

Visual OS Monitor

User Guide

Syvir Technologies

www.syvir.com

Hard Disk

Syvir

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Visual OS Monitor

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Syvir Visual OS Monitor (VOSM) is a cloud based monitor of Windows operating systems. VOSM 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 VOSM.

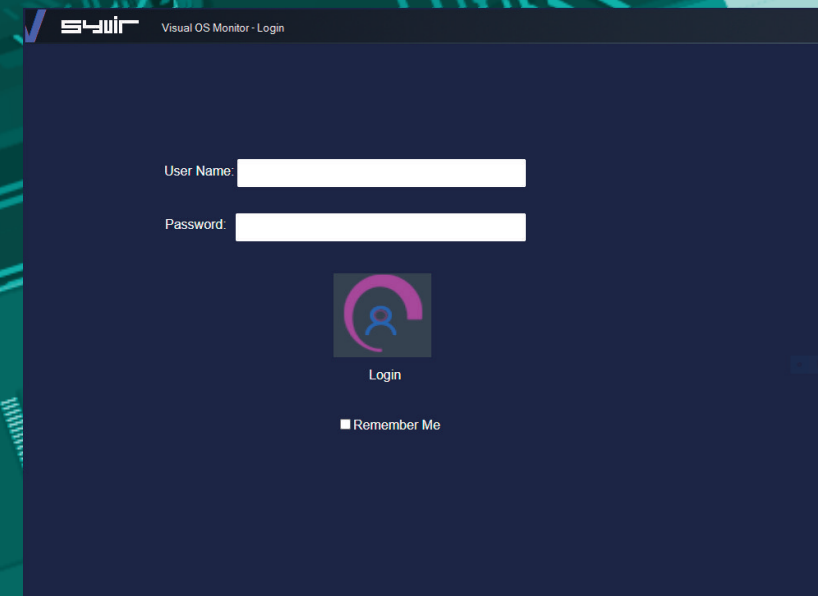
With your account you are assigned two usernames and passwords.

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 OS Monitor web interface please visit www.syvir-vosm.com


The site provides visual monitoring and reports of your monitored Windows operating systems. Enter your credentials and click Login, to log into Visual OS Monitor.

The image shows a screenshot of the Syvir Visual OS Monitor login interface. The page has a dark blue background. At the top left is the Syvir logo, and to its right is the text "Visual OS Monitor - Login". Below this, there are two white input fields: "User Name:" and "Password:". Under the password field is a purple circular icon containing a white user silhouette. Below the icon is the text "Login". At the bottom, there is a checkbox labeled "Remember Me".

Visual OS Monitor - Login

User Name:

Password:

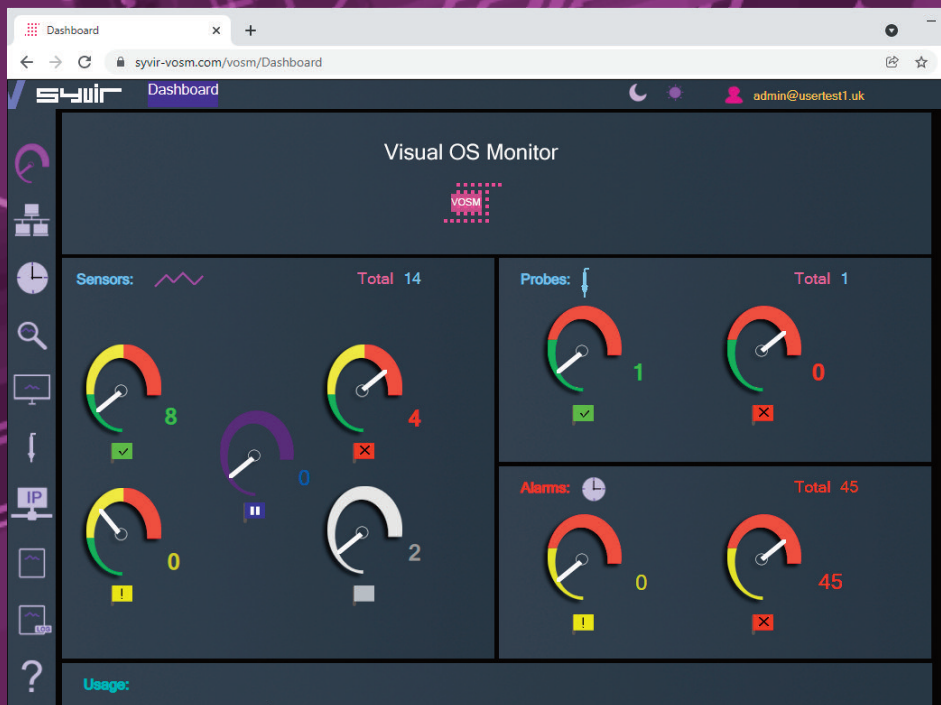
 Login

☐ Remember Me

This is your guide to monitoring your network PCs operating systems with Visual OS Monitor (VOSM), using our cloud based monitoring system.

To begin monitoring your network PCs OS you will need to download VOSM packages to install on your network computers.

We advise if you are trying out VOSM for the first time on your network to try the service on one machine so you can assess the capabilities of VOSM.



A probe running on each monitored PC OS connects to the VOSM Cloud server.

Diagnostic data is transferred to the cloud.

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

The structure of the VOSM cloud.

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 VOSM cloud.
Data is stored and rendered through active server pages.

Probe

A windows based service that connects to the VOSM cloud server.
Each monitored PC OS has its own Probe. This is designated by the computer name.
The hierarchical structure of VOSM 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 key OS parts like the registry, services etc. Sensors contain channels for multiple items i.e several services 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 Services sensor to a probe, the sensor checks each service and assigns it to a channel.

Properties

A channel uses just one property, the Status property.
VOSM displays the number of Status states for all the channels as a total. 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 using SOAP XML to the VOSM 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 OS Monitor service. This service is the probe for the machine. WMI services need to be running on each machine you wish to monitor with VOSM.

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 OS Monitor - Console
2. Once the Visual OS 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 VOSM cloud.
4. Select the chassis type of the pc.
5. Install Visual OS Monitor - probe

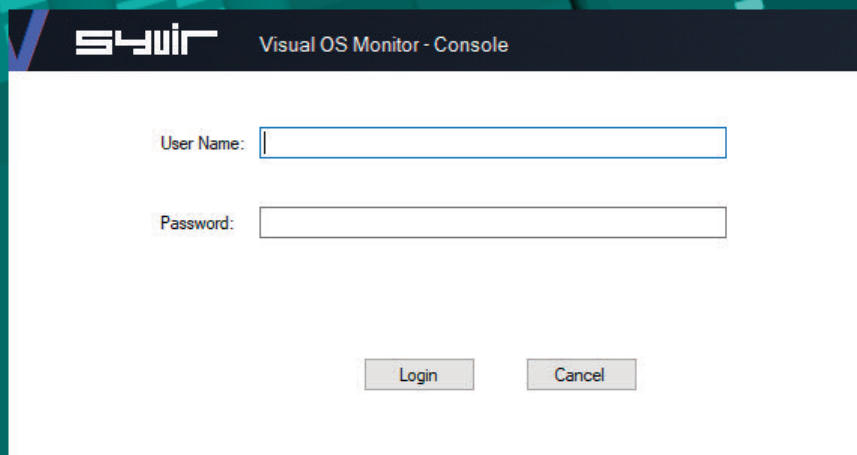
Once this is installed monitoring is now setup for this machine.

Repeat this process for each machine you wish to monitor.

Create local probe.

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

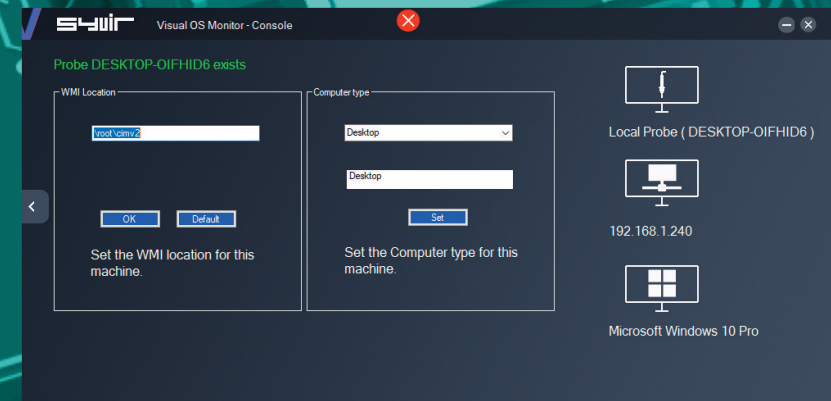


The screenshot shows the login interface of the Visual OS Monitor - Console. It features a dark header with the SYUIR logo and the text 'Visual OS Monitor - Console'. Below the header, there are two input fields: 'User Name:' and 'Password:'. At the bottom, there are two buttons: 'Login' and 'Cancel'.

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.



The screenshot shows the configuration interface of the Visual OS Monitor - Console. It features a dark header with the SYUIR logo and the text 'Visual OS Monitor - Console'. Below the header, there are two main sections: 'WMI Location' and 'Computer type'. The 'WMI Location' section has a text input field containing 'root\cimv2' and buttons for 'OK' and 'Default'. The 'Computer type' section has a dropdown menu set to 'Desktop' and a 'Set' button. To the right of these sections, there is a summary area showing 'Local Probe (DESKTOP-OIFHID6)' with an IP address '192.168.1.240' and the operating system 'Microsoft Windows 10 Pro'.

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 vosm 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 VOSM cloud. The administrator account has sole access to the control panel.

View the current status of the Visual OS Monitor cloud.



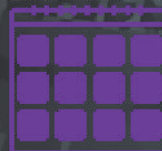
Here we provide details of any service issues with the VOSM cloud.

Raise a support ticket.



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



VOSM uses Roles and user credentials to determine the access that user accounts have to the VOSM 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 diagnostic data to the vosm 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 Diagnostics



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

Download and install software



Install instructions for using Visual OS Monitor software.

Timezone



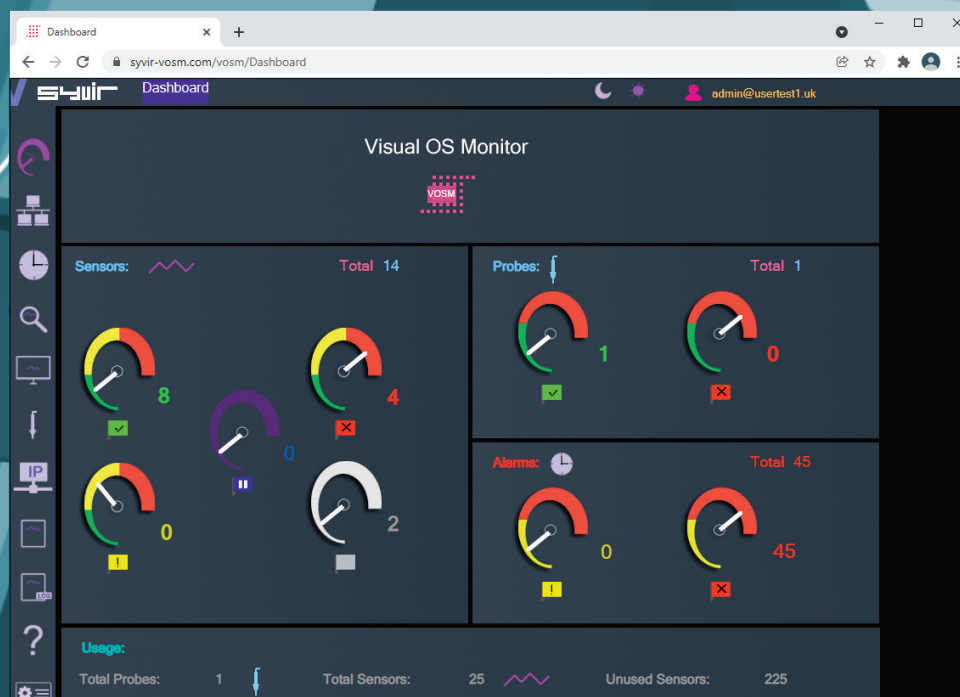
Set the timezone for where you live.

Terms of Service



View the Visual OS Monitor Terms of Service.

We recommend Google Chrome and Microsoft Edge browsers. Visual OS Monitors web interface is accessed through www.syvir-vosm.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. VOSM 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 VOSM will not be able to retrieve WMI data for a given sensor. Sometimes WMI data is not available for os diagnostics. 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 service is not in existence, just there is no complete WMI data available.

BIOS

A windows based service that connects to the VOSM cloud server.
Each monitored PC has its own Probe. This is designated by the computer name.
The hierarchical structure of VOSM 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 VOSM 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 VOSM 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 the OS. Sensors are deployed to monitor OS Channels, such as services and the registry. Sensors contain channels for multiple items i.e. several services 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.

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



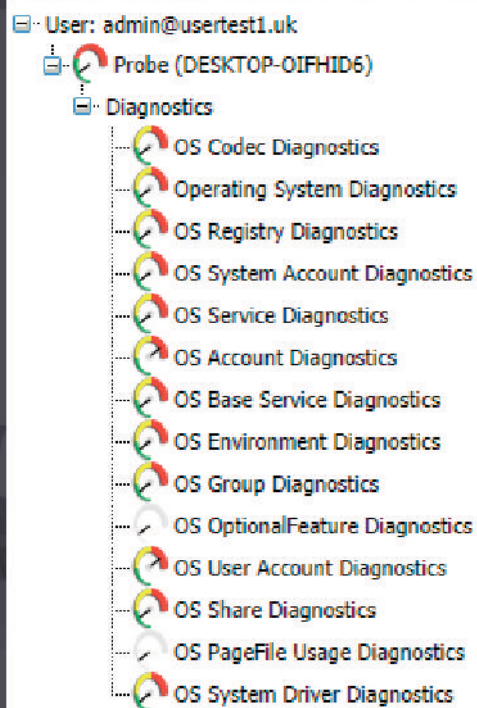
The sensor has been set to pause so no diagnostic data is collected.

NOT DETECTED



On deployment the OS item has not been detected. This could be for a number of reasons. i.e. the no data is returned through WMI. Other reasons for not detected status. 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 item 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 vosm 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.
Fifteen probe sensors are available.

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 VOSM 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.



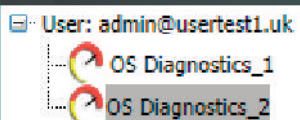
DOWN



WARNING

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

View the current alarms.



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

Alarms are listed under each probe.

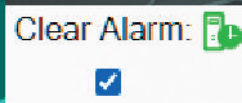
Alarm

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



Select clear alarm and then the



update icon. This clears the alarm.

Alarm Diagnostics.

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Alarm diagnostics
Click on the Diagnostics tab.

User: admin@usertest1.uk
OS Diagnostics_1

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 property data for the particular OS item.

Status:

OK:	Error:	Degraded:	Unknown:	Predict Fail:	Starting:
					
44	0	4	0	0	0
Stopping:	Service:	Stressed:	Non Recover:	No Contact:	Lost Comm:
					
0	0	0	0	0	0

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To: techsupport@syvir.com

```
Probe : DESKTOP-0IFHID6
Probe Sensor: OS Codec Diagnostics
Channels: 10
UP: 10
WARNING: 0
DOWN: 0
Status
```

The report shows any problems found with the channels properties diagnostics.
This report can then be emailed.

Each channel has the Status property.

Status

Returns the status on the selected component.

Cooling

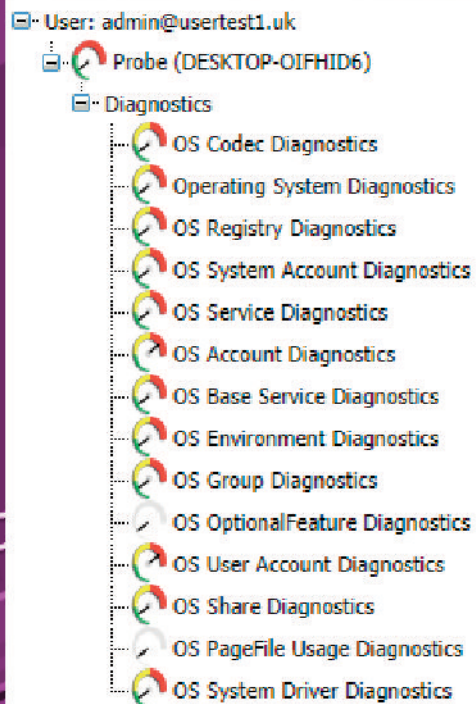
BIOS

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 VOSM 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 property data for the particular OS item.

Status:

OK:	Error:	Degraded:	Unknown:	Predict Fail:	Starting:
44	0	4	0	0	0
Stopping:	Service:	Stressed:	Non Recover:	No Contact:	Lost Comm:
0	0	0	0	0	0

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"
With Status property there are various different states that this is set to. View the Status table of where specific properties are set to. With VOSM the totals of property statuses are grouped together to give an integer value.
Certain Status properties will trigger a warning or down in a sensor. Once a property is set to down or warning an alarm will be generated. When an additional channel property that generates a warning or down is found in a scan, an alarm is generated again for that channel property.
These will give you guidance to there being a problem with the sensor that you can investigate locally on the pc to see which service, account etc is at fault.
A support engineer will require details of any problems found.

Status:

OK:	Error:	Degraded:	Unknown:	Predict Fail:	Starting:
					
44	0	4	0	0	0
Stopping:	Service:	Stressed:	Non Recover:	No Contact:	Lost Comm:
					
0	0	0	0	0	0

Reporting diagnostic problems.

With VOSM 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@syvir.com

Probe : DESKTOP-OIFHID6

Probe Sensor: OS Codec Diagnostics

Channels: 10

UP: 10

WARNING: 0

DOWN: 0

Status



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 vosm 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.

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

SYAIR Log

Logged in as: admin@usertest1.uk

7 Days

Name	Probe	Date	Status	Message	Code
Probe	DESKTOP-OIFHID6	10/24/2021 12:51:34 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 1:51:34 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 2:51:35 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 3:51:35 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 4:51:37 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 5:51:36 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 6:51:37 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 7:51:38 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 8:51:38 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 9:51:38 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 10:51:41 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/24/2021 11:51:40 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/25/2021 10:46:40 AM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/25/2021 11:46:43 AM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/25/2021 12:46:45 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/25/2021 1:59:24 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/25/2021 2:59:25 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/25/2021 3:59:24 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/25/2021 4:59:24 PM	UP	Probe: OS Diagnostics scan started	p.DScan
Probe	DESKTOP-OIFHID6	10/25/2021 5:59:28 PM	UP	Probe: OS Diagnostics scan started	p.DScan

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SYAIR Reports

Logged in as: admin@usertest1.uk

Sensor ID	Probe	Sensor Name	Sensor Status
702	DESKTOP-OIFHID6	OS Base Service Diagnostics	UP
702	DESKTOP-HBA9GC2	OS Base Service Diagnostics	UP
702	customer-PC	OS Base Service Diagnostics	UP
703	customer-PC	OS Codec Diagnostics	UP
703	DESKTOP-HBA9GC2	OS Codec Diagnostics	UP
703	DESKTOP-OIFHID6	OS Codec Diagnostics	UP
704	DESKTOP-OIFHID6	OS Environment Diagnostics	UP
704	DESKTOP-HBA9GC2	OS Environment Diagnostics	UP
704	customer-PC	OS Environment Diagnostics	UP
705	customer-PC	OS Group Diagnostics	UP
705	DESKTOP-HBA9GC2	OS Group Diagnostics	UP
705	DESKTOP-OIFHID6	OS Group Diagnostics	UP
706	DESKTOP-OIFHID6	Operating System Diagnostics	UP
706	DESKTOP-HBA9GC2	Operating System Diagnostics	UP
706	customer-PC	Operating System Diagnostics	UP
709	customer-PC	OS Registry Diagnostics	UP
709	DESKTOP-HBA9GC2	OS Registry Diagnostics	UP
709	DESKTOP-OIFHID6	OS Registry Diagnostics	UP
710	DESKTOP-HBA9GC2	OS Service Diagnostics	UP
710	customer-PC	OS Service Diagnostics	UP

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