

Visual Inventory Monitor



CPU

User Guide

Input

Syvir Technologies

Hard Disk

Syvir

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Visual Inventory Monitor

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Syvir Visual Inventory Monitor (VIM) is a cloud based network Inventory hardware monitor.
VIM 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 VIM.

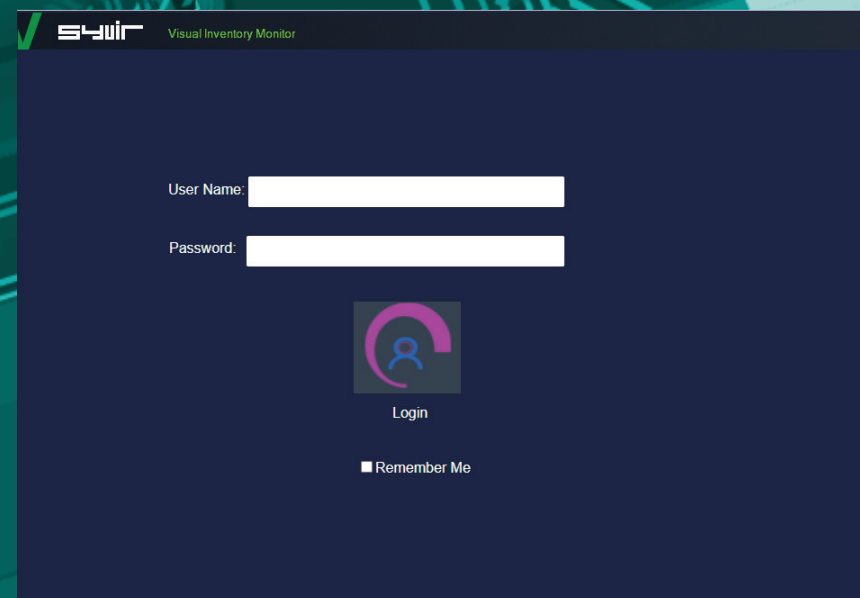
With your account you are assigned two usernames and passwords.

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 Visual Inventory Monitor web interface please visit www.syvir-vim.com

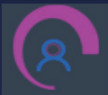
The site provides visual monitoring and reports of your monitored network.
Enter your credentials and click Login, to log into Visual Inventory Monitor.



Syvir Visual Inventory Monitor

User Name:

Password:

 Login

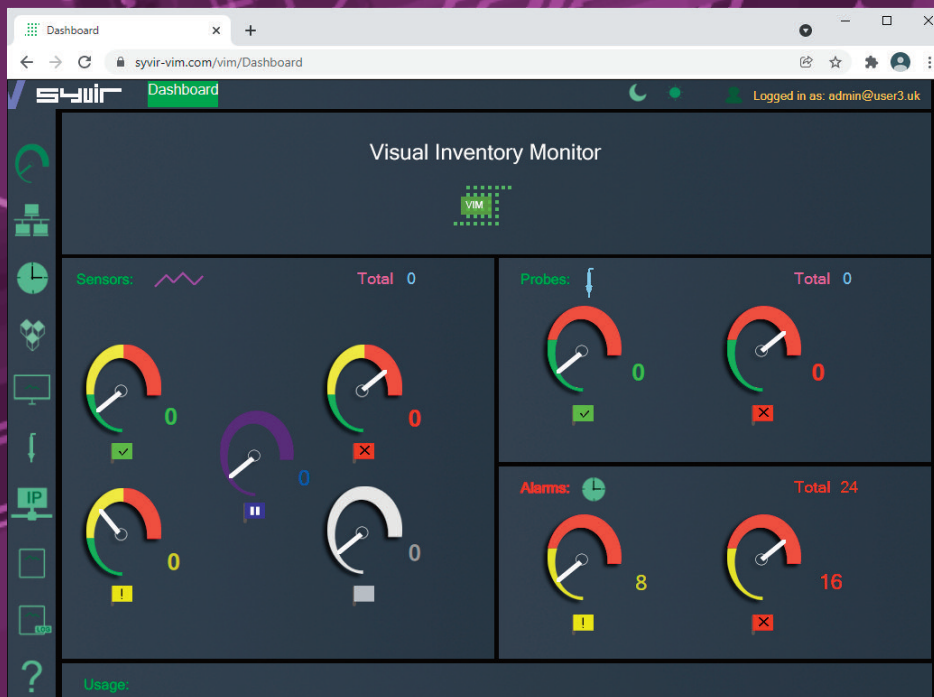
☐ Remember Me

Introduction.

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This is your guide to monitoring your network pc inventory with Visual Inventory Monitor (VIM) using our cloud based monitoring system.

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



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

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

Inventory data is transferred to the cloud.

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

The structure of the VIM cloud.

Inventory 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 vim cloud.
Data is transferred through HTTPS and uses port 443
Data is stored and rendered through active server pages.

Probe

A VIM probe is a windows based service that connects to the VIM cloud 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 the VIM cloud.
The hierarchical structure of VIM 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.
Inventory 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 vim 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.

The second process requires installation of the Visual Inventory Monitor service. This service is the probe for the machine. WMI services need to be running on each machine you wish to monitor with VIM.

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 Inventory Monitor - Console
2. Once the Visual Inventory 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 VIM cloud.
4. Select the chassis type of the pc.
5. Install Visual Inventory 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.

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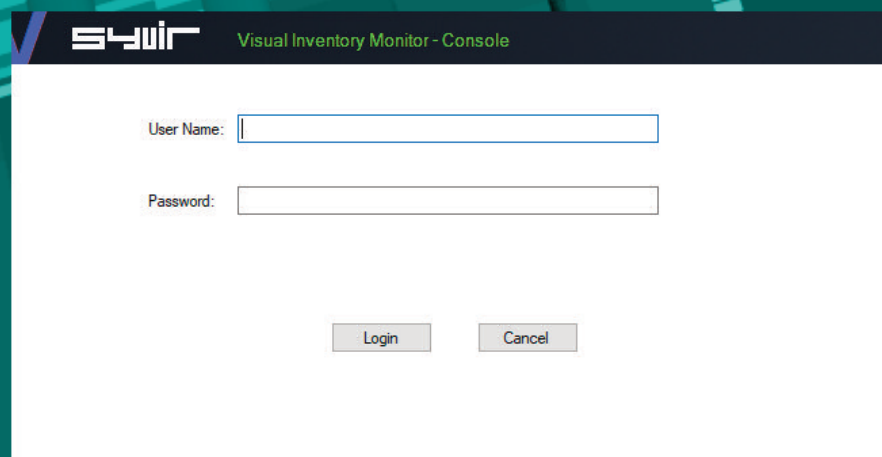
The Probe service transfers non-identifiable data through HTTPS to the VIM cloud.

Once the Visual Inventory Monitor Console is installed please run this.

Create local probe.

14

The Probe service transfers non-identifiable data through HTTPS to the VIM cloud.
Once the Visual Inventory Monitor Console is installed please run this.

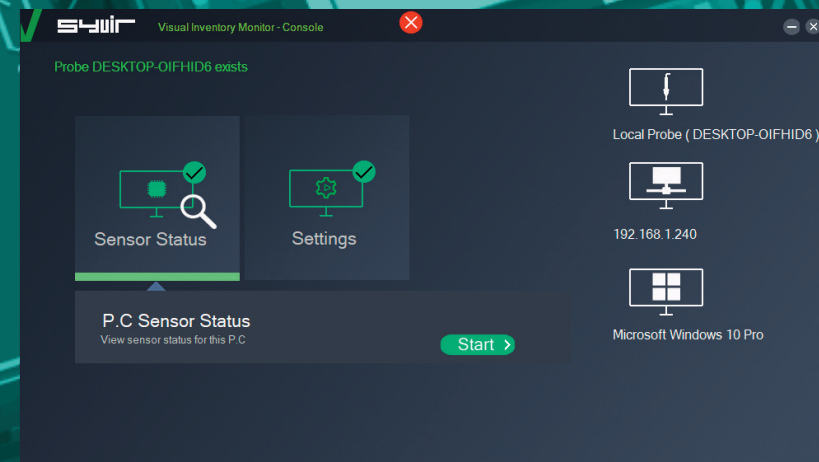


The screenshot shows the login interface of the Visual Inventory Monitor - Console. It features a dark header with the SYUIR logo and the text 'Visual Inventory Monitor - Console'. Below the header, there are two input fields: 'User Name:' and 'Password:'. At the bottom, there are two buttons: 'Login'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

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

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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.



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 Inventory data to the vim cloud. A probe account only works with a local probe. It will not give access to the web interface.

Control Panel



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

The administrator account has sole access to the control panel.

View the current status of the Visual Inventory Monitor cloud.



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

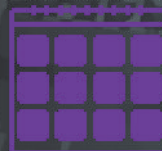
Raise a support ticket.



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



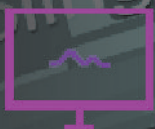
This details the subscription package you have subscribed to.

Roles and user credentials.



VIM uses Roles and user credentials to determine the access that user accounts have to the VIM 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 control panel and dashboard. The probe account is used to authorize a local probe to authenticate the transfer of Inventory data to the vim cloud.

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 Inventory



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

Download and install software



Install instructions for using Visual Inventory Monitor software.

Timezone



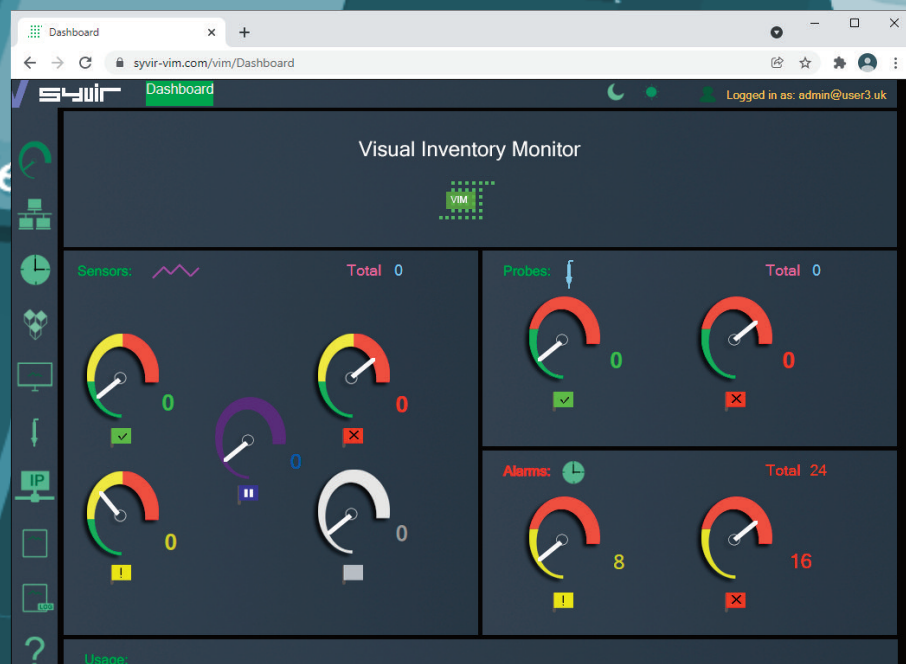
Set the timezone for where you live.

Terms of Service



View the Visual Inventory Monitor Terms of Service.

We recommend Google Chrome and Microsoft Edge browsers. Visual Inventory Monitors web interface is accessed through www.syvir-vim.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. VIM 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 inventory data is collected.

NOT DETECTED



Not detected, in some cases VIM 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 there, 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.

BIOS

A windows based service that connects to the VIM cloud server. Each monitored PC has its own Probe. This is designated by the computer name. The hierarchical structure of VIM 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.

SSD

Memory

CPU

Internet

Data is transferred to the VIM cloud 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 network connected to the VIM 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..

Enter

Inputs

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



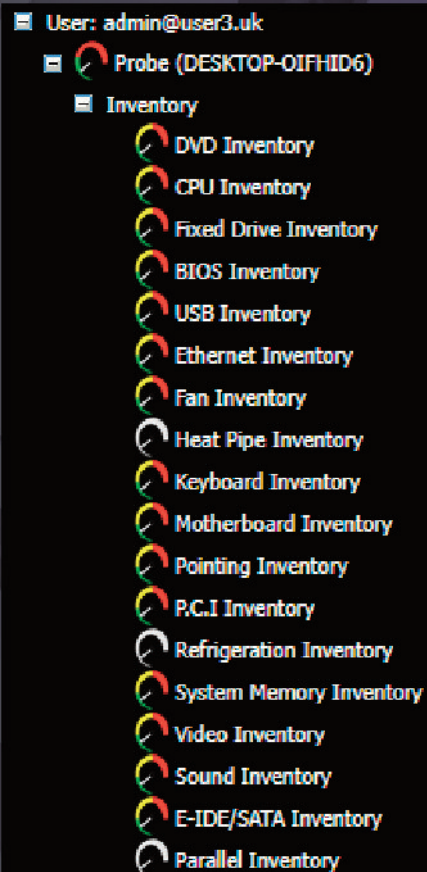
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NOT DETECTED



Not detected in some cases VIM 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 VIM cloud.
Click on the probe for the computer system you wish to add a sensor to.

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 VIM cloud 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.

User: admin@user3.uk
Inventory_1

From the probe directory view open the User hierarchical structure to list alarms on your network connected to the VIM 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 Inventory

Click on the Inventory tab.

User: admin@user3.uk
Inventory_1

Click on Probe Inventory 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 data for the particular channel.

Two main alarm status are used in Visual Inventory Monitor.

Missing Hardware

A piece of hardware is no longer on the pc. Keep in mind usb memory sticks are often inserted and removed and will generate numerous alarms as a result! Missing Hardware will send the sensor DOWN.

New hardware found

A new piece of hardware has been found since the last scan. Keep in mind usb memory sticks are often inserted and removed and will generate numerous alarms as a result! New hardware found will set the sensor to WARNING.

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.

Name

Returns the name of the selected component.

Description

Returns the description of the selected component.

DeviceID

Returns the DeviceID of the current component.

Cooling

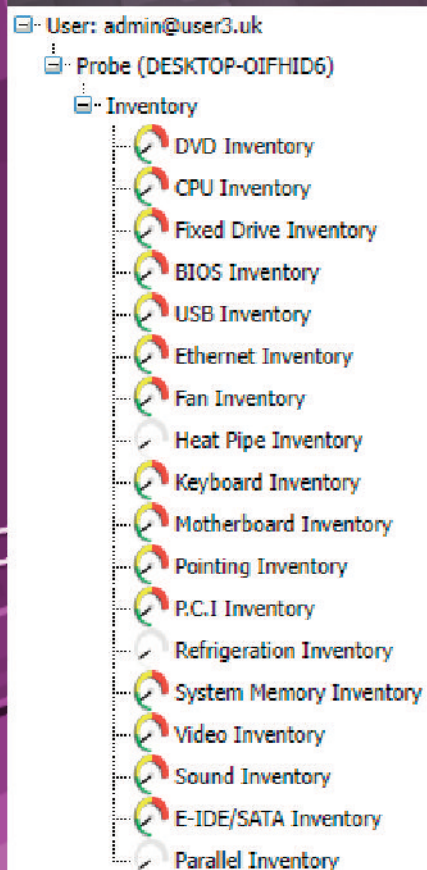
BIOS

CPU

Every time a probe scans the pc inventory data is retrieved for the purpose of pinpointing more accurately where changes have occurred.

To view channel data select the Inventory page.

From the probe directory view open the User hierarchical structure to list Probes on your network connected to the VIM cloud. Select the probe you wish to view.



Click on Inventory 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 Inventory are available for each channel.

Three properties messages will be shown these show the name of the item, a description of the item and the DeviceID

With VIM its possible to email a front line engineer a report on the channel item.
Click on the email icon.

Channel Properties:	Channel 0
Name	Enhanced (101- or 102-key)
Description	Standard PS/2 Keyboard
DeviceID	ACPI\PNP0303\4&B3042FD&0

The report shows details of the channels properties Inventory.
This report can than be emailed.

To:

Probe : DESKTOP-OIFHID6

Probe Sensor: Keyboard Inventory

Channel Properties:

Name: Enhanced (101- or 102-key)

Description: Standard PS/2 Keyboard

DeviceID: ACPI\PNP0303\4&B3042FD&0



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 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.

Reports

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

Visual Inventory Monitor

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