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PDM

User Guide

WWW.SYVIR.COM



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Syvir - Predictive Diagnostics Monitor

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Predictive Diagnostics Monitor (PDM) is a cloud based endpoint hardware & and AI prediction monitor. PDM is hosted by Syvir. Predictive diagnostics will help you determine endpoint reliability. To boost equipment uptime Syvir PDM uses two factors to determine asset management reliability.

1. Live diagnostics.

Each endpoint is monitored for predictive failure. Over 30 internal system components are monitored for failure (where data is available).

2. AI

Historical component reliability is determined using AI, (where data is available). The component details are queried into AI which returns a predictive reliability score, based on historical reliability reports.







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



Welcome.

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Cooling

Syvir - Predictive Diagnostics Monitor (PDM) is a cloud based remote endpoint hardware monitor. PDM 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 PDM.

With your account you are assigned two usernames and passwords.

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

BIOS

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 - Predictive Diagnostics Monitor.

CPI

Introduction.

In this eBook we guide you with monitoring your endpoints with Syvir - Predictive Diagnostics Monitor (PDM) 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 PDM for the first time on a network to try the service on one machine, so you can assess the capabilities of PDM.

UPS



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 PDM 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.

Inputs

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The structure of PDM.

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 Syvir Cloud. Data is transferred through HTTPS and uses port 443 Data is stored and rendered through active server pages.

BIOS

Probe

SSE

A PDM probe is a windows based service that connects to the Syvir Cloud. 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 PDM. The hierarchical structure of PDM 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.

Propertys

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.



Inputs

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BIOS

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.

Select the machine type you wish to scan. PC Server

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 -Predictive 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 PDM.
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.
Install Predictive Diagnostics Monitor - Console.
Once the Predictive Diagnostics Monitor - Console setup program is installed please run this.
Type in your username and password. This will create the probe for this machine in the Syvir Cloud.
Install Predictive Diagnostics Monitor - probe. Predictive 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 syvir cloud. Once the Syvir - Predictive Diagnostics Monitor Console is installed please run this. Syvir - Predictive 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 PDM.

Inputs

Groups, Reports

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



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

Cooling

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

These are the reports produced by SYVIR PDM

individual reports on specific probes can be made.

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. Predict

Al prediction values for components on each probe.



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.

REAL

Probe

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

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CPU

Control.

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Control Panel

The Control Panel is accessed through the Dashboard page. Control Panel provides information on various aspects of the PDM server.

The administrator account has sole access to the control panel.

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

Memory

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

Raise a support ticket.

BIOS

On occasions you may have need to contact us with a query with the Syvir - Predictive 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.

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JPS

View your subscription plan.

Hard Disk

Inputs This details the subscription package you have subscribed to.

SSD

2

Cooling

22

Roles and user credentials.

TRADUCTOR DE LA CONTRACTA PDM uses Roles and user credentials to determine the access that user accounts have to the PDM 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

The probe account is used to authorize a local probe to authenticate the transfer of diagnostic data to the Swir O

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.

TTEE ST.

CPU

Control.

24

Email setup

Specify email address to get alerts.

Timezone

UPS

Set the timezone for where you live.

tel

POWE

Terms of Service

View the Syvir - Predictive Diagnostics Monitor. Terms of Service.

Download and install software

Install instructions for using Syvir - Predictive Diagnostics Monitor software.



JATA

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BIOS

We recommend Google Chrome and Microsoft Edge browsers.

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UPS

Inputs

Enter

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.

Dashboard 😭 🗘 👍 🚥 🧧 C 🙃 (https://www.syvir-pdm.com/Dg/dashboard Dashboard 🕒 💄 admin@mu_c4045_uk N PDM Total 41 \checkmark Total 2 Probes: Probes Let Groups: ~ ×

Dashboard.

28

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.

PDM stores in the cloud the last known values from your network. The five sensor dials cover the various states of the sensors.

ACCU I

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 PDM 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...

inputs

Probe. Dolir 30

A windows based service that connects to the Syvir Cloud. Each monitored Endpoint has its own Probe. This is designated by the computer name.

BIOS

The hierarchical structure of PDM places the probe as the most powerful item in a pc deployment.

Probe status

UP

The probe is functioning ok. emory

DOWN

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

SSD

Internet

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

Delete probe

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

Inputs

Sensors.

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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...

inputs

So for some deployments some sensors won't be available.

Sensors.

34

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.

BIOS

CPI

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.

Memory

Inputs

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UPS

Enter

35



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Alarms.

36

Alarms are produced when a sensor is set to WARNING o 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 syvir cloud.

Alarms are listed under each probe.

User: admin@mu_c2543_uk

PC Diagnostics_3
 PC Diagnostics_4
 PC Diagnostics_5
 PC Diagnostics_6

Alarm

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

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IN THE REAL PROPERTY.

BIOS

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.



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Alarm Diagnostics. oling

Alarm diagnostics

38

PC Diagnostics_5 PC Diagnostics 6

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

BIOS

Channel Properties: Channel 0

Error

cooling device Name:

Status :

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"

CPI

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 Inputs

Channel 0

Channel 1

Yellow = Warning. A dial that indicates = 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.

39

te

SSD

Property.

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Each channel has one property.

Status Returns the status on the selected component.

BIOS

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41

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CPU



Diagnostics.

42

PC, Server 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.

AND DESCRIPTION OF THE OWNER OWNE From the group directory view, select the group you wish to view.

User: admin@mu_c2543_uk



From the probe directory view open the User hierarchical structure to list Probes created on the Syvir cloud. Select the probe you wish to view.

User: admin@mu_c2543_uk

- Probe (DESKTOP-OIFHID6)
 - Diagnostics
 - DVD Diagnostics

Fixed Drive Diagnostics

- Ethernet Diagnostics
- Fan Diagnostics
- Keyboard Diagnostics
- E-IDE/SATA Diagnostics
- Motherboard Diagnostics
- Desktop Monitor Diagnostics
- P.C.I Diagnostics
- Serial Diagnostics
- Sound Diagnostics
- Nideo Diagnostics
- USB Diagnostics
- BIOS Diagnostics
- CPU Diagnostics
- Power Supply Diagnostics

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

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. 1712 = = 11.17.

Channel 0



************ BIOS

Click on the channel icons to retrieve propertys for the particular channel. Propertys 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"

wemorv

A support engineer will require details of any problems found.

Channel Properties: Channel 0

OK

S Name: default system bios

Status :

Reporting diagnostic problems. With PDM its possible to email a front line engineer a reform prothe problem that is flagged up. Click on the email icon. The report shows any problems found with the channels propertys diagnostics. This report can than be emailed.

SSD

Inputs

Log and Reports.

********** BIOS

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 syvir cloud.

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.

) 🔲 🖩 Log					
https://www.syvir	-pdm.com/Dg/log				
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in@mu_c4045_uk	Les Group: Unassigned		Group Code:		
	24 hours	¥			
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	Probe	DESKTOP-HBA9GC2	1/18/2025 7:30:09 PM	Probe: Diagnostic scan started	p:DScan
	Probe	DESKTOP-OIFHID6	1/18/2025 8:22:44 PM	Probe: Diagnostic scan started	p:DScan
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Various reports about your Endpoint sensors and probes, alarms along with codes and error codes. JPS

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User: admin@mu_c4045

rs

SSD

Al Predict Cooling

BIOS

Open the predict page.

Select the group from the group tree view on the left. Select your endpoint. Monitored sensors are listed with these propertys.

ltem

The component being monitored.

SSD

Status.

The last status of the component. Three states are indicated Green =UP...Sensor has not found any problems Yellow = WARNING.. Sensor has found some not fatal issues. Red=DOWN. Sensor has found potential failure with monitored component.

AI Score

A 1-10 score based on how reliable is the component. Al predicts this based on historical information on the selected component.

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	BIOS Diagnostics			• 0000		Default System BIOS 🗸	0 🗸 💽			
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	InfraRed Diagnostics	IR ()								
	Motherboard Diagnostics					Motherboard V				
	Desktop Monitor Diagnostics	\Box \odot				Generic PnP Monitor 🗸 🔅	0			

AI Query

The selected component from the sensor used in the Al query.

Propertys.

Select the component you wish to use for an AI query.

Channels

Select the channel which contains a component you wish to use for an AI query.

Check

Once you have component name in the AI query box. Click on the AI button to query AI and return an AI score.

Al Query Date

The last AI query date on the selected component. The PDM probe will return various component details to construct an AI query. If the return values don't meet expectations a manual intervention is possible. In the AI Query box type in missing component name details.

Be careful to just use component names or predictive scores will be inaccurate.

Al By its very nature, can give unpredictable results....

Sensor Types.

Battery Diagnostics

Sensor id: 2122

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Monitors a battery connected to the endpoint.

BIOS Diagnostics

Sensor id: 2123

Monitors the endpoints basic input/output services (BIOS) that is installed.

und.

Cache Memory Diagnostics

Sensor id: 2109

Monitors Cache Memory on the endpoint running Windows.

CPU Diagnostics

Sensor id: 2121

Monitors a CPU running a Windows operating system.

DMA Diagnostics

Sensor id: 2114

Monitors DMA as seen by the endpoint running the Windows operating system.

Fixed Drive Diagnostics

Sensor id: 2125

Monitors a physical disk drive as seen by the endpoint running the Windows operating system.



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CD/DVD Diagnostics

Sensor id: 2124

Monitors a CD-ROM/DVD drive on a endpoint running Windows

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Ethernet Diagnostics

Sensor id: 2126

Monitors the network adapters on a endpoint running a Windows operating system.

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Fan Diagnostics

Sensor id: 2127

Monitors endpoint fan diagnostics.

FireWire Diagnostics

Sensor id: 2150

UPS

Monitors the endpoints FireWire diagnostics.

Power

Heat Pipe Diagnostics Sensor id: 2129

Monitors the endpoints heat pipe cooling device.

Keyboard Diagnostics

Sensor id: 2131

Monitors the keyboards installed on the endpoint running Windows.

BATA



BIOS

E-IDE/SATA Diagnostics

Sensor id: 2151

Monitors a integrated device electronics (E-IDE) or SATA controller device.

IR

InfraRed Diagnostics

Sensor id: 2152

Monitors an infrared device.emory

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Motherboard Diagnostics

Sensor id: 2134

Monitors a motherboard that contains the central components of a Windows endpoint.

Desktop Monitor Diagnostics

Sensor id: 2147

Desktop Monitor Diagnostics...

Parallel Diagnostics

Sensor id: 2136

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Monitors parallel ports on a endpoint running Windows.

PCI Diagnostics

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Sensor id: 2137

Monitors PCI physical connection points including ports, motherboard slots and peripherals, and proprietary connection points. 55

JPS

Inputs

te

SSD

Cooling 56

BIOS

PCMCIA Diagnostics

Sensor id: 2138

Monitors Personal Computer Memory Card Interface Adapter (PCMCIA of a PC Card) controller device.

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PC Pointing Diagnostics Sensor id: 2139

Monitors input device used to point to and select regions on the display of a endpoint running Windows. Any device used to manipulate a pointer, or point to the display on a endpoint running Windows.

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Power Diagnostics

Sensor id: 2159

Monitors the power supply state.

SSD

Refrigeration Diagnostics

Sensor id: 2140

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Monitors Refrigeration.

SCSI Diagnostics

Sensor id: 2141 Monitors SCSI on Windows.

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Serial Diagnostics

Sensor id: 2142

Monitors serial ports on a endpoint running Windows.

57

UPS

Inputs

SMBIOS Diagnostics

Sensor id: 2110

Monitors SMBIOS on a endpoint running Windows.

Sound Diagnostics

Sensor id: 2143

Monitors sound devices on a endpoint running Windows.

System Memory Diagnostics

Sensor id: 2133

Monitors a physical memory device located on the endpoint and available to the operating system.

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System Diagnostics Sensor id: 2156

A general monitor of the system.

Temperature Diagnostics

Sensor id: 2145

Monitors temperature sensors on a endpoint motherboard running Windows.

Thermal Diagnostics

Sensor id: 2157

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Monitors thermal condition of system.

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USB Diagnostics

Sensor id: 2146

Monitors universal serial bus (USB) hub.

Video Diagnostics

Sensor id: 2153

Monitors video controllers on a endpoint running Windows.

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Voltage Diagnostics

Sensor id: 2112

Monitors endpoint Voltage probes on a endpoint running Windows.

Wireless Diagnostics

Sensor id: 2154

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Monitors wireless diagnostics.

CPU



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CoolSensor Property

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BIOS

Property Each channel has one property.

Status Returns the status on the selected component.

Channels

CPL

This property is mapped from WMI codes. A hierarchical algorithm based on this property determine a channels status i.e if its up, warning or down.

1152

rs

Memory



nt

UPS

Inputs

Status.

64

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.

CO 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

STREET, STREET

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

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PowerSupplyState for Power Supply Diagnostics

other

66

safe unknown

warning

critical

Non-recoverable

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CPU

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