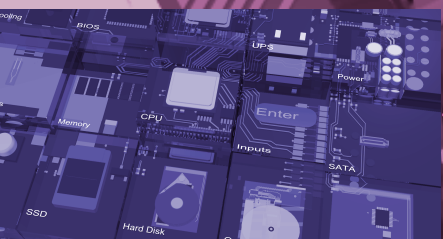
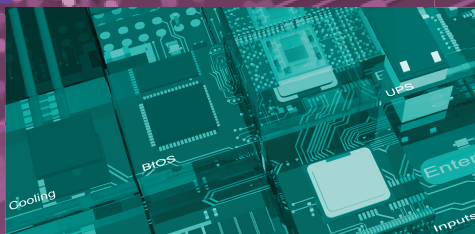


DM

DIAGNOSTICS MONITOR



User Guide

WWW.SYVIR.COM

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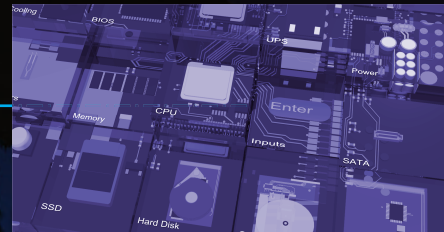
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Syvir - Diagnostics Monitor

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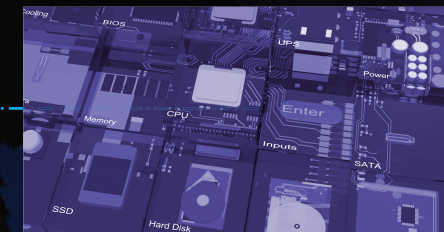
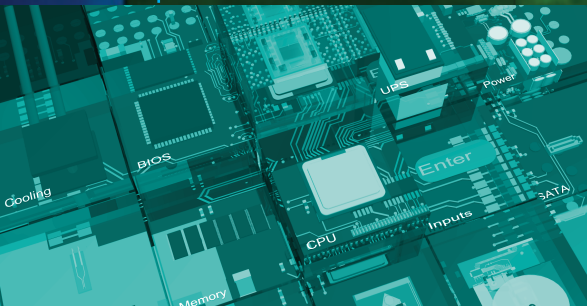
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Often in the network monitoring stack, diagnostics is overlooked. Typical network monitor programs focus on performance counters for some hardware items. Performance counters return CPU load percentages or hard drive temperatures. They don't return any data regarding any hardware faults or failures.



A different type of network monitoring program is required for this. With Windows the underlying subset enables us to return live and current hardware diagnostic status.

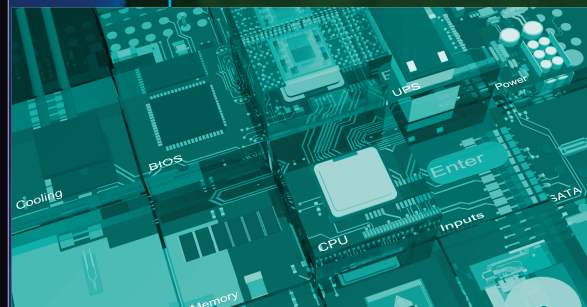


With remote working allowing staff to be located anywhere in the world this causes major issues for I.T Managers. Clearly access to distributed endpoints can be difficult. Sending out an engineer to employees homes can be time consuming and expensive.



Using a service probe on each machine enables diagnostic data to be sent over HTTPS to a cloud server. Data is displayed in a web browser and alerts are sent through email to I.T staff, who can react accordingly. All connected endpoints wherever they are in the world can return data. Diagnostic data on hardware components in the endpoint is returned.

Syvir - Diagnostics Monitor is a windows diagnostic monitor that scans for problems with hardware components.



Syvir - Diagnostics Monitor (DM) is a cloud based remote network hardware monitor.
DM is hosted by Syvir. We run the hosted server for you.
A web interface provides monitoring and configuration.

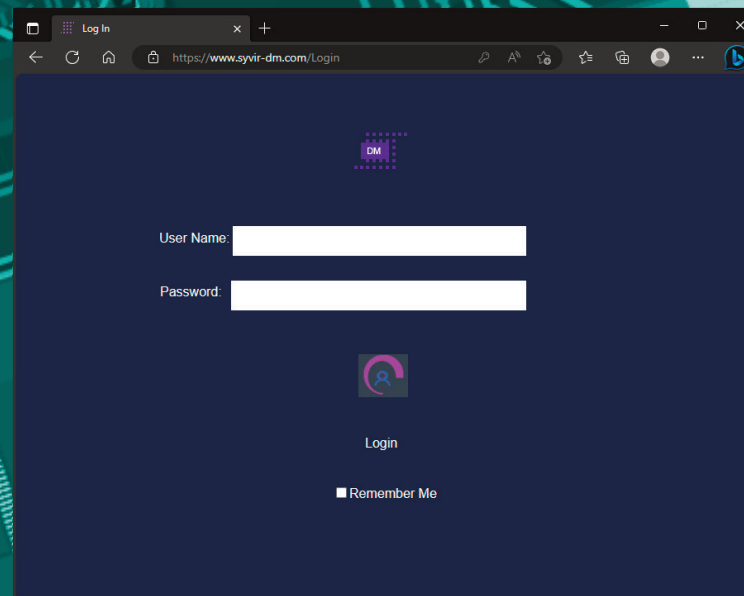
To create a hosted solution please visit www.syvir.com and start a free trial.
Syvir automatically creates a local domain name for your instance of DM.

With your account you are assigned two usernames and passwords.

Make sure you agree to the privacy policy along with the terms and conditions.

Once you have signed up you will receive a welcome email.
This contains your login information.

The site provides visual monitoring and reports of your monitored network.
Enter your credentials and click Login, to log into Syvir - Diagnostics Monitor.

A screenshot of a web browser window showing the login page for Syvir - Diagnostics Monitor (DM). The browser's address bar displays "https://www.syvir-dm.com/Login". The login page has a dark blue background with a "DM" logo at the top. Below the logo are two white input fields labeled "User Name:" and "Password:". Underneath these fields is a circular icon containing a stylized 'S' and 'D'. Below the icon is a "Login" button. At the bottom of the form is a checkbox labeled "Remember Me".


Log In

https://www.syvir-dm.com/Login

DM

User Name:

Password:

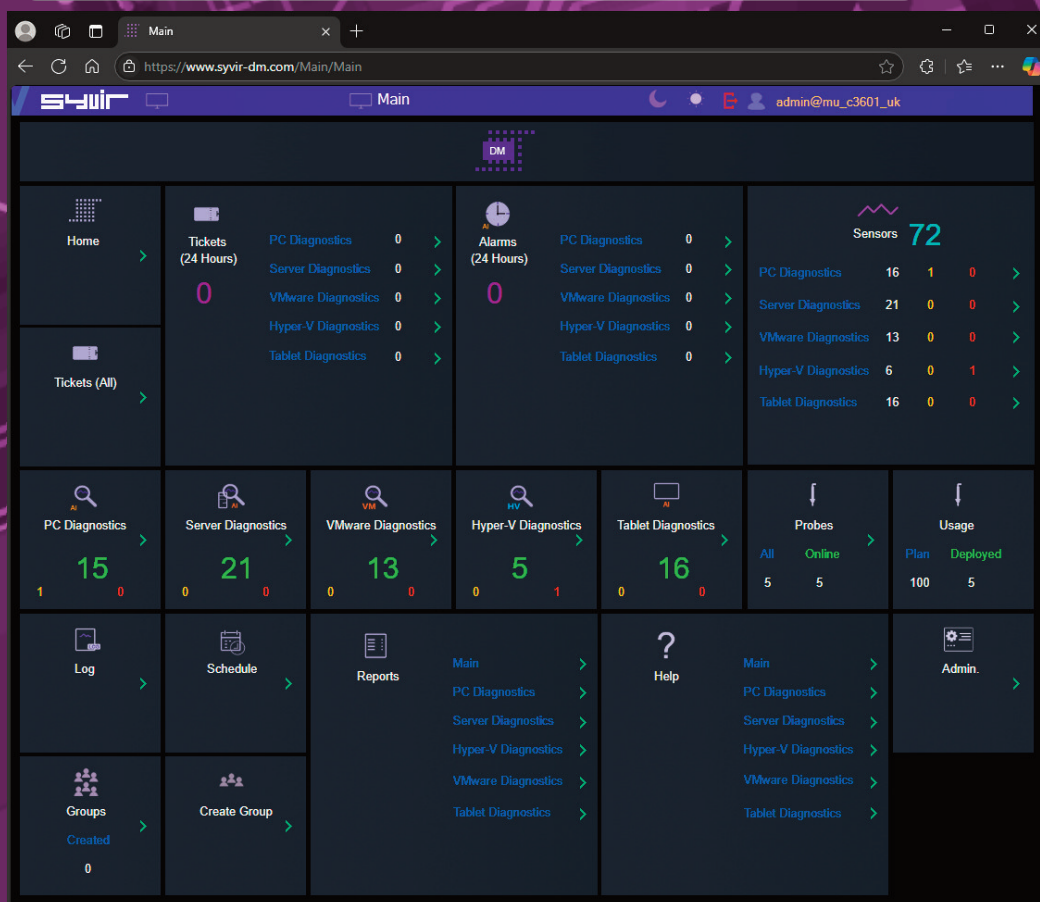


Login

☐ Remember Me

In this eBook we guide you with monitoring your network endpoints with Syvir - Diagnostics Monitor (DM) using our cloud based monitoring system.

To begin monitoring your groups systems you will need to download software to install on your machines. We advise if you are trying out DM for the first time on a network to try the service on one machine, so you can assess the capabilities of DM.



Once this process is complete run the software using the Probe@ account and password. Other account names will not work. Type in your groups code and select the endpoint type. A probe will be created on the SYVIR DM cloud. Sensors are automatically created for the probe. Next install the service probe, this runs on the machine all the time and scans WMI for diagnostic problems.

Each time the system is scanned, diagnostic data is uploaded to the syvir cloud.

A probe running on each monitored endpoint, connects to the syvir cloud server.

The probe is a windows service that runs all the time the endpoint is switched on.

Diagnostic data is transferred to the cloud.

Data is accessed through any device that supports a web browser.

The structure of DM.

Diagnostic data is gathered from the endpoint with WMI.
The sensors in the probe processes this data into channels and sets alarms if a problem is found.
Data is encrypted through SSL to the dm server.
Data is transferred through HTTPS and uses port 443
Data is stored and rendered through active server pages.

Probe

A DM probe is a windows based service that connects to the DM server.
Each monitored ENDPOINT has its own Probe.
This is designated by the computer name.
We recommend that each monitored Endpoint has it's own unique name, to avoid conflicts using DM.
The hierarchical structure of DM places the probe as the most powerful item in a Endpoint deployment.

Sensors

The probe contains Sensors that use WMI technology to monitor the current state of hardware.
Sensors are deployed to monitor hardware.
Sensors contain channels for multiple items i.e several drives etc.
Diagnostic data is received for each channel that's in use with a deployed sensor.

Channels



The sensor contains multiple channels.
For instance a USB sensor checks each usb port and assigns the port to a channel.

Properties

Diagnostic data is gathered from the endpoint with WMI.
The sensors in the probe processes this data into channels and sets alarms if an action is needed.
Data is transferred through HTTPS to the syvir Cloud.
Data is stored and rendered through active server pages.

Each pc requires two installation processes.

One to create your machine probes profile, this will be where you enter your domain probe username and password. These are stored locally in an encrypted file.

Select the machine type you wish to scan.

PC

Server

Tablet

VMWare

Hyper-V

VMWare and Hyper-V deploy less sensors as quite a few are not detected.

In practice on Hyper-V and VMWare scans you can select PC or Server if you wish, but note you will get alot of Sensors, set to Not Detected.

Type in your username and password. For the console you need to use probe@company other logins will not work!

The second process requires installation of the Syvir - Diagnostics Monitor service.

This service is the probe for the machine.

WMI services need to be running on each machine you wish to monitor with DM.

Please note the account you use to monitor with WMI only requires Read permission.

Do not enable Read/Write or Write this may leave the machine open to viruses etc.

1. Install Diagnostics Monitor - Console Diagnostics Monitor - Console

2. Once the Diagnostics Monitor - Console setup program is installed please run this.

3.Type in your username and password and group code. This will create the probe for this machine in the DM cloud.

4.Install Diagnostics Monitor - probe.

Diagnostics Monitor - Probe

Once this is installed monitoring is now setup for this machine. Repeat this process for each machine you wish to monitor.

Each pc requires two installation processes one to create your machine probes profile, this will be where you enter your domain probe username and password.

The second process requires installation of the The Probe service transfers non-identifiable data through HTTPS to the DM cloud.

Once the Syvir - Diagnostics Monitor Console is installed please run this.

Syvir - Diagnostics Monitor service.

This service is the probe for the machine.

WMI services need to be running on each machine you wish to monitor with DM.

SYVIR DM is specially designed to check endpoints for faults. Groups are added in the Add Group page.



To add a new group type in the groups name into the Group box.

Add a unique code for the group code.

The group code is used to separate different locations or customers endpoints. This enables endpoints to be grouped together and avoid probename clashes.

Once you have entered these click on add.

To view a list of groups select the Group page.

To delete groups from the system click on the Delete button the click on OK. This deletes the group from SYVIR DM.

To save a list in a .csv file, click on the download icon.

Schedule



An email can be sent to each group using Syvir DM.

This will show that checks have been made on their systems.

The email will inform them if any issues have detected with their endpoints hardware in the last 24 hours.

To enable emails alerts goto the schedule page.

1. Click on the company you wish to setup email alerts for.
 2. Select the time you wish each day for the email to be sent.
 3. Type in the groups email address.
 4. Check the Send Email box.
- Click on save.

Reports



A wide range of reports are available in csv file format for use in a spreadsheet.

The directory box on the left contains all your msp groups click on a group name. On the left hand directory box is a list of that groups probes.

With some reports you need to select a group first. All data for that groups probes will be downloaded. Some reports require the probe to be selected so individual reports on specific probes can be made.

These are the reports produced by SYVIR DM

Sensors on the selected group probe, that are UP.

Sensors on the selected group probe, that are set to WARNING.

Sensors on the selected group console probe, that are DOWN.

All Probes and Sensors on the selected group, that are UP.

All Probes and Sensors on the selected group, that are set to WARNING.

All Console Probes and Sensors on the selected group, that are DOWN.

Diagnostics for the selected Group Probes sensors.

Sensors on the selected group probe, that are set to UP, WARNING and DOWN.

All Probes and Sensors on the selected group, that are set to UP, WARNING and DOWN.

Diagnostics for the selected Group Probes alarm.

Alarms on the selected group probe.

Alarms on all group probes.

Domain

Each MSP/company is assigned a local domain. @domain.
In the domain we have two different account types which are assigned roles.

Each account type has different objectives and usage requirements for particular types of users.

Administrator

The administrator account and role has the user name of admin.
The admin account is typically held by the account owner.
This account gives you access to the control panel and dashboard.

Probe

The probe account is used to authorize a local probe to authenticate the transfer of diagnostic data to the dm server.
A probe account only works with a local probe.

Control Panel



The Control Panel is accessed through the Dashboard page. Control Panel provides information on various aspects of the DM server. The administrator account has sole access to the control panel.

View the current status of the Syvir - Diagnostics Monitor cloud.



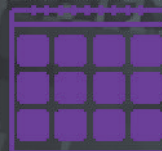
Here we provide details of any service issues with the DM cloud.

Raise a support ticket.



On occasions you may have need to contact us with a query with the Syvir - Diagnostics Monitor cloud. You can send us a message using the web based form. We will get back to you within 24 hours concerning your query.

View your subscription plan.



This details the subscription package you have subscribed to.

Roles and user credentials.



DM uses Roles and user credentials to determine the access that user accounts have to the DM server. The administrator account and role has the user name of admin. The admin account is typically held by the account owner. This account gives you access to the control panel and dashboard.

The probe account is used to authorize a local probe to authenticate the transfer of diagnostic data to the DM Cloud.

Check the number of probes deployed on your computers.



This number indicates how many probes you have installed on your network computers.

Probe Setup



Install and setup a probe on a windows endpoint.

Interval



Set the interval between scans.

Cooling

BTOS

CPU

Email setup



Specify email address to get alerts.

Terms of Service



View the Syvir - Diagnostics Monitor. Terms of Service.

Download and install software



Install instructions for using Syvir - Diagnostics Monitor software.

Timezone



Set the timezone for where you live.

We recommend Google Chrome and Microsoft Edge browsers.

Click on the login icon to visit the login page.

Type in your credentials that were issued to you in your welcome email.

Only administrator accounts have full access to web interface.



The starting point for any web based monitoring session is the dashboard page. This gives a quick at a glance view of the last known statuses of sensors probes and alarms. DM stores in the cloud the last known values from your network. The five sensor dials cover the various states of the sensors.

Probe diagnostic sensors

UP



The sensors channels are all functioning ok.

WARNING



A problem has been detected in one of the sensors channel(s).

DOWN



A serious issue has been detected in one of the sensors channel(s).

NOT DETECTED

Not detected in some cases DM will not be able to retrieve WMI data for a given sensor. Sometimes WMI data is not available for hardware devices. It can vary from each computer vendor what WMI data is available.

In a lot of situations WMI data can be retrieved with a sensor but the data for the sensors requirements is missing...

BIOS

A windows based service that connects to the DM server. Each monitored Endpoint has its own Probe. This is designated by the computer name. The hierarchical structure of DM places the probe as the most powerful item in a pc deployment.

Probe status

UP



The probe is functioning ok.

DOWN



The probe is either not running or the endpoint that the probe is on has been switched off.

SSD

CPU

Internet

Data is transferred to the DM server using HTTPS, a constant internet connection is required to transfer data.

UPS

Delete probe

From the probe directory view open the User hierarchical structure to list Probes on your groups network connected to the DM cloud.

Select the probe you wish to delete.

Click on the delete probe icon.

All data will be deleted along with the sensors attached to the probe.

Ente

Inputs

The probe contains Sensors that use WMI technology to monitor the current state of hardware. Sensors are deployed to monitor groups hardware. Sensors contain channels for multiple items i.e. several drives etc. Diagnostic data is received for each channel that's in use with a deployed sensor. The sensor contains multiple channels.

For instance a USB sensor checks each usb port and assigns the port to a channel.

Sensor Status values

UP



The sensors channels are all functioning ok.

WARNING



A problem has been detected in one of the sensors channel(s).

DOWN



A serious issue has been detected in one of the sensors channel(s). This will trigger an alarm.

NOT DETECTED

On deployment the hardware has not been detected. This could be for a number of reasons. i.e. the hardware doesn't exist on this system. Other reasons for not detected status. In our experience if there is no data there, then no data will appear in the future. In a lot of situations WMI data can be retrieved with a sensor but the data for the sensors requirements is missing... So for some deployments some sensors won't be available.

Installing a probe for the group machine automatically deploys sensors to that machine. In some cases sensors may not detect any data so are mapped out.

Settings

Email

Emails alerts for the selected sensor.
Email alerts are notified using email if you are monitoring the network. Check the box to enable email alerts.

BIOS

UPS

Enter

Inputs

CPU

Memory

SSD

Alarms are produced when a sensor is set to WARNING or DOWN.



DOWN

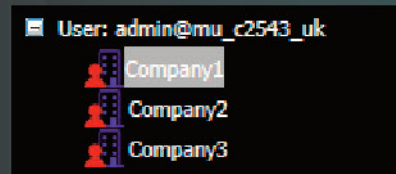


WARNING

The alarm takes the form of an email, when set, for the sensor that is changed.

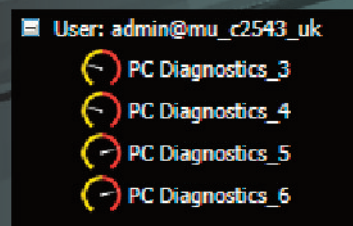
View the current alarms.

From the group directory view, select the group you wish to view



From the probe directory view open the User hierarchical structure to list alarms on groups network connected to the DM cloud.

Alarms are listed under each probe.



Alarm

Once an alarm is created an email alert is sent to the designated email address.



A notification icon indicates that an email has been sent to the designated email address.

Clear Alarms

Clear Alarm: 



Select clear alarm and then the



update icon. This clears the alarm.

Alarm diagnostics

- PC Diagnostics_5
- PC Diagnostics_6

Click on Probe Diagnostics to view the alarm status of the sensor on that probe.

Channel Properties: Channel 0

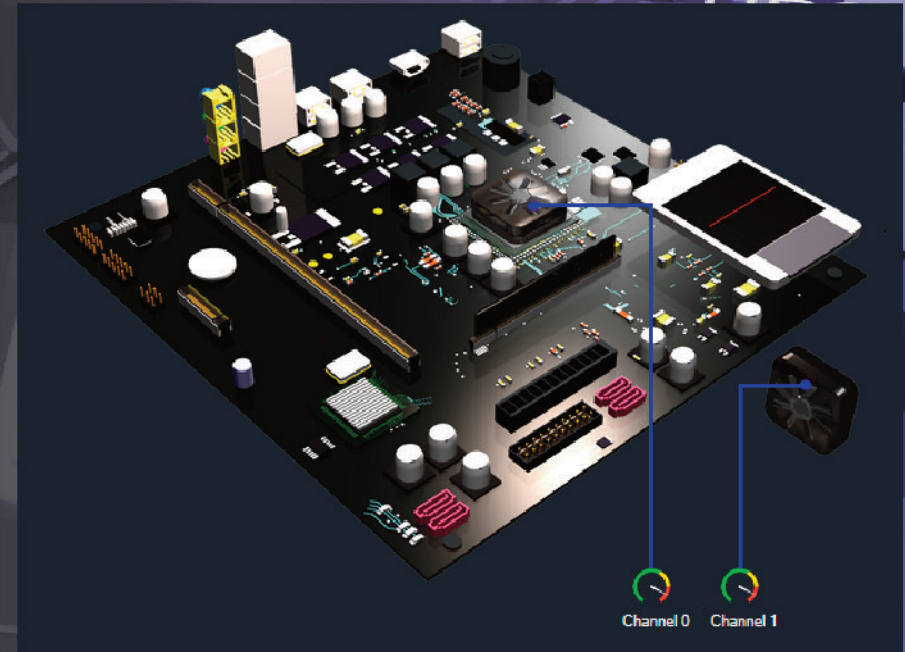
Name: cooling device

Status : Error

Click on the channel icons to retrieve diagnostic data for the particular channel. In some instances data can be basic.

In most instances you should be able to retrieve the Status of the Channel.

Usually this is a generic message of "OK"



Sensors dials are color coded to reflect the status of the sensor.

Green = UP.

Where a problem has been detected by the sensor, the dial will indicate

Yellow = Warning.

A dial that indicates Red = Down.

Click on a sensor to view channel data for the particular component.

In the system box is a generic pc view, Sensor channels are mapped to the hardware.

Each channel has properties. Depending on the sensor. These are the main properties...some sensors will use all of the properties, other sensors will just use one or two properties.

Status

Returns the status on the selected component.

Status Info

Returns the status info on the selected component.

Availability

Returns the availability of the current component.

ConfigManagerErrorCode

Returns the ConfigManagerErrorCode of the current component.

Error Description

Details any error message on the current component.

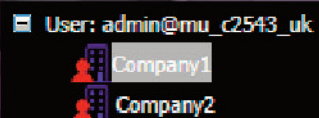
Last Error Code

Returns the last error code of the current component.

PC, Server, VMware, Hyper-V Diagnostics.**Select the Diagnostics page .**

Each time the probe scans the machine, diagnostic data is retrieved for the purpose of pinpointing more accurately where a problem exists.

From the group directory view, select the group you wish to view.



From the probe directory view open the User hierarchical structure to list probes created on the SYVIR DM cloud. Select the probe you wish to view.



Click on Diagnostics to view the last status of the deployed sensors on that probe.

Sensors dials are color coded to reflect the status of the sensor.

Green = UP.

Where a problem has been detected by the sensor, the dial will indicate Yellow = **Warning**.

A dial that indicates **Red= Down**.

Click on a sensor to view channel data for the particular component.



In the system box is a generic pc view, Sensor channels are mapped to the hardware.

Click on the channel icons to retrieve properties for the particular channel.

Properties diagnostics are available for each channel.

In some instances data can be basic.

In most instances you should be able to retrieve the Status of the Channel.

Usually this is a generic message of "OK"

A support engineer will require details of any problems found.

Channel Properties: Channel 0

Name: default system bios

Status : OK

Reporting diagnostic problems.

With DM its possible to email a front line engineer a report on the problem that is flagged up.

Click on the email icon.

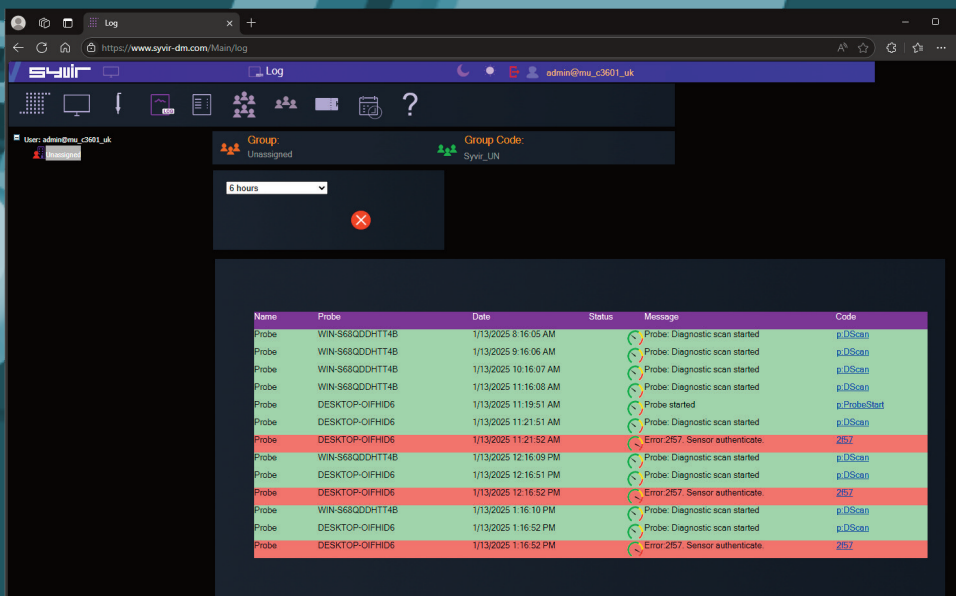
The report shows any problems found with the channels properties diagnostics.

This report can than be emailed.

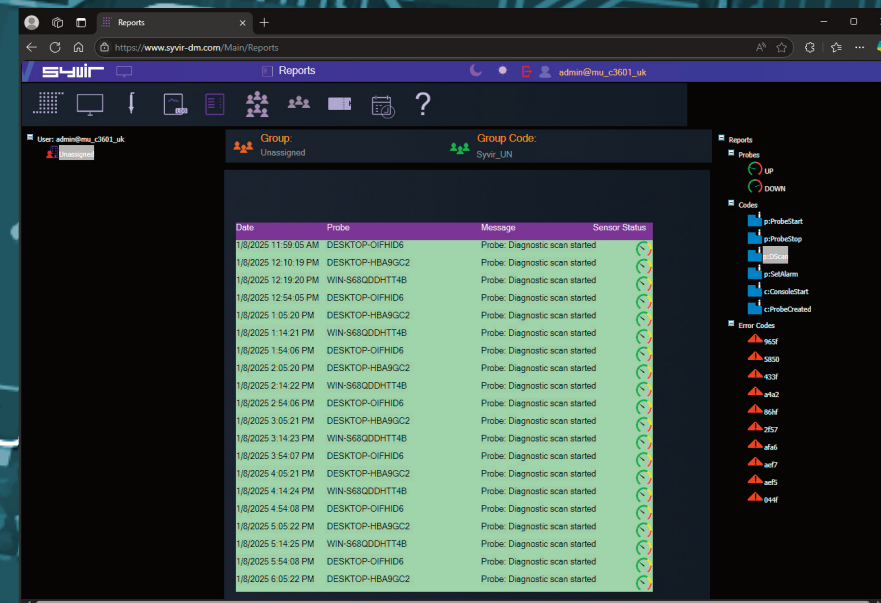
Log messages are produced by the local service probe each time a specific action such as a diagnostic scan is started. Error messages produced by the local service probe are stored in the dm server.

These messages are accessed through the Log page. Each log entry provides details of the message and status of the probe. A code is produced that hyperlink to further details of the log entry.

Various reports about your Endpoint sensors and probes, alarms along with codes and error codes.



Name	Probe	Date	Status	Message	Code
Probe	WIN-668QDDHTT48	1/13/2025 8:16:05 AM	✓	Probe: Diagnostic scan started	p.DScan
Probe	WIN-668QDDHTT48	1/13/2025 9:16:06 AM	✓	Probe: Diagnostic scan started	p.DScan
Probe	WIN-668QDDHTT48	1/13/2025 10:16:07 AM	✓	Probe: Diagnostic scan started	p.DScan
Probe	WIN-668QDDHTT48	1/13/2025 11:16:08 AM	✓	Probe: Diagnostic scan started	p.DScan
Probe	DESKTOP-OIFHD6	1/13/2025 11:19:51 AM	✓	Probe started	p.ProbeStart
Probe	DESKTOP-OIFHD6	1/13/2025 11:21:51 AM	✓	Probe: Diagnostic scan started	p.DScan
Probe	DESKTOP-OIFHD6	1/13/2025 11:21:52 AM	✗	Error 257: Sensor authenticate	257
Probe	WIN-668QDDHTT48	1/13/2025 12:16:09 PM	✓	Probe: Diagnostic scan started	p.DScan
Probe	DESKTOP-OIFHD6	1/13/2025 12:16:51 PM	✓	Probe: Diagnostic scan started	p.DScan
Probe	DESKTOP-OIFHD6	1/13/2025 12:16:52 PM	✗	Error 257: Sensor authenticate	257
Probe	WIN-668QDDHTT48	1/13/2025 1:16:10 PM	✓	Probe: Diagnostic scan started	p.DScan
Probe	DESKTOP-OIFHD6	1/13/2025 1:16:52 PM	✓	Probe: Diagnostic scan started	p.DScan
Probe	DESKTOP-OIFHD6	1/13/2025 1:16:52 PM	✗	Error 257: Sensor authenticate	257



Date	Probe	Message	Sensor Status
1/8/2025 11:59:05 AM	DESKTOP-OIFHD6	Probe: Diagnostic scan started	✓
1/8/2025 12:10:19 PM	DESKTOP-HBA9GC2	Probe: Diagnostic scan started	✓
1/8/2025 12:19:20 PM	WIN-668QDDHTT48	Probe: Diagnostic scan started	✓
1/8/2025 12:54:05 PM	DESKTOP-OIFHD6	Probe: Diagnostic scan started	✓
1/8/2025 1:05:20 PM	DESKTOP-HBA9GC2	Probe: Diagnostic scan started	✓
1/8/2025 1:14:21 PM	WIN-668QDDHTT48	Probe: Diagnostic scan started	✓
1/8/2025 1:54:06 PM	DESKTOP-OIFHD6	Probe: Diagnostic scan started	✓
1/8/2025 2:05:20 PM	DESKTOP-HBA9GC2	Probe: Diagnostic scan started	✓
1/8/2025 2:14:22 PM	WIN-668QDDHTT48	Probe: Diagnostic scan started	✓
1/8/2025 2:54:06 PM	DESKTOP-OIFHD6	Probe: Diagnostic scan started	✓
1/8/2025 3:05:21 PM	DESKTOP-HBA9GC2	Probe: Diagnostic scan started	✓
1/8/2025 3:14:23 PM	WIN-668QDDHTT48	Probe: Diagnostic scan started	✓
1/8/2025 3:54:07 PM	DESKTOP-OIFHD6	Probe: Diagnostic scan started	✓
1/8/2025 4:05:21 PM	DESKTOP-HBA9GC2	Probe: Diagnostic scan started	✓
1/8/2025 4:14:24 PM	WIN-668QDDHTT48	Probe: Diagnostic scan started	✓
1/8/2025 4:54:08 PM	DESKTOP-OIFHD6	Probe: Diagnostic scan started	✓
1/8/2025 5:05:22 PM	DESKTOP-HBA9GC2	Probe: Diagnostic scan started	✓
1/8/2025 5:14:25 PM	WIN-668QDDHTT48	Probe: Diagnostic scan started	✓
1/8/2025 5:54:08 PM	DESKTOP-OIFHD6	Probe: Diagnostic scan started	✓
1/8/2025 6:05:22 PM	DESKTOP-HBA9GC2	Probe: Diagnostic scan started	✓

Tickets by default are produced when a sensor is set to WARNING or DOWN.

Tickets are accessible from the tickets page.

View tickets.

From the Drop-Down box select the period you wish to view Tickets from. Select 24 Hours.
Tickets from the last 24 hours are listed.

Edit a ticket.

Select the ticket by checking the edit checkbox.

Click on the Edit button.

In this mode we have three options.

Ticket

Shows the sensor details when the ticket was created by the probe.

Live

Shows the sensor details from the last scan by the probe.

Edit

Edit details such as Priority and Ticket Status.

Priority

By default the probe defines a WARNING status as Priority 4 and DOWN as priority 5.
You can change these by selecting priority Drop-Down box.
Click on Save.

Ticket Status

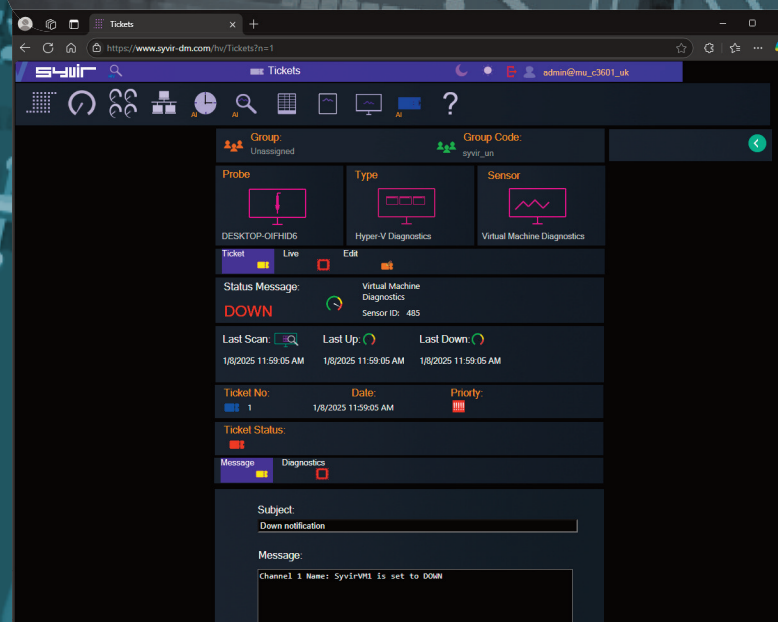
By default, the probe defines a tickets status as Open, to close a ticket select Closed from the Change status drop down box.

Click on Save.

To view the diagnostic state of the sensor at the time the probe created the ticket. Click on Ticket and Diagnostics.
Click on Channel icons for diagnostic data for each Channel(s)
To view the diagnostic state of the sensor at the last scan by the probe. Click on Live and Diagnostics.
Click on Channel icons for diagnostic data for each Channel(s)

Create your own Tickets.

Select the ticket by checking the edit checkbox.
Click on the New button.
Select the group and the probe and sensor.
Type in a subject and message.
Click on Save.



ok

The device is functioning ok.

error

The device has produced an error.

degraded

The device has been degraded.

unknown

The status of the device is unknown. This doesn't mean a failure, just the status is unknown of the device.

pred fail

The device is predicted to fail.

starting

The device is starting.

stopping

The device is stopping. This doesn't mean a failure, just the device is stopping.

service

stressed

The device is stressed.

nonrecover

The device is non recoverable.

no contact

There is no contact with the device. This doesn't mean a failure, just that there is no contact with the device.

lost comm

Communication with the component has been lost. This doesn't mean a failure, just that there is no contact with the device.

other

unknown

enabled

disabled

not applicable



BIOS

UPS

CPU

Enter

Memory

Inputs

SSD

Device is working properly.

The device is working and functioning properly.

Device is not configured correctly.

The device is not configured correctly.

Windows cannot load the driver for this device

The driver for this device might be corrupted, or your system may be running low on memory or other resources.

This device is not working properly.

One of its drivers or your registry might be corrupted.

The driver for this device needs a resource that Windows cannot manage.

The boot configuration for this device conflicts with other devices.

Cannot filter.

The driver loader for the device is missing.

This device is not working properly because the controlling firmware is reporting the resources for the device incorrectly.

Device cannot start.

Device failed.

Device cannot find enough free resources that it can use.

Windows cannot verify this device's resources.

Device cannot work properly until the computer is restarted.

Device is not working properly due to a possible re-enumeration problem.

Windows cannot identify all of the resources that the device uses.

Device is requesting an unknown resource type.

Device drivers must be reinstalled.

Failure using the VxD loader.

Your registry might be corrupted.

System failure: Try changing the driver for this device. If that does not work, see your hardware documentation. Windows is removing this device

This device is disabled.

System failure. If changing the device driver is ineffective, see the hardware documentation.

Device is not present, not working properly, or does not have all of its drivers installed.



Windows is still setting up the device.



Device does not have valid log configuration.



Device drivers are not installed.



Device is disabled. The device firmware did not provide the required resources.



Device is using an IRQ resource that another device is using.



Device is not working properly. Windows cannot load the required device drivers.



other



unknown



running or full power



warning



in test



not applicable



CPU

power off



off line



off duty



degraded



not installed



install error



power save - unknown

The device is known to be in a power save mode, but its exact status is unknown.

UPS



power save - low power mode.

The device is in a power save state but still functioning, and may exhibit degraded performance.



power save - standby.

The device is not functioning, but could be brought to full power quickly.



power cycle



power save - warning.

The device is in a warning state, though also in a power save mode.



paused.



not ready.



not configured.



quiesced.

The device is unavailable.



Inputs

SSD

other

unknown

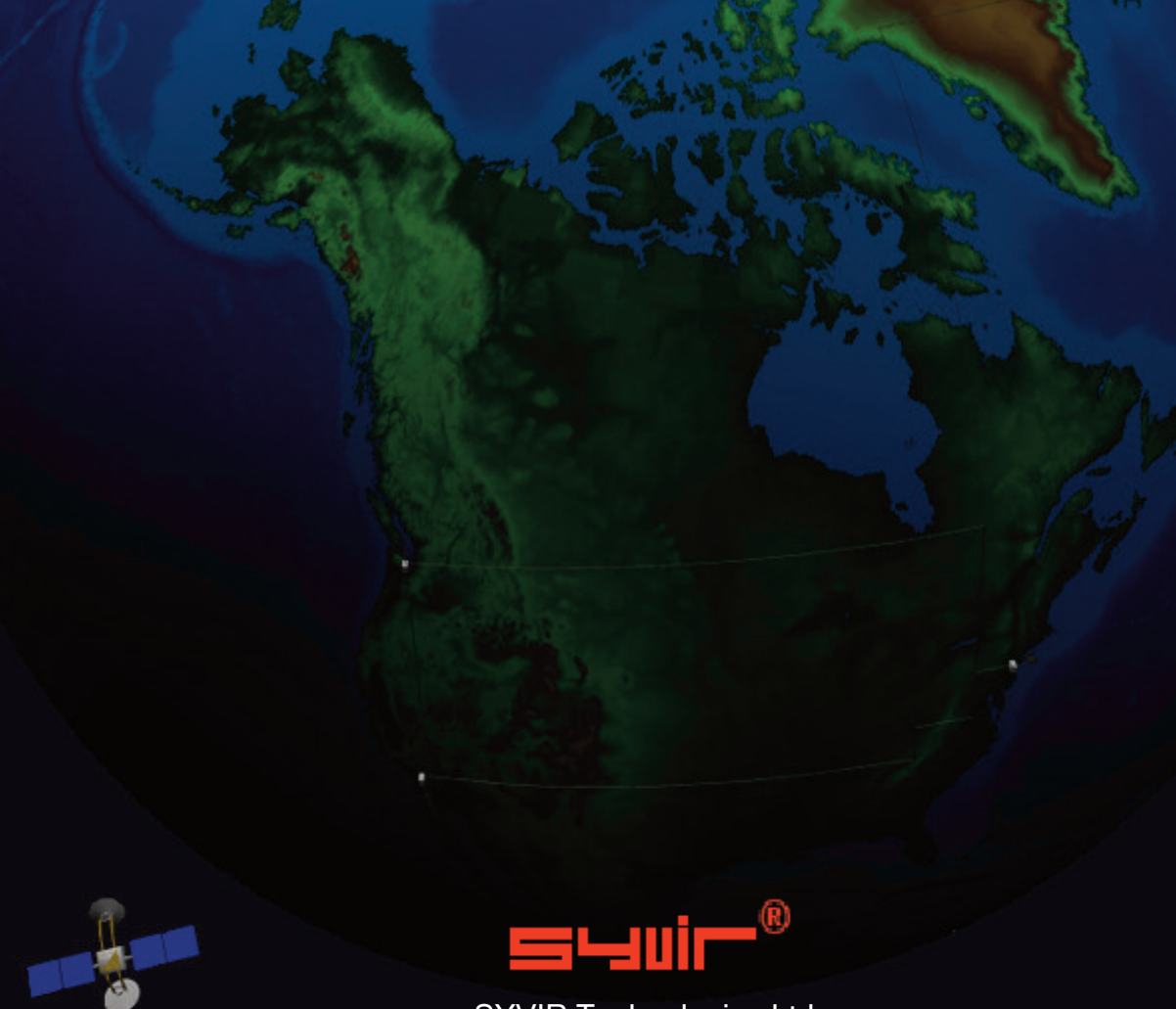
safe

warning

critical

Non-recoverable





SYVIR Technologies Ltd
184 Cambridge Science Park
Cambridge
CB4 0GA
U.K

sales@syvir.com

WWW.SYVIR.COM



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