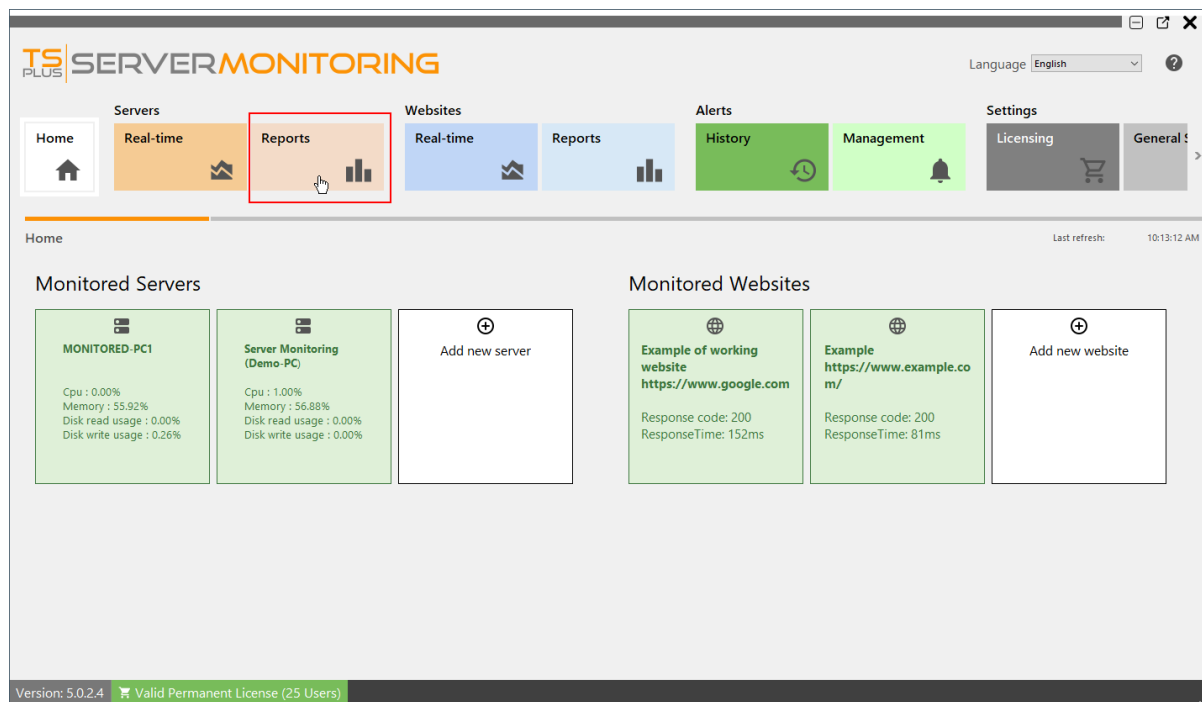


The **Website Availability Report** displays the uptime in percentage for the specified website and period of time.

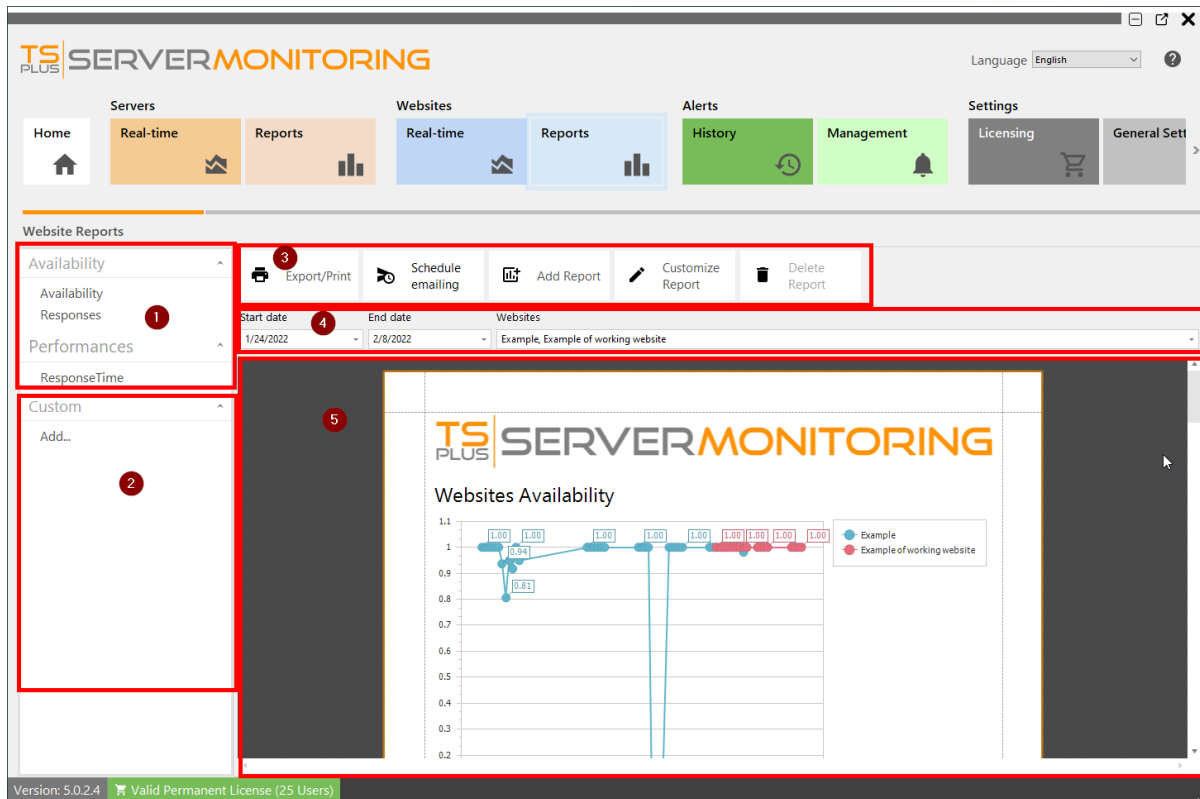
The data can be filtered by website name and date range.

Website 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:

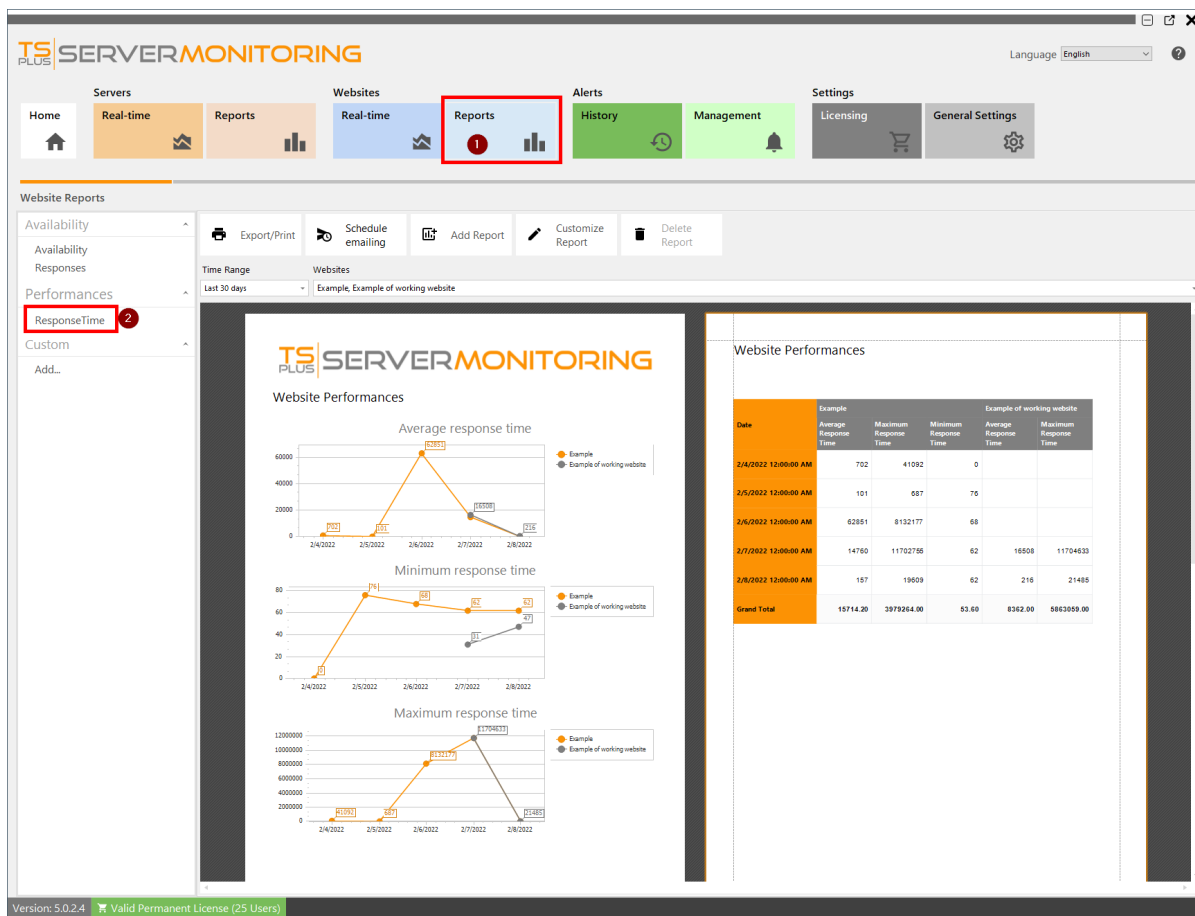
1. **Standard reports:** This is a list of standard reports provided by default with the installation of Server Monitoring. You can click on any of them to see the report.
2. **Custom reports:** Here you can create your own reports, by adding new columns to the report, custom images etc. The report list 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 Response time codes Report

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

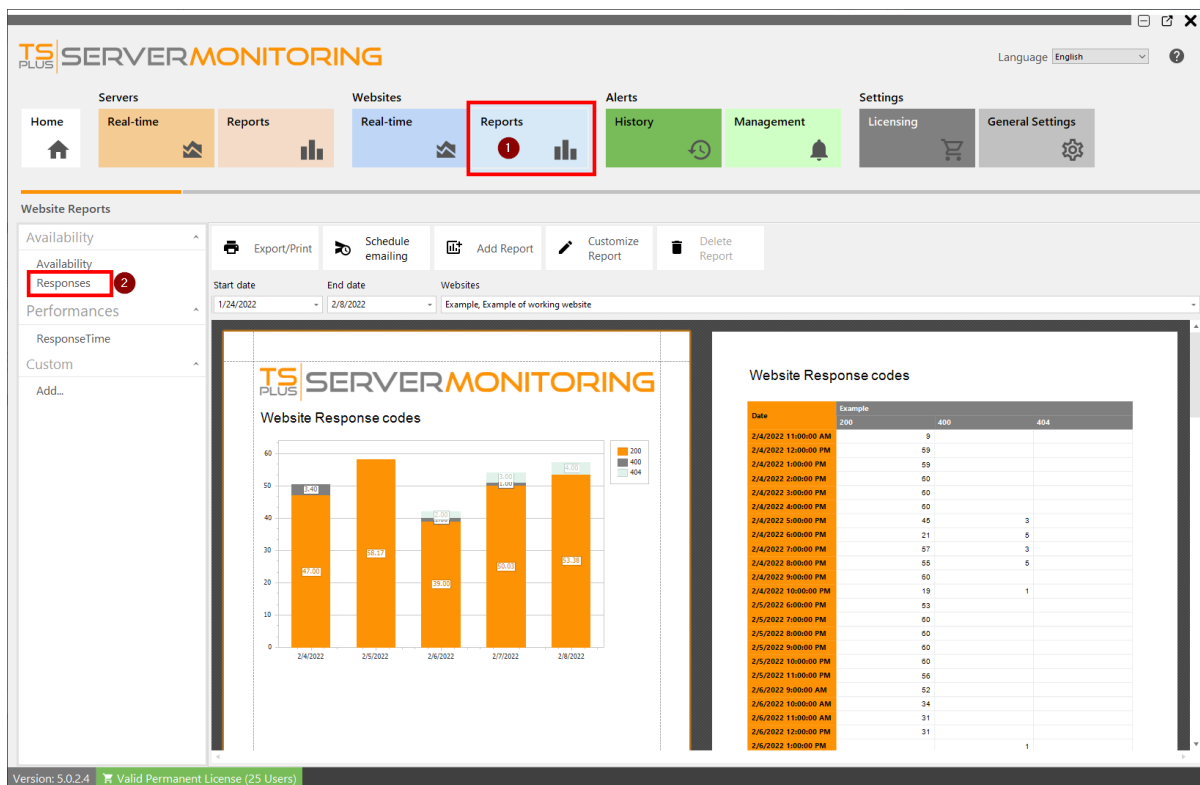


The **Website Response time Report** displays the maximum, average and minimum response time in milliseconds for the specified website and period of time.

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

Website Response Codes Report

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

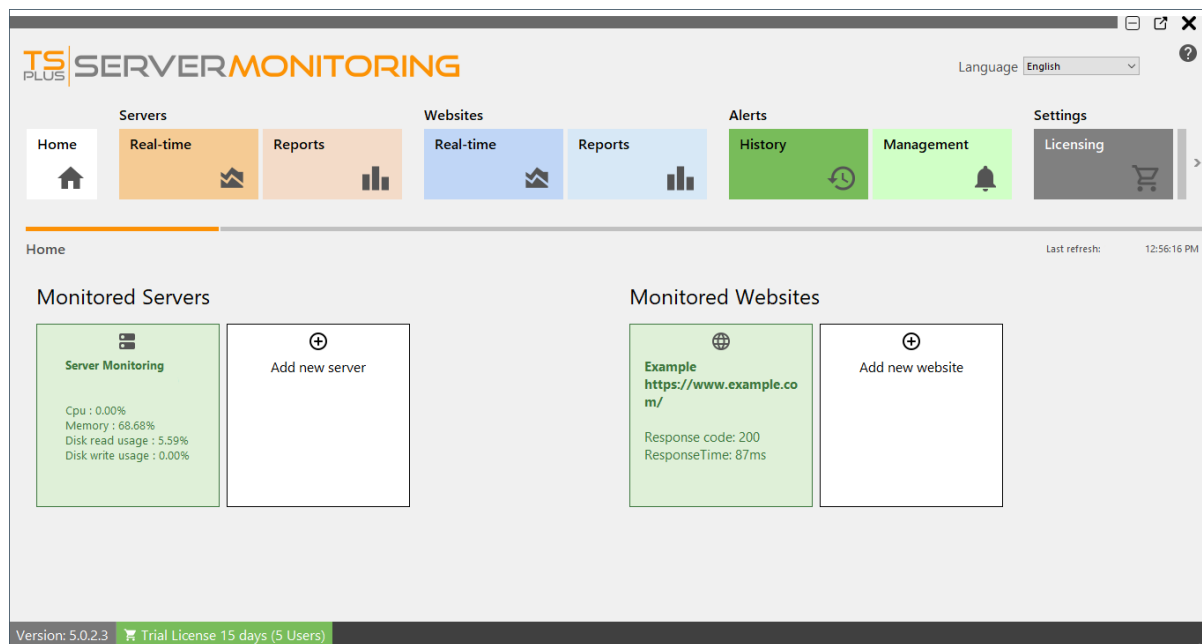


The **Website Response Report** displays the responses codes for the specified website and period of time.

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

Website 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.

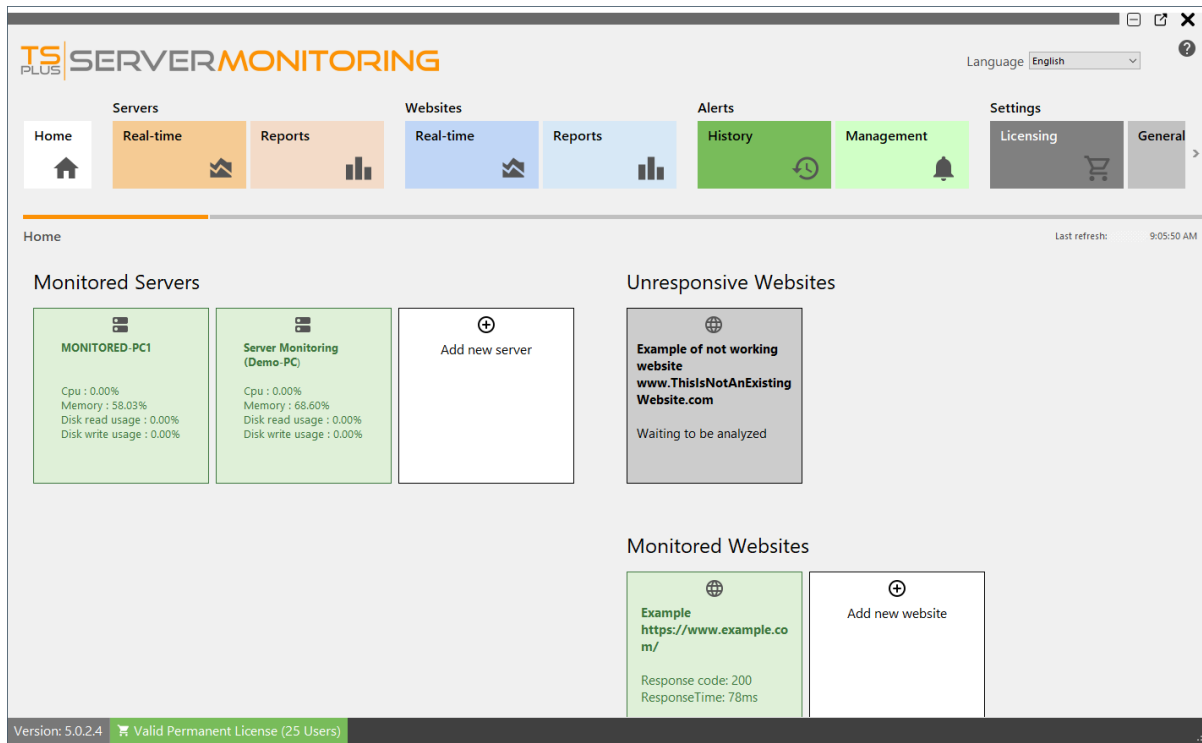


To add a new website to monitor, click on **“Add new website”**.

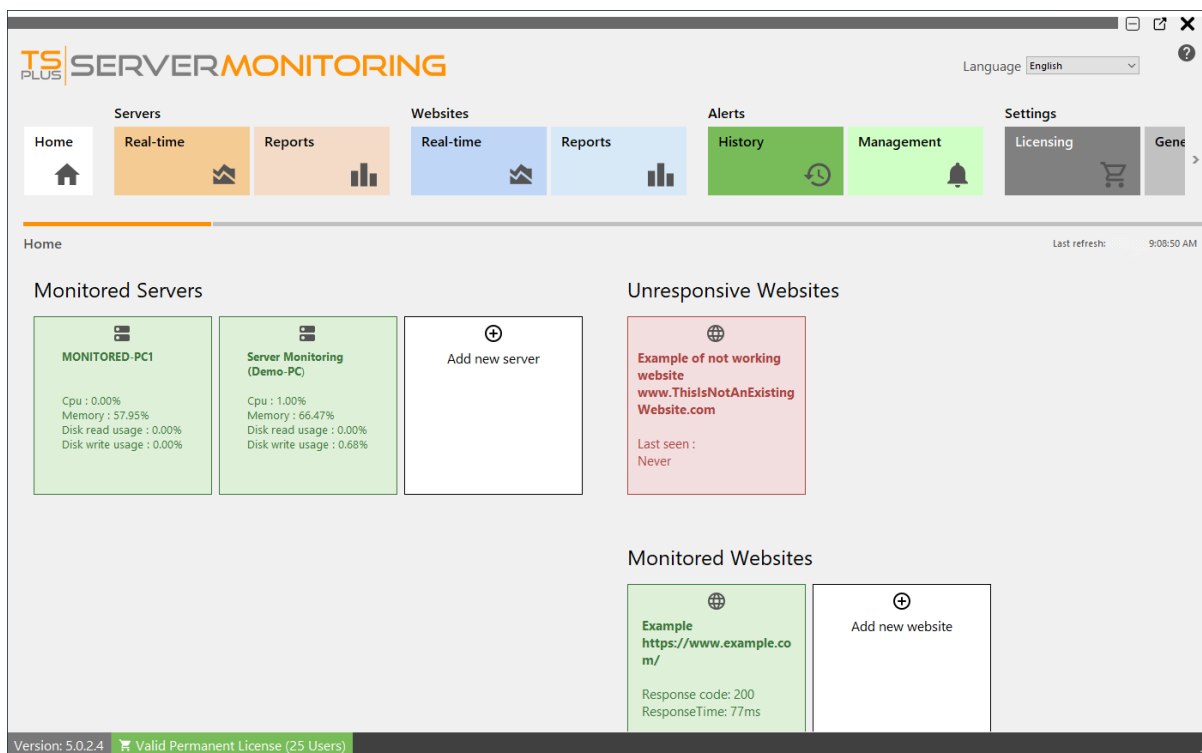
In the dialog box that appears, enter the friendly name for the website, and its Url.

The screenshot shows a dialog box titled 'Add new website'. It has two input fields: 'Website name' and 'Url'. Below the input fields are two buttons: 'Cancel' (with a red 'X' icon) and 'Validate' (with a green checkmark icon).

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

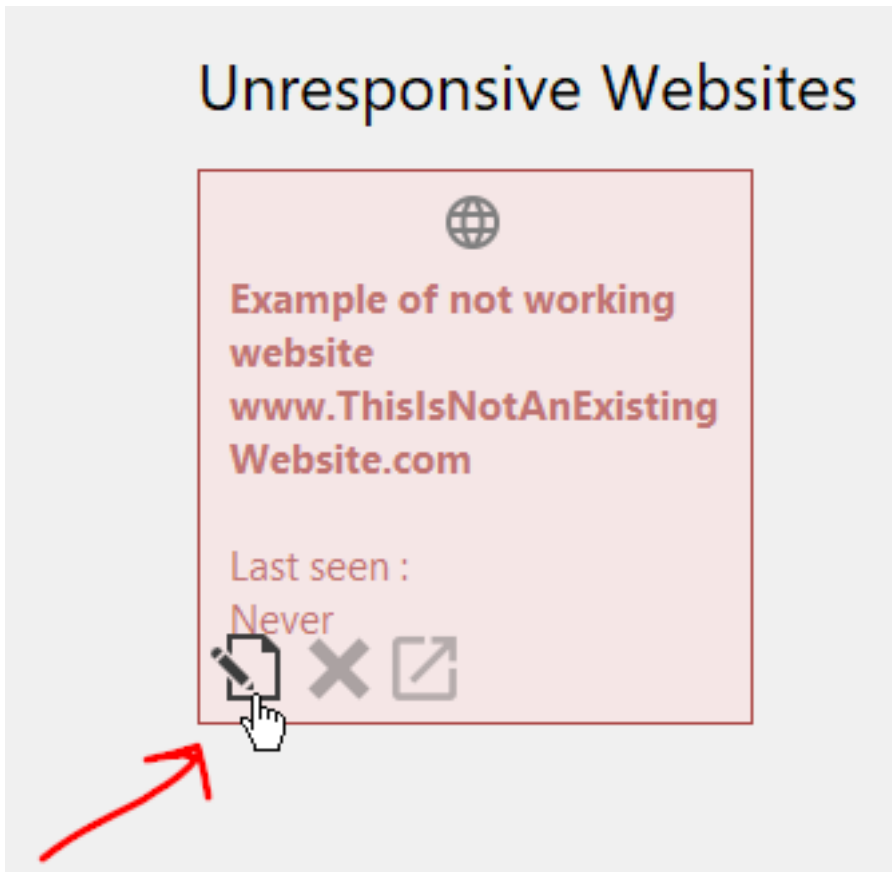


After a short moment, the new website will be analyzed, and will appear green (responsive) or red (unresponsive):



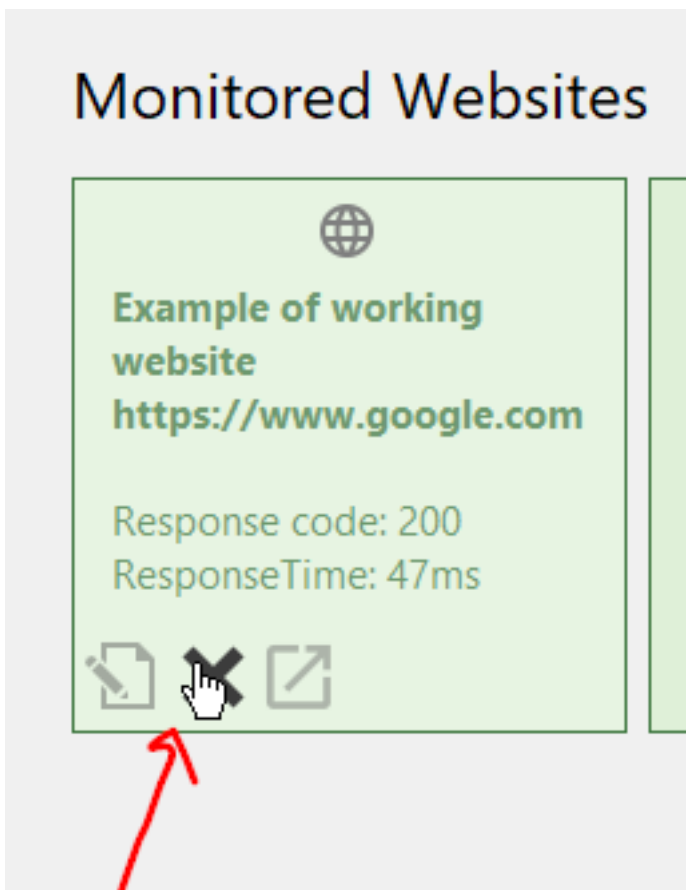
To edit an existing website, hover over the website tile, and click on Edit button :

Unresponsive Websites



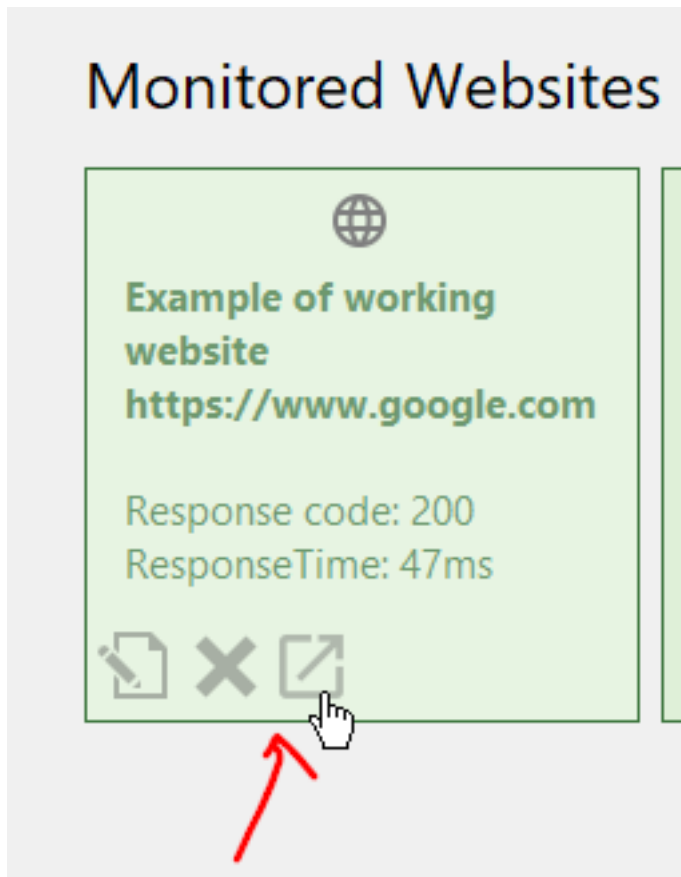
You also can delete an existing website: just hover over the website tile, and click on the Delete button :

Monitored Websites



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](#)