

Visual Diagnostics Monitor

User Guide

Syvir Technologies Ltd

Hard Disk

SYVIR

ALL RIGHTS RESERVED. No part of this Guide may be reproduced, duplicated, given away, transmitted or resold in any form without written prior permission from the publisher.

Limit of Liability and Disclaimer of Warranty: The publisher has used its best efforts in preparing this guide, and the information provided herein is provided "as is." Syvir Technologies Ltd makes no representation or warranties with respect to the accuracy or completeness of the contents of this guide and specifically disclaims any implied warranties of merchantability or fitness for any particular purpose and shall in no event be liable for any loss of profit or any other commercial damage, including but not limited to special, incidental, consequential, or other damages.

Trademarks: This guide identifies product names and services known to be trademarks, registered trademarks, or service marks of their respective holders. They are used throughout this guide in an editorial fashion only. In addition, terms suspected of being trademarks, registered trademarks, or service marks have been appropriately capitalized, although Syvir Technologies cannot attest to the accuracy of this information. Use of a term in this guide should not be regarded as affecting the validity of any trademark, All trademarks acknowledged.

Copyright © 2020 Syvir Technologies Ltd



Visual Diagnostics Monitor

Contents

Welcome.	6
Introduction.	8
Structure.	10
Local installation.	12
Create local probe.	14
Roles and user credentials.	16
Control.	18-22
Web.	24
Dashboard.	26
Probe.	28
Sensors.	30
Add Sensors.	32
Alarms.	34
Alarm Diagnostics.	36
Properties.	38
Diagnostics.	40
Channel.	42
Logs.	44
Reports.	45

Welcome.

6

Syvir Visual Diagnostics Monitor (VDM) is a cloud based network hardware monitor. VDM 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 VDM.

With your account you are assigned two usernames and passwords.

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

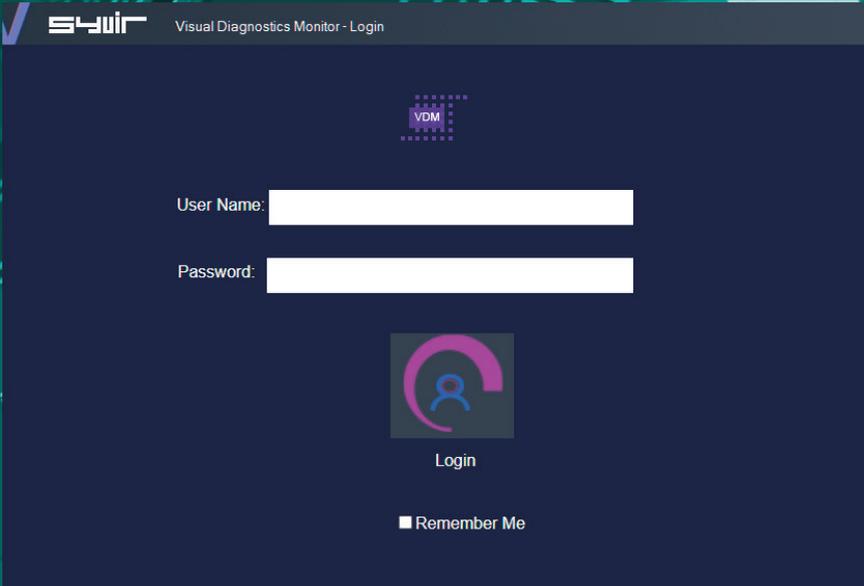
7

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

To access Visual Diagnostics Monitor web interface please visit www.syvir-vdm.com

The site provides visual monitoring and reports of your monitored network.

Enter your credentials and click Login, to log into Visual Diagnostics Monitor.



Syvir Visual Diagnostics Monitor - Login

VDM

User Name:

Password:

 Login

Remember Me

This is your guide to monitoring your network PCs with Visual Diagnostics Monitor (VDM) using our cloud based monitoring system.

To begin monitoring your network, you will need to download VDM packages to install on your network computers. We advise if you are trying out VDM for the first time on your network to try the service on one machine, so you can assess the capabilities of VDM.



A probe running on each monitored PC, connects to the VDM server.

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

Diagnostic data is transferred to the cloud.

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

The structure of VDM.

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 encrypted through SSL to the vdm server.
Data is transferred through HTTPS and uses port 443
Data is stored and rendered through active server pages.



Probe

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

Sensors

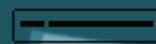
The probe contains Sensors that use WMI technology to monitor the current state of hardware.
Sensors are deployed to monitor hardware.
Sensors contain channels for multiple items i.e several drives etc.
Diagnostic data is received for each channel that's in use with a deployed sensor.

Channels



The sensor contains multiple channels.
If you assign a sensor to a probe, it will monitor channels connected to the sensor.
For instance if you add a USB sensor to a probe, the 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 vdm server.
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.

The second process requires installation of the Visual 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 VDM.

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 Visual Diagnostics Monitor - Console
2. Once the Visual Diagnostics Monitor - Console setup program is installed please run this.
3. Type in your probe username and password. This will create the probe for this machine in the VDM server.
4. Select the chassis type of the pc.
5. Install Visual Diagnostics Monitor - probe

Once this is installed monitoring is now setup for this machine.

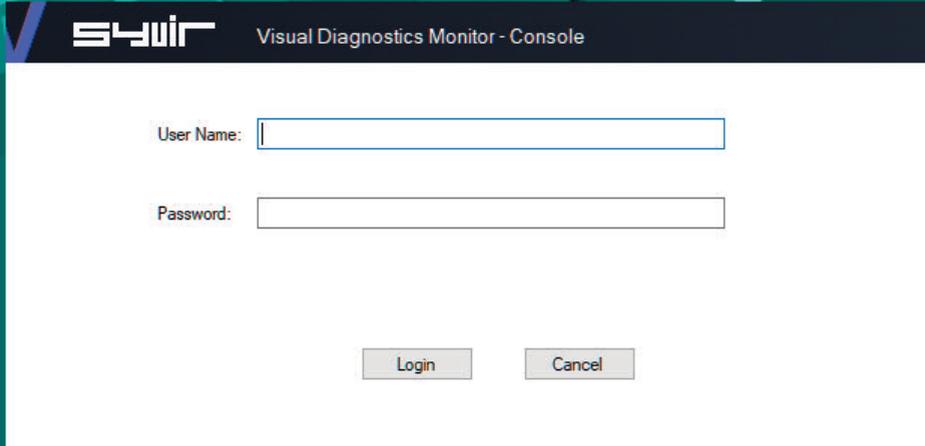
Repeat this process for each machine you wish to monitor.

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. These are stored locally in an encrypted file. The second process requires installation of the Visual 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 VDM.

Create local probe.

14

The Probe service transfers non-identifiable data through HTTPS to the VDM server. Once the Visual Diagnostics Monitor Console is installed please run this.

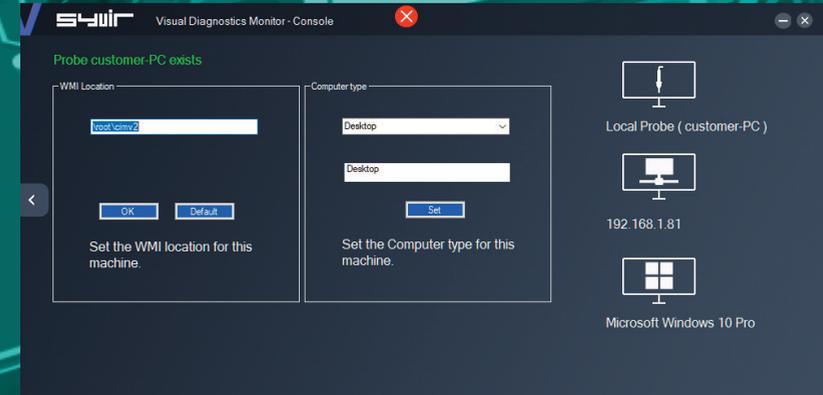


The screenshot shows the login interface of the Visual Diagnostics Monitor - Console. It features a dark header with the SYUIR logo and the text 'Visual Diagnostics Monitor - Console'. Below the header, there are two input fields: 'User Name:' and 'Password:'. At the bottom, there are two buttons: 'Login' and 'Cancel'.

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

15

Select the chassis type of the pc. The monitoring is now setup for this machine. Repeat this process for each machine you wish to monitor.



The screenshot shows the configuration screen of the Visual Diagnostics Monitor - Console. The title bar reads 'Visual Diagnostics Monitor - Console'. The main content area is titled 'Probe customer-PC exists'. It is divided into three sections: 'WMI Location' with a text input field containing 'LocalVdm2' and buttons 'OK' and 'Default'; 'Computer type' with a dropdown menu set to 'Desktop' and a 'Set' button; and a summary section on the right showing 'Local Probe (customer-PC)' with an IP address '192.168.1.81' and 'Microsoft Windows 10 Pro'.

Cooling

CPU

Domain

Each 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 vdm 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 VDM server. The administrator account has sole access to the control panel.

View the current status of the Visual Diagnostics Monitor cloud.



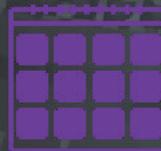
Here we provide details of any service issues with the VDM server.

Raise a support ticket.



On occasions you may have need to contact us with a query with the Visual 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.



VDM uses Roles and user credentials to determine the access that user accounts have to the VDM 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 vdm server.

Check the number of sensors deployed on your computers.



This number shows how many sensors assigned to the local probes on your computers.

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 pc.

Interval



Set the interval between scans.

Email setup



Specify email addresses to get alerts.

Set Diagnostics



Set the default sensors that are included when a new probe is deployed.

Download and install software



Install instructions for using Visual Diagnostics Monitor software.

Timezone



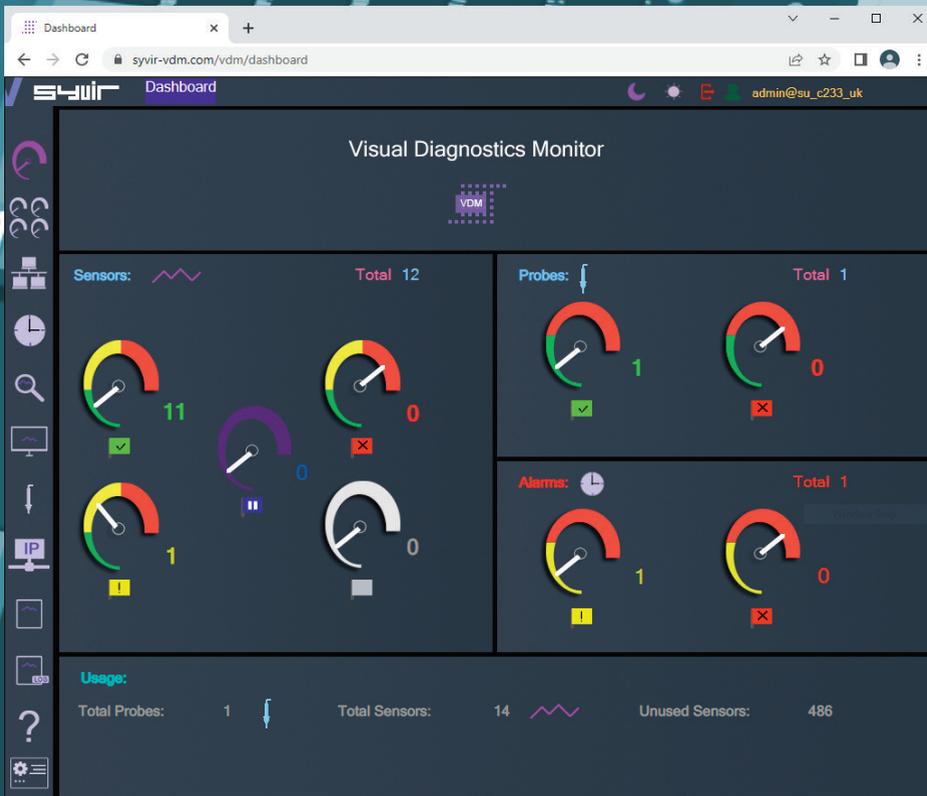
Set the timezone for where you live.

Terms of Service



View the Visual Diagnostics Monitor Terms of Service.

We recommend Google Chrome and Microsoft Edge browsers. Visual Diagnostics Monitors web interface is accessed through www.syvir-vdm.com
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. VDM 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).

PAUSE



The sensor has been set to pause so no diagnostic data is collected.

NOT DETECTED



Not detected, in some cases VDM 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. If you receive a not detected message for the deployed sensor, we would recommend deleting the sensor after a few scans. In our experience if there is no data their, then no data will appear in the future. The not detected message doesn't mean the hardware is not in existence, just there is no complete WMI data available.

A windows based service that connects to the VDM server. Each monitored PC has its own Probe. This is designated by the computer name. The hierarchical structure of VDM 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 pc that the probe is on has been switched off.

Internet

Data is transferred to the VDM server using HTTPS, 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 network connected to the VDM server. 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..

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. The sensor contains multiple channels. If you assign a sensor to a probe it will monitor channels connected to the sensor. For instance if you add a USB sensor to a probe, the 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.

PAUSE



The sensor has been set to pause so no diagnostic data is collected.

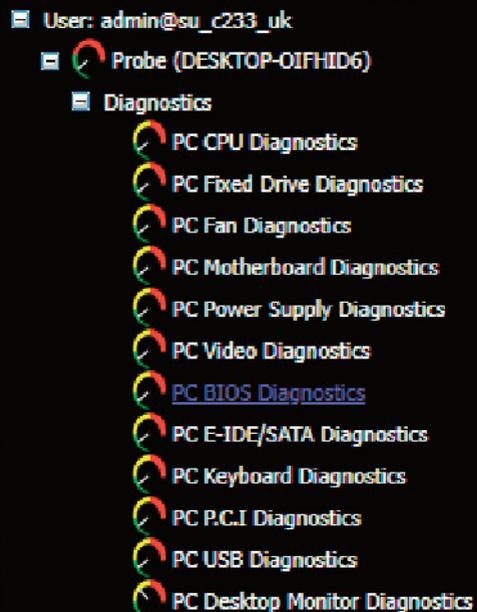
NOT DETECTED



Not detected in some cases VDM 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. If you receive a not detected message for the deployed sensor, we would recommend deleting the sensor after a few scans. In our experience if there is no data their, then no data will appear in the future. The not detected message doesn't mean the 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.

Add monitoring sensor to probe.

Select the network page.



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

Click on the probe for the computer system you wish to add a sensor to.

For instance if you add a USB sensor to a probe, the sensor checks each usb port and assigns the port to a channel.

Click on the Add Probe Sensor icon.

The Add Sensor page opens.

You can change the default properties before you add a new sensor.

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.

Priority

The scan priority some sensors have a priority order than others. So it's possible to change each sensors priority a value of 1 is the highest priority and means the probe will scan these sensors first. 3 is the lowest priority.

To add a sensor click on the sensor you wish to add.

Once the sensor is added to the probe.

The local probe will download from the VDM server the new sensor.

Reporting will begin next time the local probe scans the pc.

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



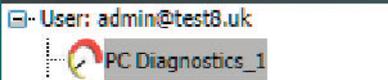
DOWN



WARNING

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

View the current alarms.



From the probe directory view open the User hierarchical structure to list alarms on your network connected to the VDM server.

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



Select clear alarm and then the



update icon. This clears the alarm.

Alarm diagnostics
Click on the Diagnostics tab.



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

Channel Properties: Channel 0

Name: default system bios

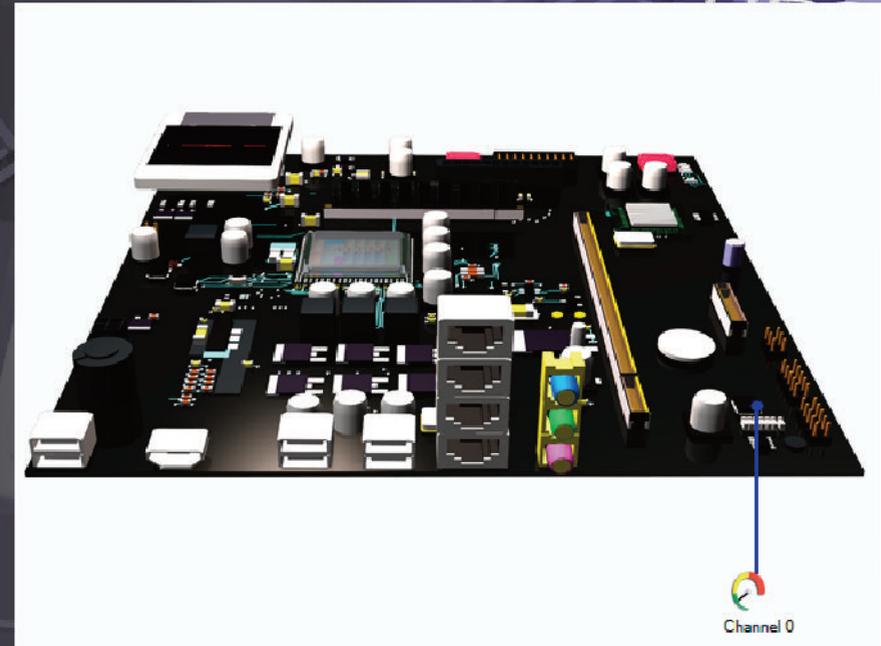
Status: OK



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.

Cooling

BIOS

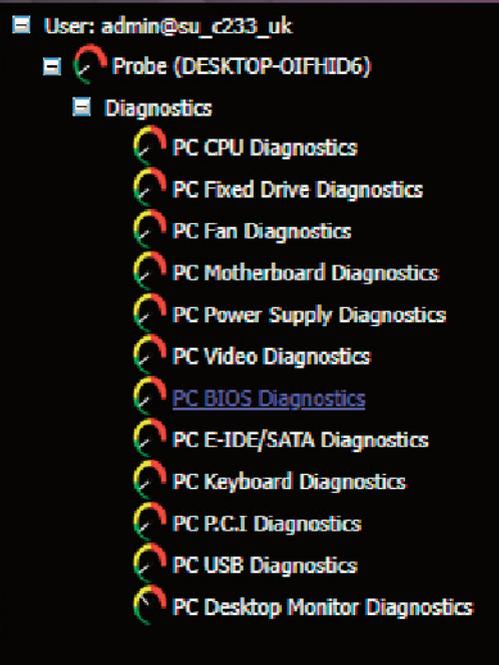
CPU

Every time a probe scans the pc 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 Probes on your network connected to the VDM server.

Select the probe you wish to view.



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

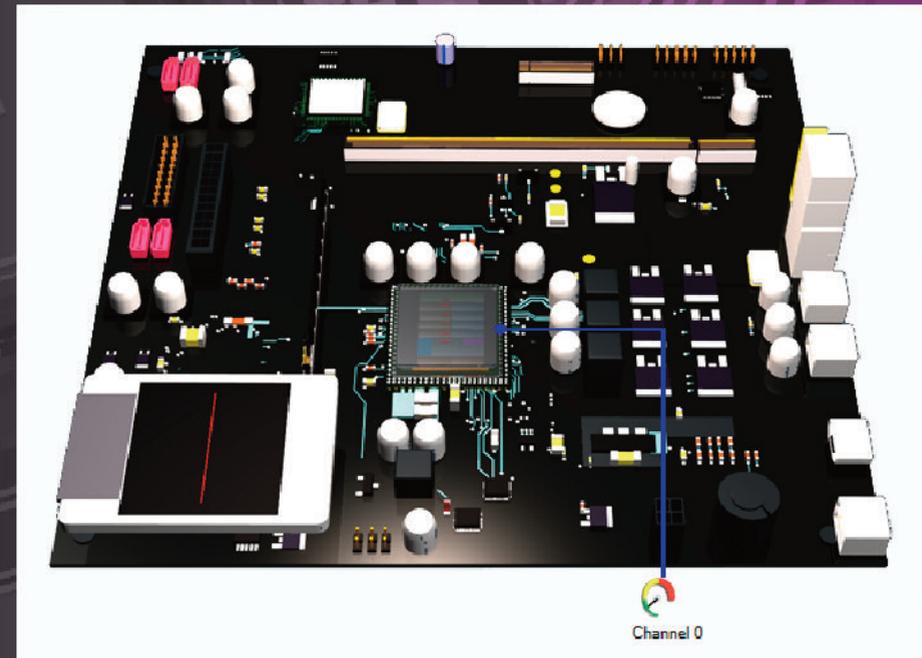
Sensors dials are color coded to reflect the status of the sensor.

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.

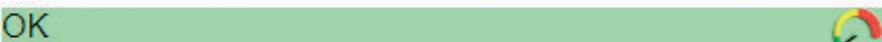
In some instances data can be basic.
In most instances you should be able to retrieve the Status of the Channel.

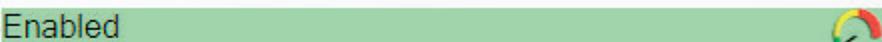
Usually this is a generic message of "OK"

A support engineer will require details of any problems found.

Channel Properties: Channel 0

Name: intel(r) core(tm) i5-3470 cpu @ 3.20ghz

Status : OK 

Status Info : Enabled 

Availability: Running or Full Power 

Config Manager Error Code:

Device is working properly. 

Reporting diagnostic problems.
With VDM 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.

To: techsupport@svvir.com 

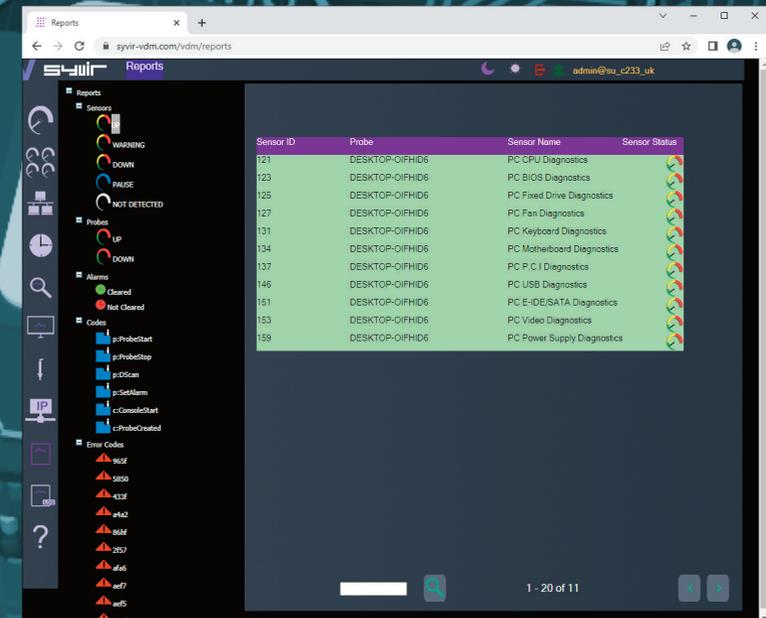
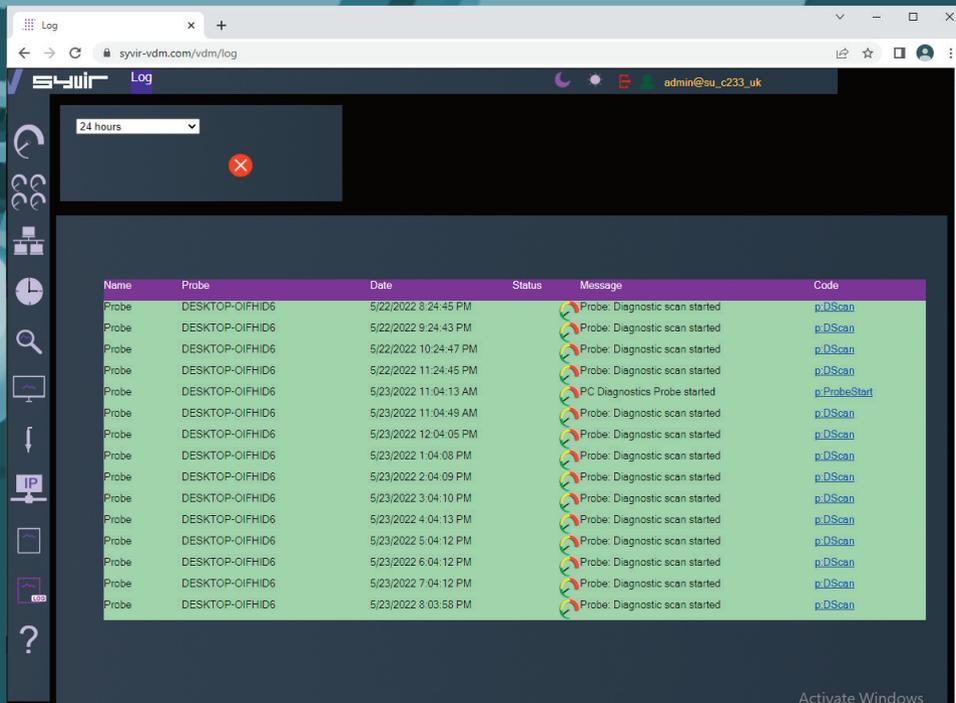
Probe : DESKTOP-OIFHID6
Probe Sensor: PC CPU Diagnostics
Name: intel(r) core(tm) i5-4570 cpu @ 3.20ghz
Channel Properties:
Status: OK
Status Info: Enabled
Availability: Running or Full Power
Config Manager Error Code: Device is working properly.
Error Description:
Last Error Code:



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 vdm 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 PC sensors and probes, alarms along with codes and error codes.



Visual Diagnostics Monitor

Copyright © 2020 SYVIR Technologies Ltd.

