

Remote HV Diagnostics (SYVIR REHVD)



User Guide

www.syvir.com



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SYVIR Remote HV Diagnostics

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Syvir Remote HV Diagnostics (SYVIR-REHVD) is a cloud based Hyper-V monitor. SYVIR-REHVD 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 SYVIR-REHVD.

With your account you are assigned two usernames and passwords.

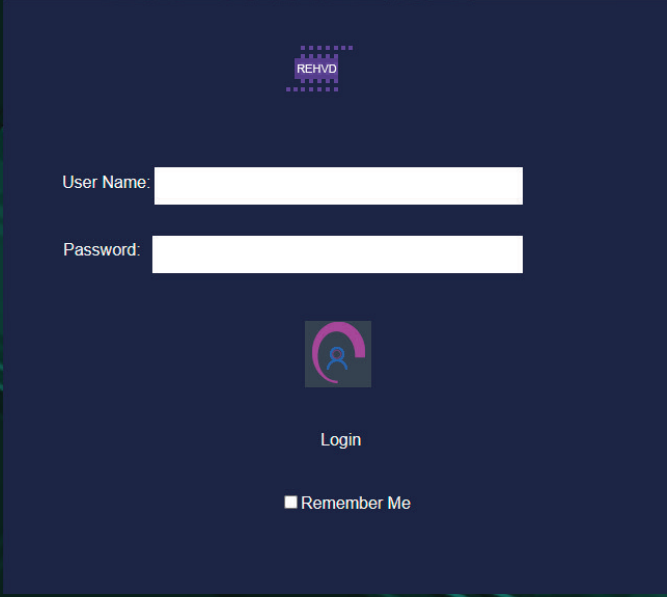
Make sure you agree to the privacy policy along with the terms and conditions.

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

To access SYVIR-REHVD web interface please visit rehvd.syvir.cloud

The site provides visual monitoring of your monitored virtual machines.

Enter your credentials and click Login, to log into SYVIR REHVD.



The login interface is a dark blue rectangular box. At the top center is the SYVIR-REHVD logo, which consists of the word 'REHVD' in white capital letters inside a purple square, flanked by horizontal lines of dots. Below the logo are two white input fields. The first is labeled 'User Name:' and the second is labeled 'Password:'. Below the password field is a purple circular icon containing a white user silhouette. Underneath the icon is the word 'Login'. At the bottom is a checkbox labeled 'Remember Me'.

This is your guide to monitoring your systems with SYVIR REHVD using our cloud based monitoring system.

To begin monitoring your systems you will need to download software to install on your virtual machines.

Once this process is complete run the software using the Probe@ account and password.
Other account names will not work.

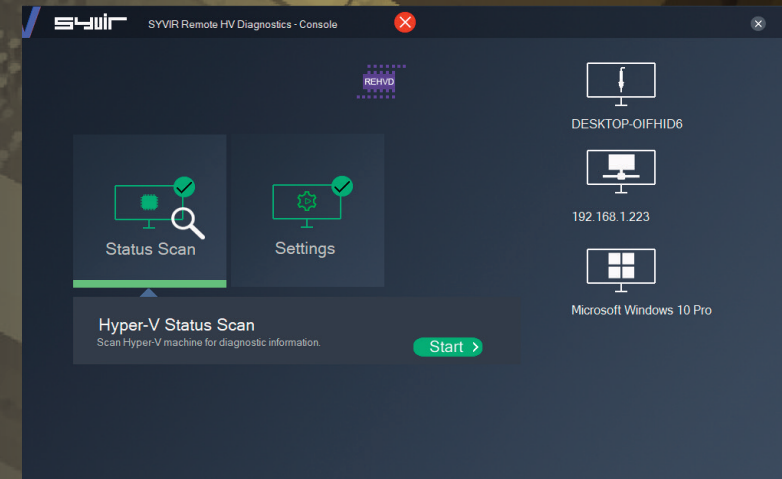
Run the software in Administrator mode..or it will not provide reliable scan results...

A console probe will be created on the SYVIR REHVD cloud.
Sensors are automatically created for the probe.

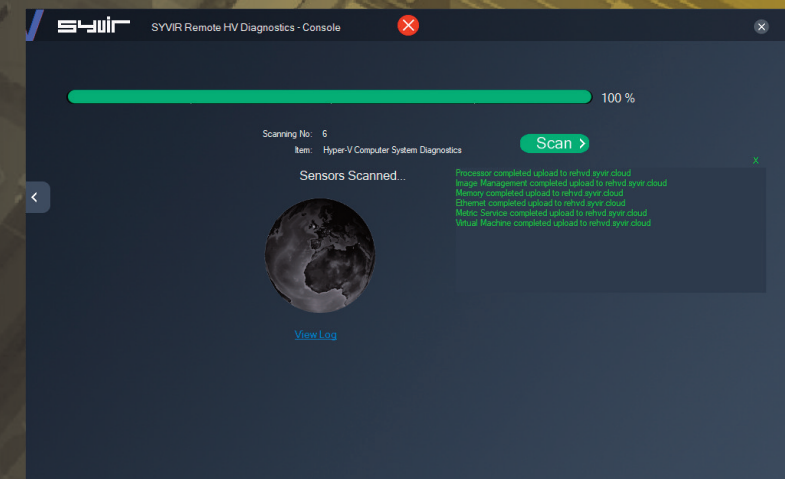
To scan the virtual machine for diagnostic issues.

Click on the Start icon.

Next: Click on the Scan button.

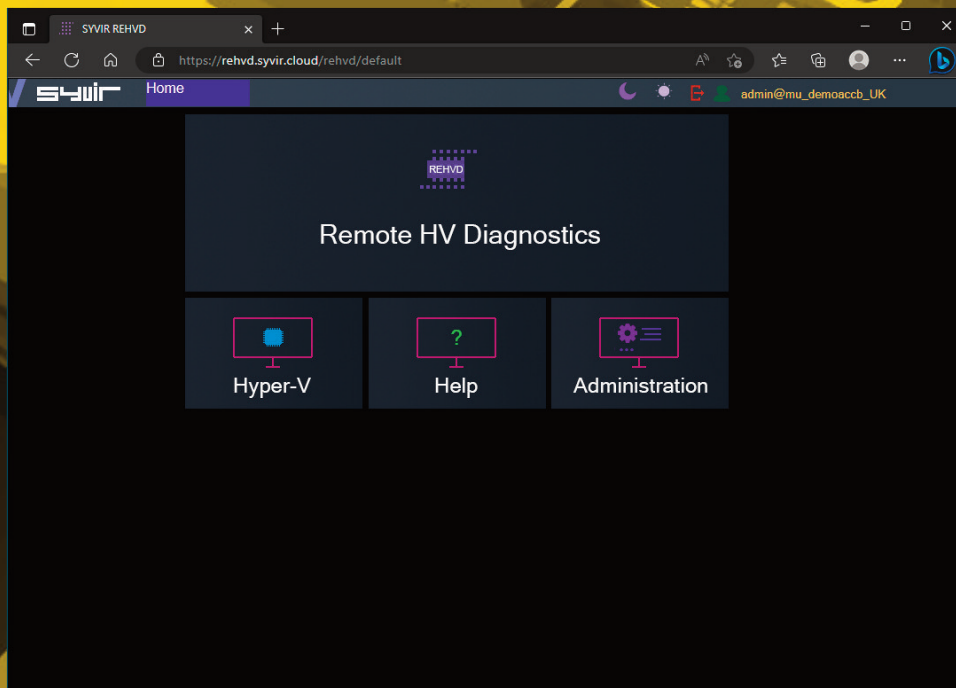


The system is scanned and diagnostic data is uploaded to the SYVIR-REHVD cloud.



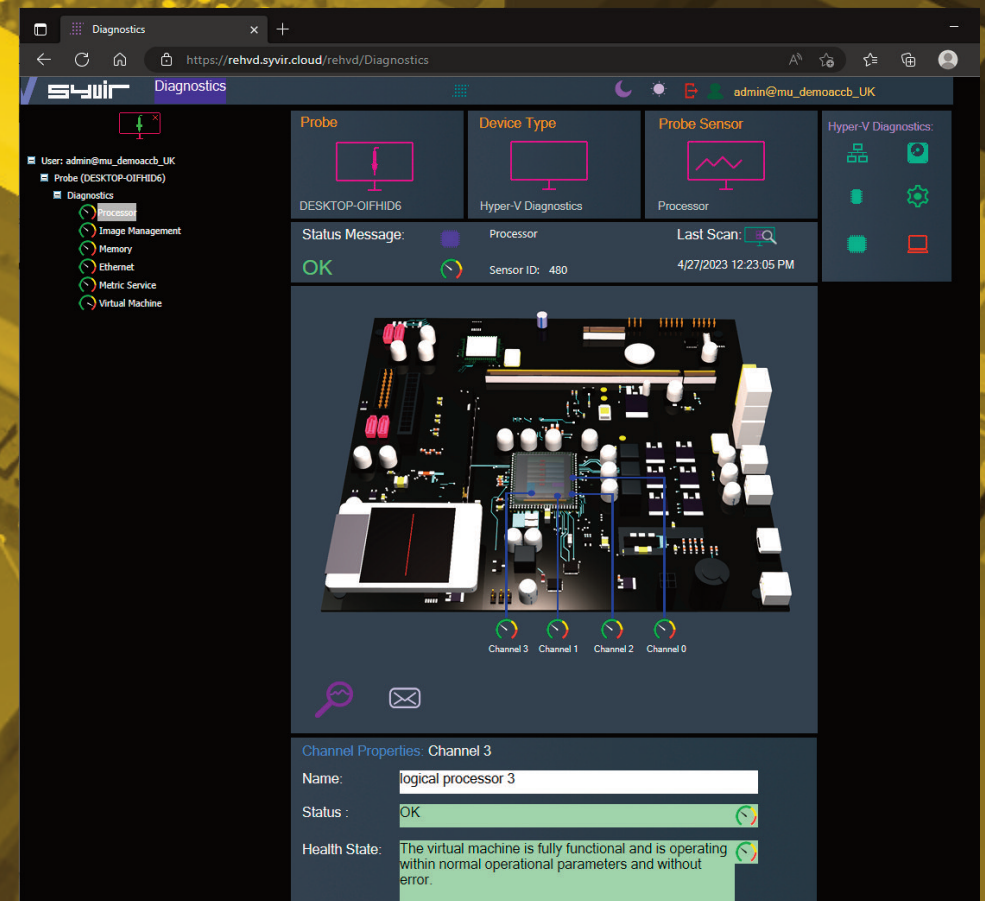
Access scanned data.

To view the data make a note of the console probe name, this will be the name of the machine.
In your browser visit **rehvd.syvir.cloud**



View scanned data.

In the diagnostics page select the system you have scanned to view diagnostic information.



The structure of the Syvir Cloud.

Diagnostic data is gathered from the endpoint with WMI. The sensors in the console probe processes this data into channels.

Data is encrypted through SSL to the syvir cloud. Data is stored and rendered through active server pages.



Console Probe

A windows based console probe that connects to the syvir cloud server.

Each monitored system has its own Console Probe.

This is designated by the computer name.

The hierarchical structure of SYVIR CLOUD places the console probe as the most powerful item in a deployment.

Sensors

The console probe contains Sensors that use WMI technology to monitor the current state of virtual hardware. These sensors are automatically added when you first run the console probe on the target system. Sensors are deployed to monitor virtual hardware. Sensors contain channels for multiple items i.e processors etc. Diagnostic data is received for each channel that's in use with a sensor.

Channels



The sensor can contain multiple channels. A sensor connected to a console probe will monitor channels connected to the sensor. For instance the processor sensor, checks each one assigns it to a channel.

Properties

Diagnostic data is gathered from the endpoint with WMI. The sensors in the console probe processes this data into channels.

Data is transferred through HTTPS to the syvir cloud. Data is stored and rendered through active server pages.

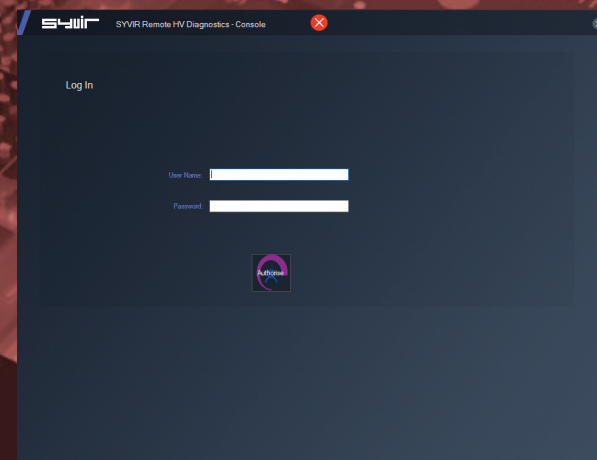
Each Windows Hyper-V virtual machine requires an installation processes to create your machine probes profile and sensors, this will be where you enter your domain probe username and password.

WMI services need to be running on each machine you wish to monitor with SYVIR Remote HV Diagnostics.

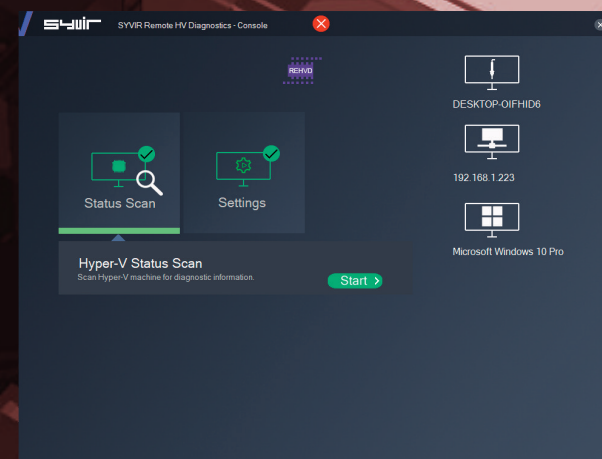
Please note the account you use to monitor with WMI only requires Read permission.

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

The Console Probe transfers non-identifiable data through HTTPS to the Syvir cloud. Once the Probe Console is installed please run this.



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



The monitoring is now setup for this machine.
Repeat this process for each virtual machine you wish to monitor.

Domain

Each company is assigned a 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 admin account is typically held by the account owner. This account gives you access to the diagnostic panel and administrator panel. admin@domain

Probe

The probe account is used to authorize a local console probe to authenticate the transfer of diagnostic data to the Syvir Cloud. probe@domain

Control Panel



The Control Panel is accessed through the Home page. Control Panel provides information on various aspects of the Syvir cloud. The administrator account has sole access to the control panel.

View the current status of the SYVIR cloud.



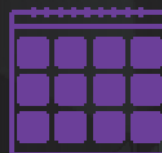
Here we provide details of any service issues with the Syvir Cloud.

Raise a support ticket.



On occasions you may have need to contact us with a query with the Syvir 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. Here you will find details of how many console probes you have used along with your subscription length.

Roles and user credentials.



SYVIR Cloud uses Roles and user credentials to determine the access that user accounts have to the Syvir Cloud. 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 diagnostics panels and administrator panel.

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

Terms of Service



View the SYVIR Cloud Terms of Service.

Check the number of probes deployed on your computers.

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

Console Probe Setup



Install and setup a console probe on a virtual machine

Timezone



Set the timezone for where you live.

Access your data

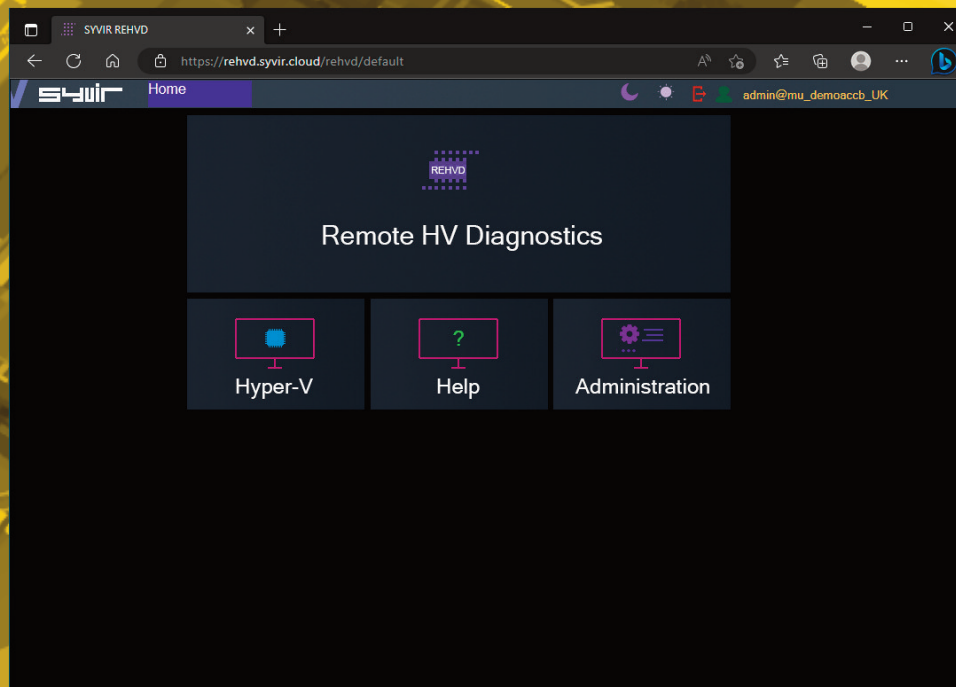
We recommend Microsoft Edge browsers to access diagnostic data.

The SYVIR Remote HV Diagnostics web interface is accessed through **rehvd.syvir.cloud**

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 the web interface.



The console 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 processors etc. Diagnostic data is received for each channel that's in use with a deployed sensor. The sensor contains multiple channels.

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).

NOT DETECTED



On deployment the hardware has not been detected. This could be for a number of reasons. i.e. the virtual hardware doesn't exist on this system.

In our experience if there is no data there, then no data will appear in the future. The not detected message doesn't mean the virtual hardware is not in existence, just there is no complete WMI data available.

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

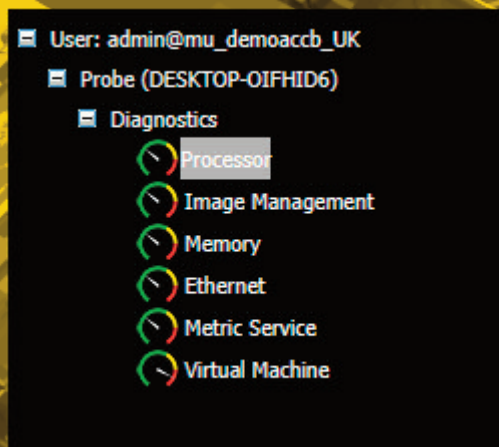
A sensor will monitor channels connected to the console probe.

The sensor contains multiple channels.

For instance, a Processor sensor, checks each one and assigns it to a channel.

To view channel data select the Diagnostics page for your machine type.

From the probe directory view open the User hierarchical structure to list Console Probes connected to the Syvir Cloud. Select the probe you wish to view.



Click on Probe Diagnostics to view the last scanned status of the sensors on that console probe.

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

Where a problem has been detected by the sensor, the color will change for **Yellow = Warning** **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 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

Channel Properties: Channel 3

Name:	logical processor 3
Status :	OK 
Health State:	The virtual machine is fully functional and is operating within normal operational parameters and without error. 
Enabled State:	Enabled. The element is running. 

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.

Health State

Returns Health State info on the selected virtual component.

Enabled State

Returns the Enabled State info of the current virtual component.

Operational Status

Returns the Operational Status of the current virtual component.

Hyper-V Diagnostics.

Select the Diagnostics page.

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

To view channel data select the Diagnostics page.

From the probe directory view open the User hierarchical structure to list Console Probes created on the SYVIR Syvir Cloud. Select the Console 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 server 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 3

Name: logical processor 3

Status : OK

Health State: The virtual machine is fully functional and is operating within normal operational parameters and without error.

Enabled State: Enabled. The element is running.

Reporting diagnostic problems.

With SYVIR CLOUD 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.

Email

This report can than be emailed.

Select the email address you wish to send it to and click on send.

```
Probe : DESKTOP-OIFHID6
Probe Sensor: Processor
Name: logical processor 3
Channel Properties:
Status: OK
Health State: The virtual machine is fully functional and is
operating within normal operational parameters and without error.
Caption: Processor
Description: A logical processor of the hypervisor running on the
host computer system.
Enabled State: Enabled. The element is running.
```



**Memory Diagnostics**

Sensor id: 482

Monitors the Hyper-V VMs memory diagnostics.

**Metric Service Diagnostics**

Sensor id: 484

Monitors the metric service diagnostics on Hyper-V VM running the Windows operating system.

**Virtual Machine Diagnostics**

Sensor id: 485

Monitors diagnostics of a virtual machine on Hyper-V running Windows

**Processor Diagnostics**

Sensor id: 480

Monitors a VM CPU diagnostics running on a Windows operating system.

**Image Management Diagnostics**

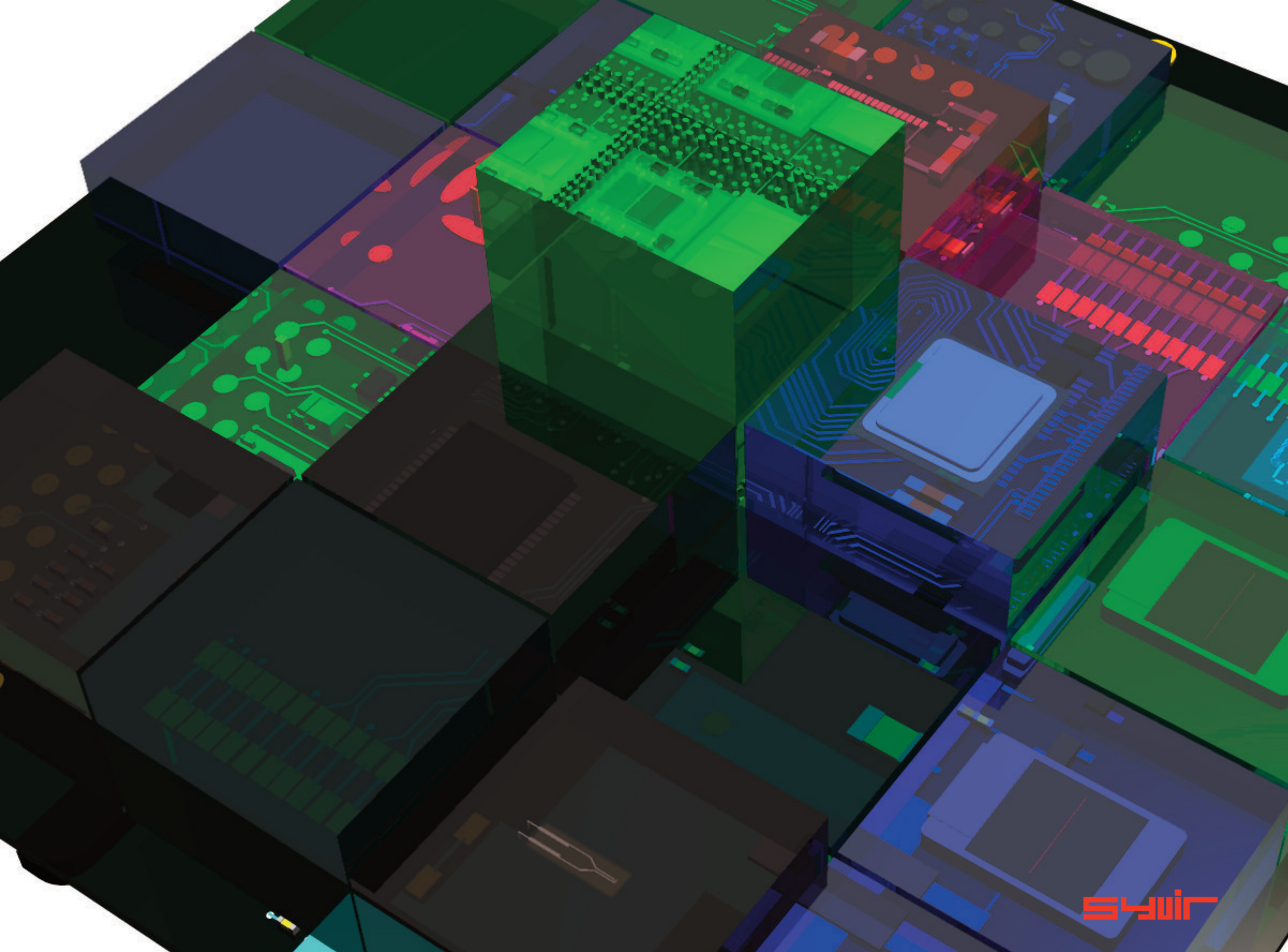
Sensor id: 481

Monitors the diagnostics of a virtual image as seen by Hyper-V VM running the Windows operating system.

**Ethernet Diagnostics**

Sensor id: 483

Monitors virtual ethernet adapters diagnostics on Hyper-V VM, running the Windows operating system.



SYVIR Remote HV Diagnostics

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