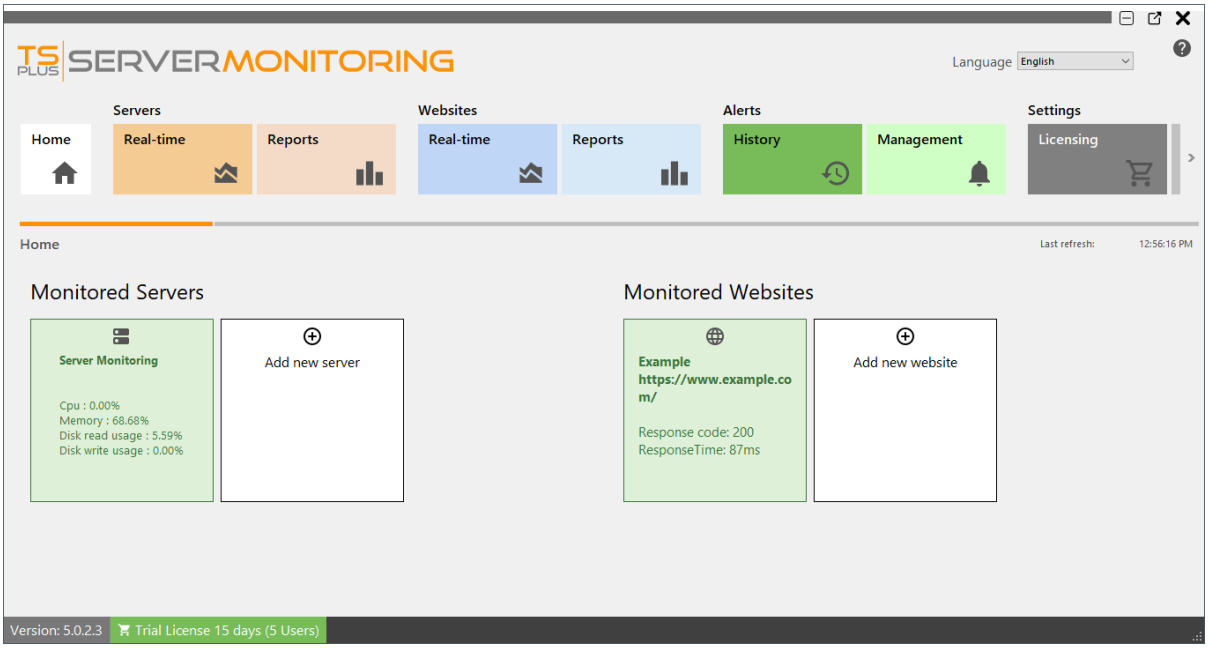
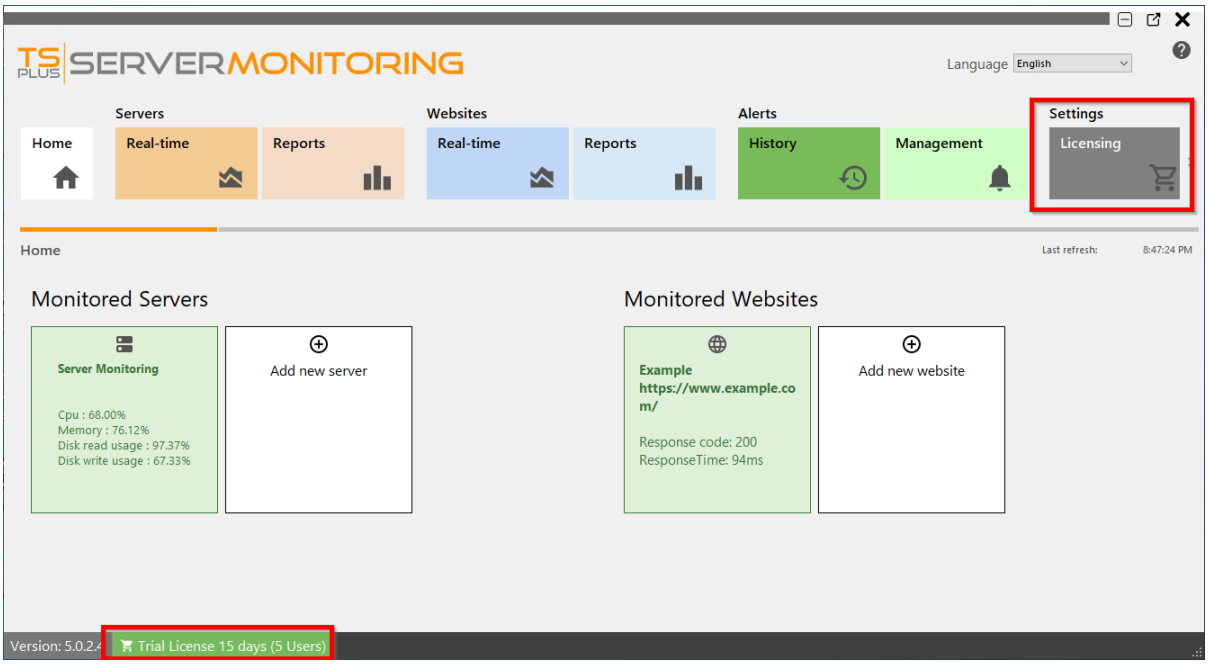
Activating your license

Server Monitoring includes a License Administration Dashboard.

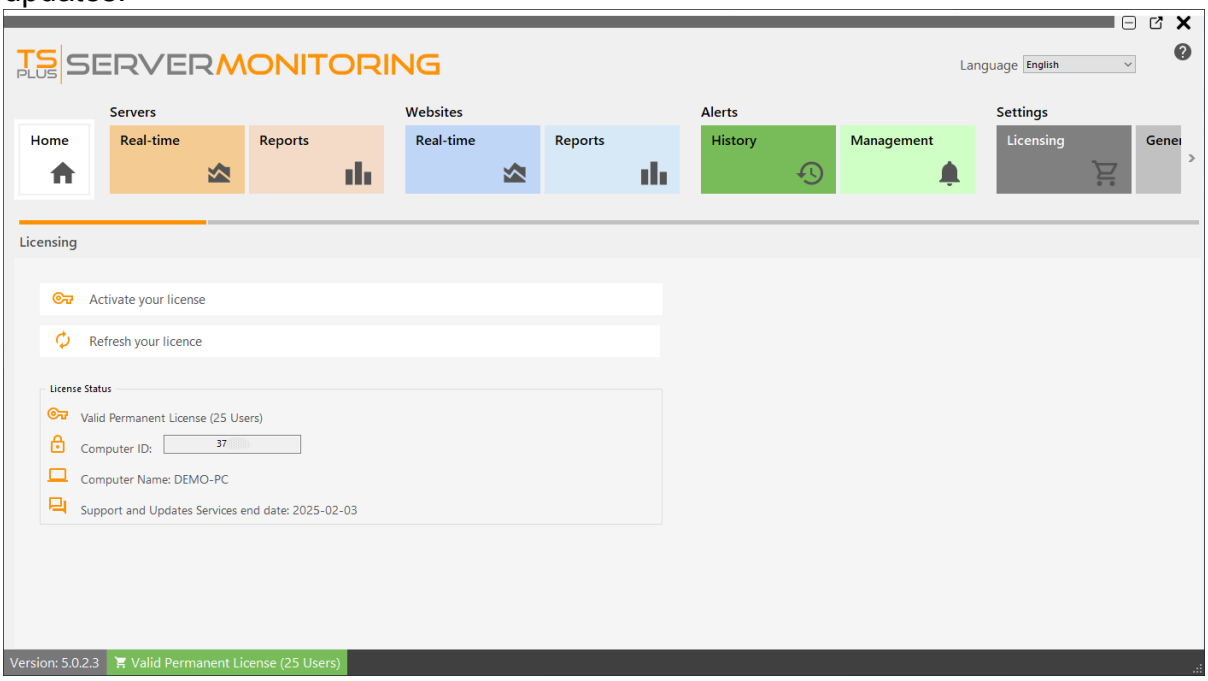
On the Home screen, you can see the status of your License in the status bar at the bottom. For example, a trial License as seen below:



To see your License status and information, with your Computer ID and Computer Name, please click on the License button, or the license status in the status bar :



This screen shows you details about your license and offers you options for activation and updates:

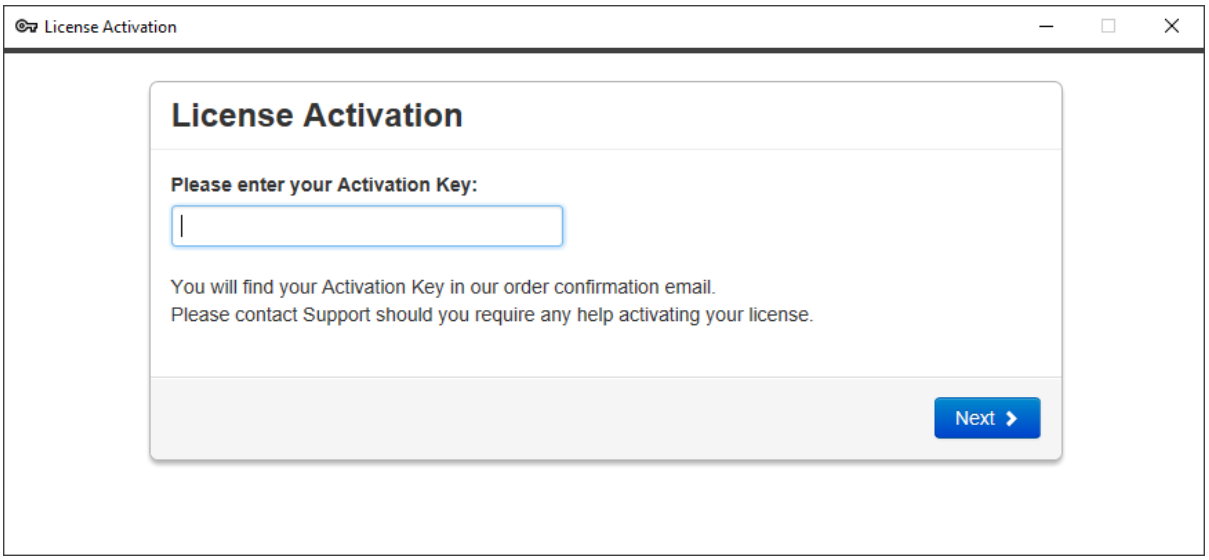


Click on the “Activate License” button then click on the “Administration” > “License” menu.

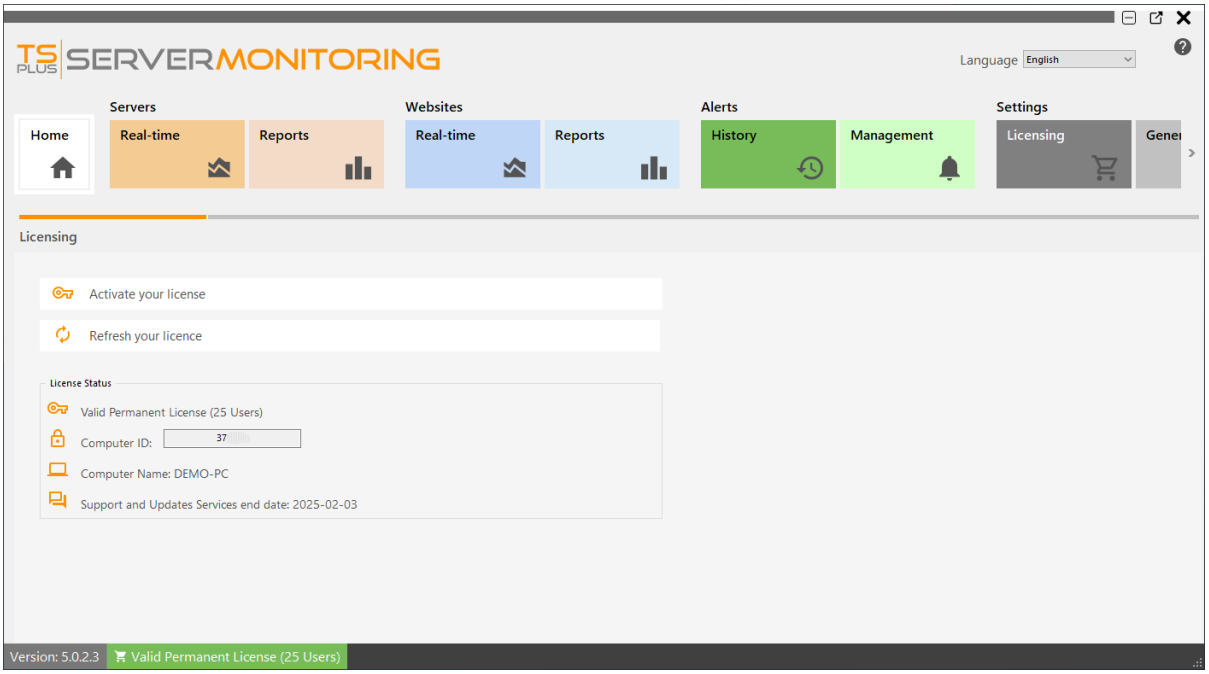
In order to get your Activation Key, connect to our Licensing Portal, enter your Email Address and your Order Number:

Download the Customer Portal User Guide for more information about how to use it.

You will be able to see and copy your activation key. Click on the “Activate your License” button and enter it:



You can see the new status of your License by going back to your license details:



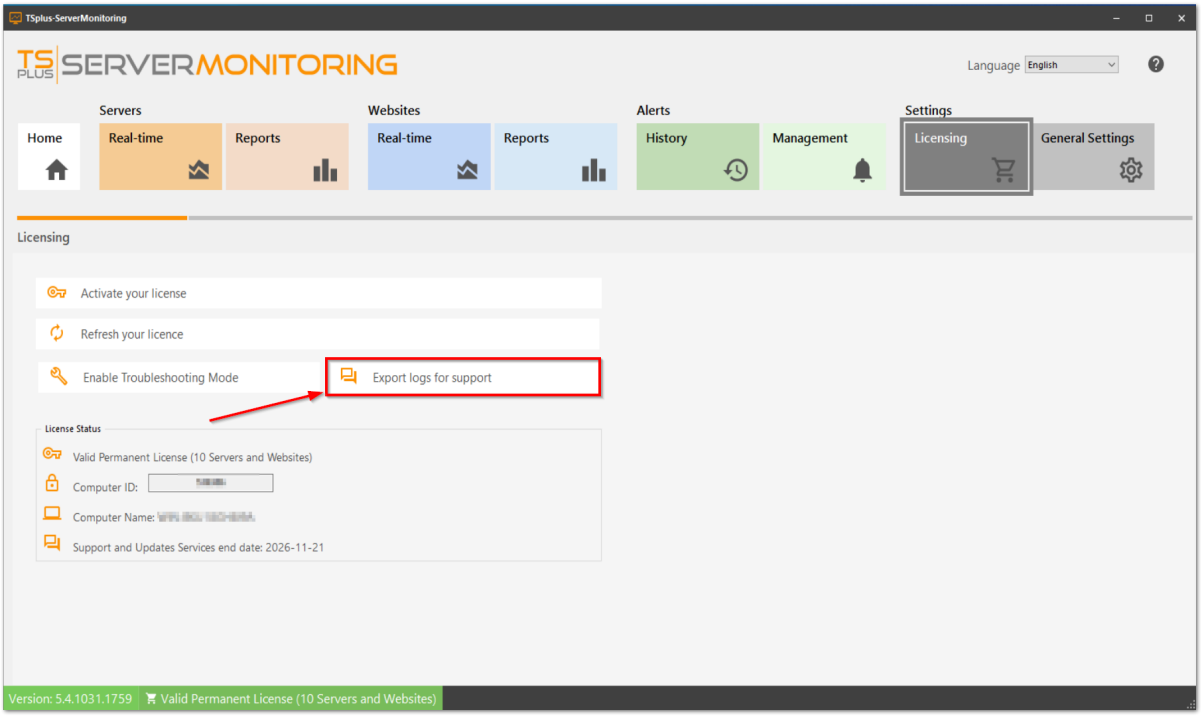
Refresh your License Data by clicking on ‘Refresh your license’ - this will synchronize information with our Licensing Portal.

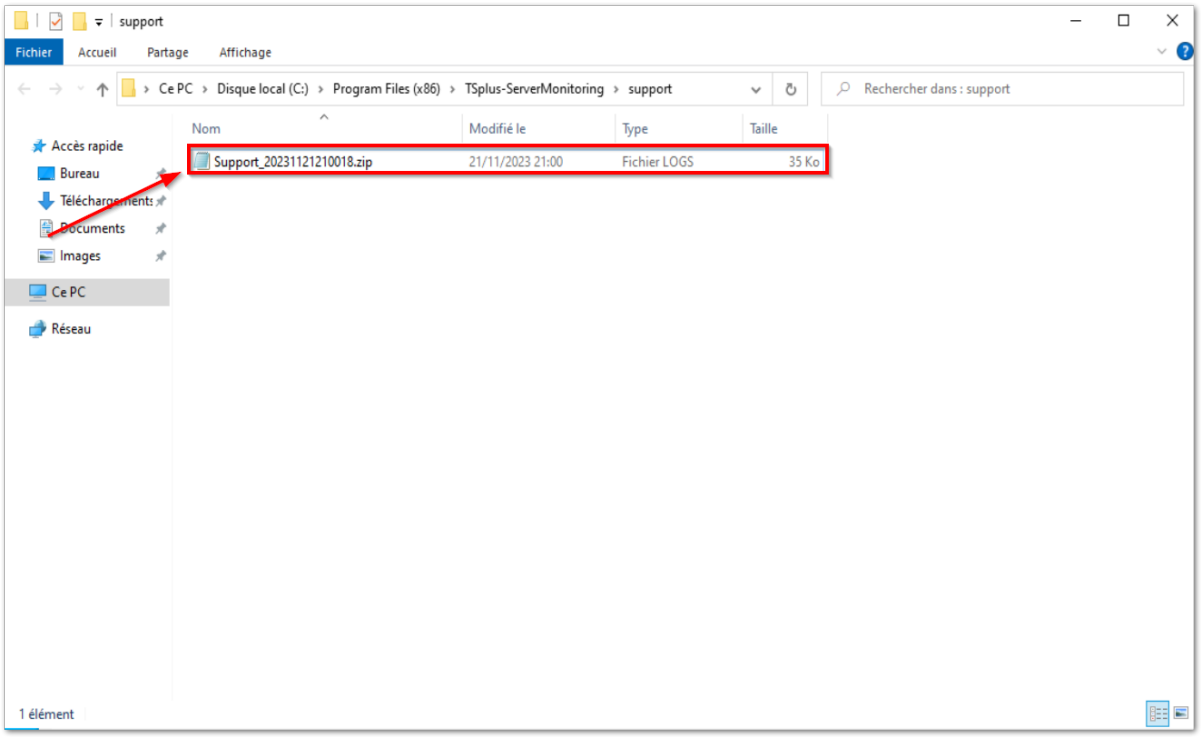
Thank you for choosing Server Monitoring!

Export logs for support:

Export logs for help from support.

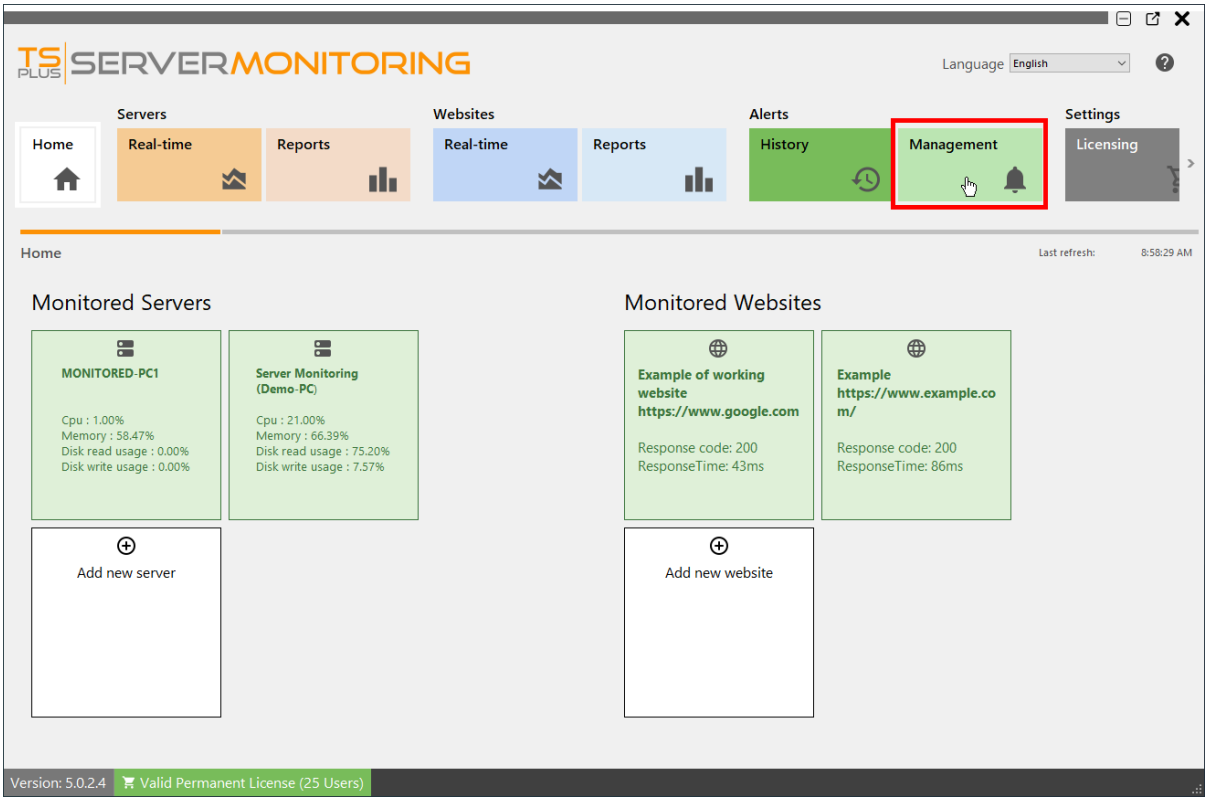
1. Enable troubleshooting
2. Reproduce the problem
3. Export logs for help


TSplus-ServerMonitoring
SERVERMONITORING
Language
English
Servers
Home
Real-time
Reports
Websites
Real-time
Reports
Alerts
History
Management
Settings
Licensing
General Settings
Licensing
Activate your license
Refresh your licence
Enable Troubleshooting Mode
Export logs for support
License Status
Valid Permanent License (10 Servers and Websites)
Computer ID:
Computer Name:
Support and Updates Services end date: 2026-11-21
Version: 5.4.1031.1759
Valid Permanent License (10 Servers and Websites)

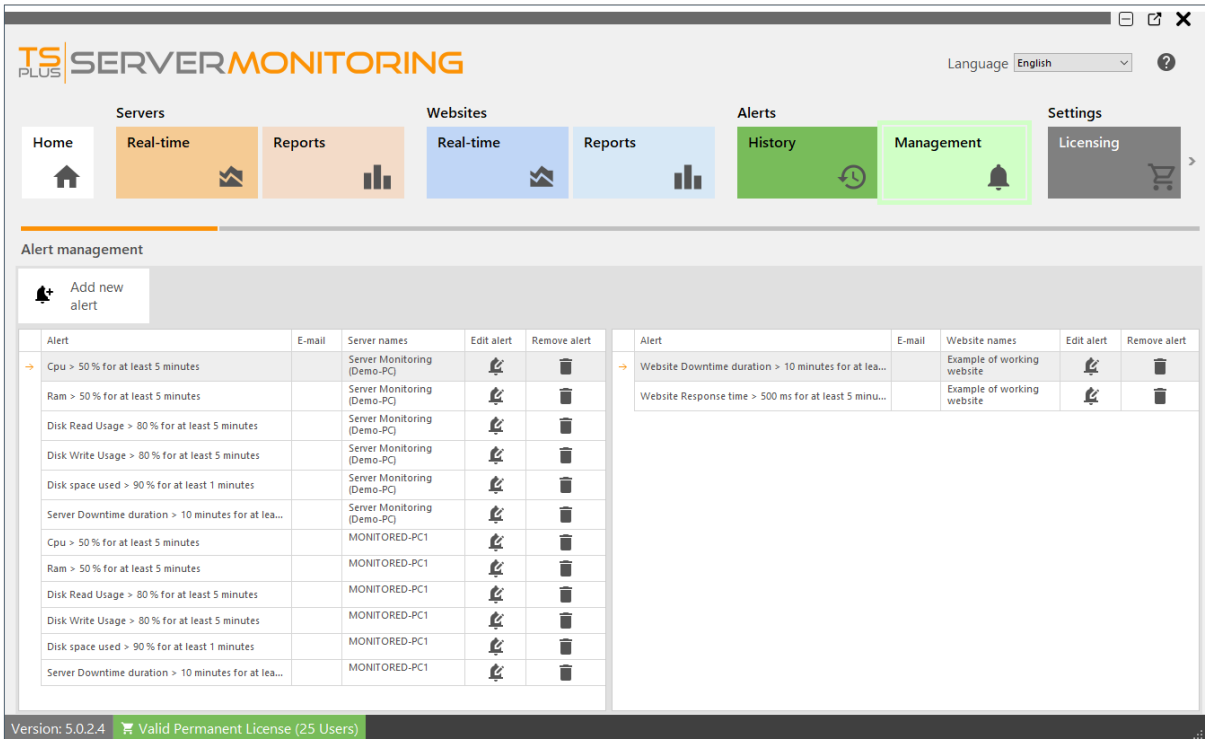

support
Fichier
Accueil
Partage
Affichage
Ce PC
Disque local (C:)
Program Files (x86)
TSplus-ServerMonitoring
support
Rechercher dans : support
Accès rapide
Bureau
Téléchargements
Documents
Images
Ce PC
Réseau
Nom
Modifié le
Type
Taille
Support_20231121210018.zip
21/11/2023 21:00
Fichier LOGS
35 Ko
1 élément

Alerts Management

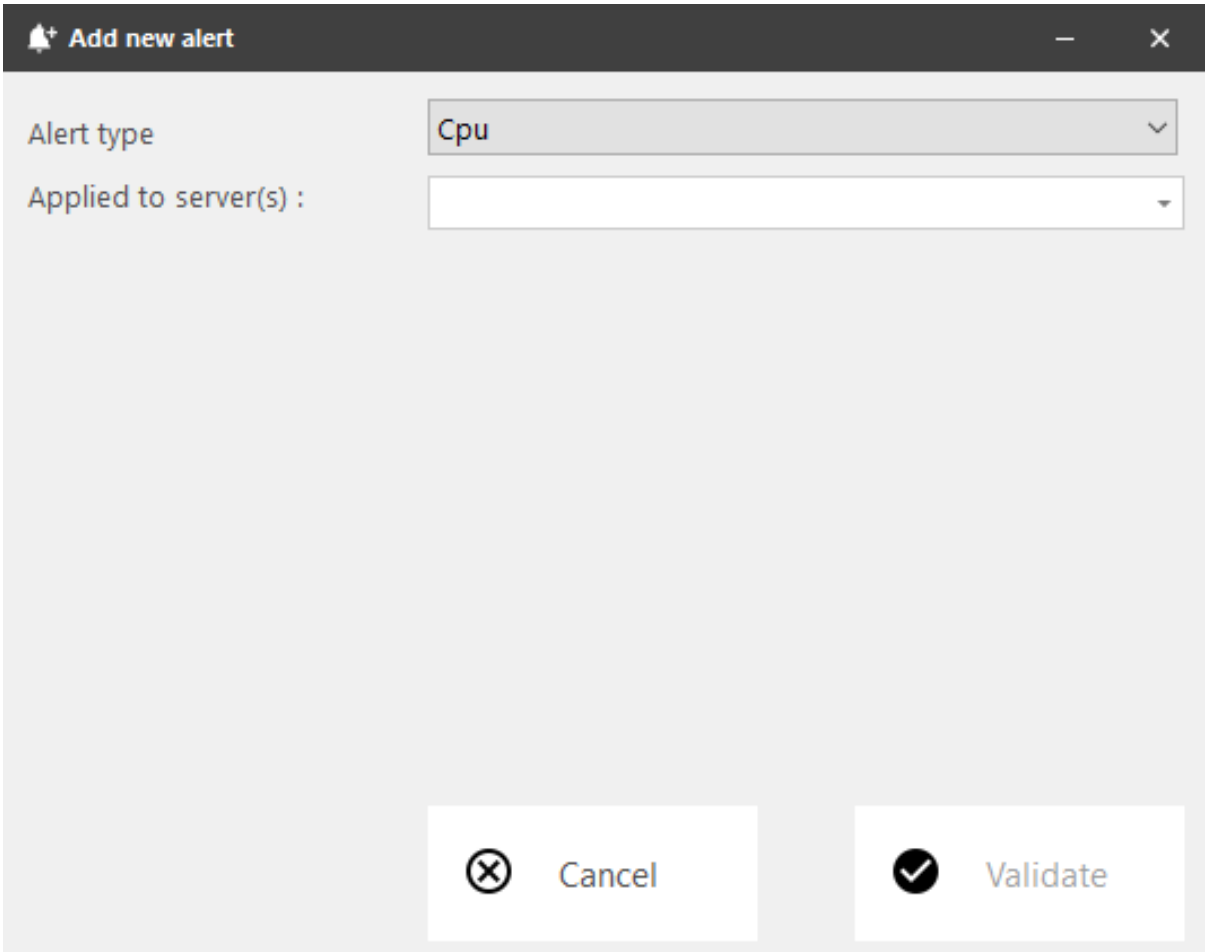
You can access Alerts Management by clicking on the **Management** tile of **Alerts** section on the home page:



When you install an agent on a server to monitor, Server Monitoring will automatically create basic alerts for the server. Creating a new website will also create alerts for the website.



Using the “Add new Alert” button, you can add alerts on your Server Monitoring system.



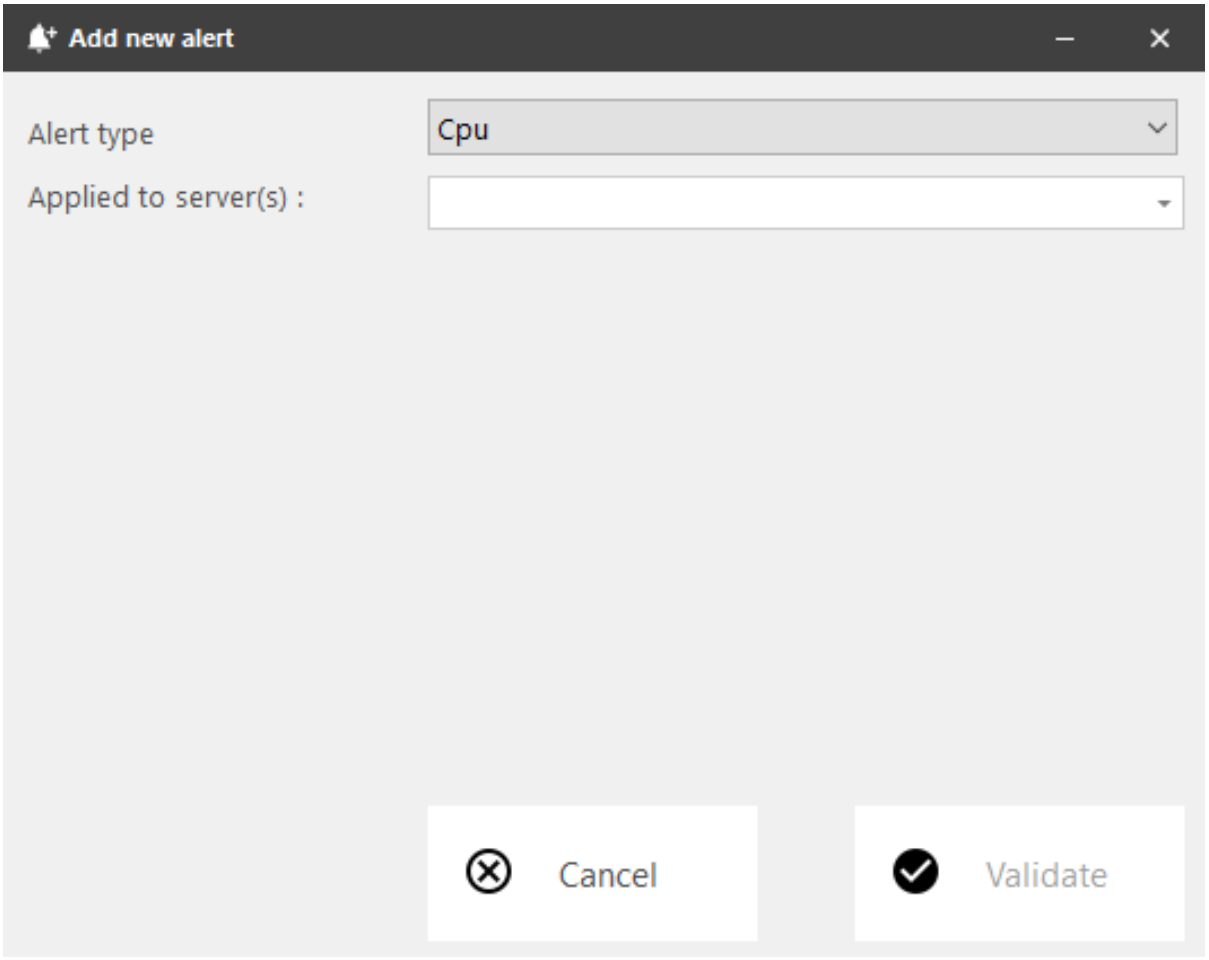
For **servers**, alerts can be set for:

- Processor
- Memory

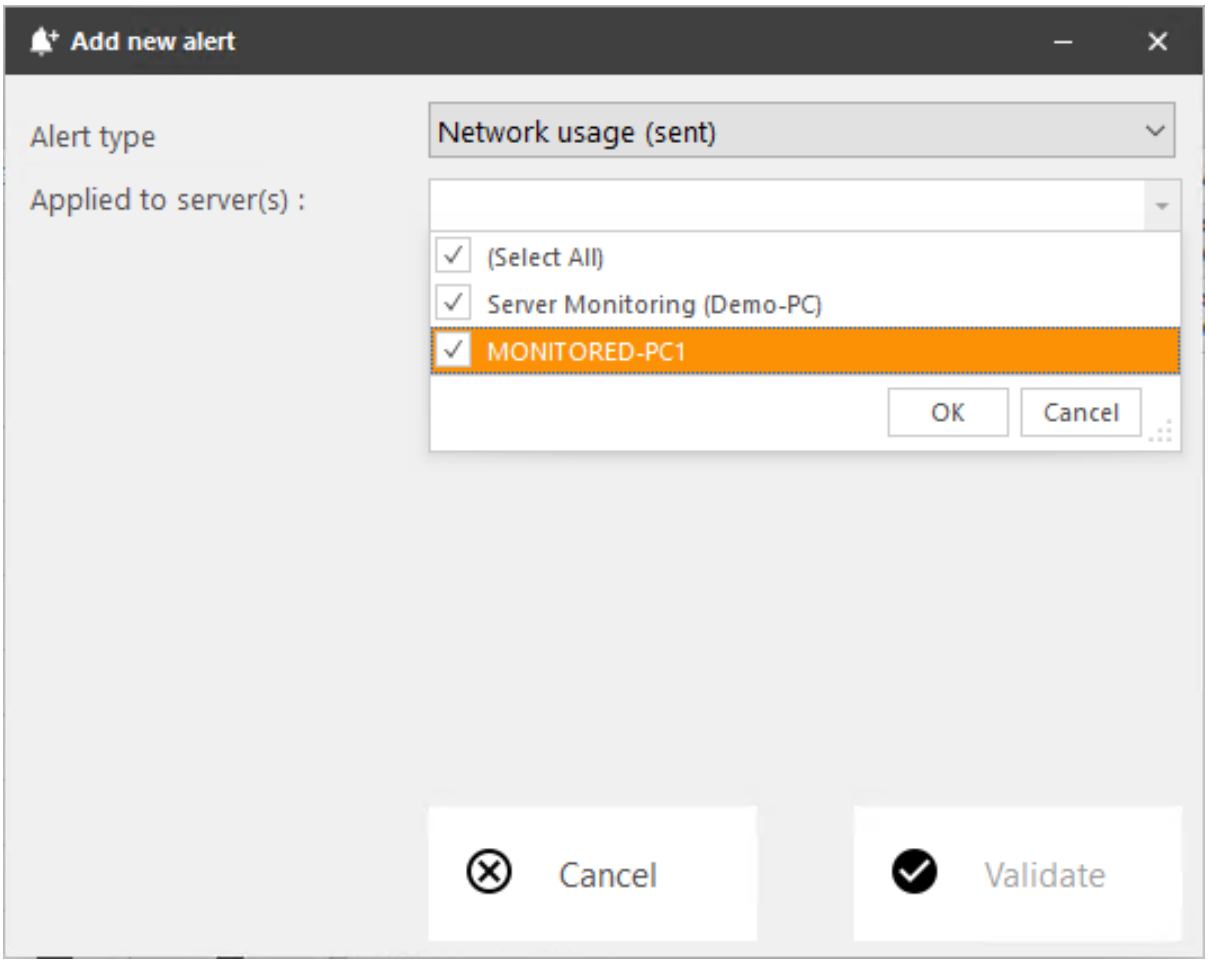
- Disk read/write usage
- Network usage (bytes sent/received)
- Disk used space
- Active Users
- Downtime Duration

For **websites**, alerts can be set for Response Time or Downtime Duration.

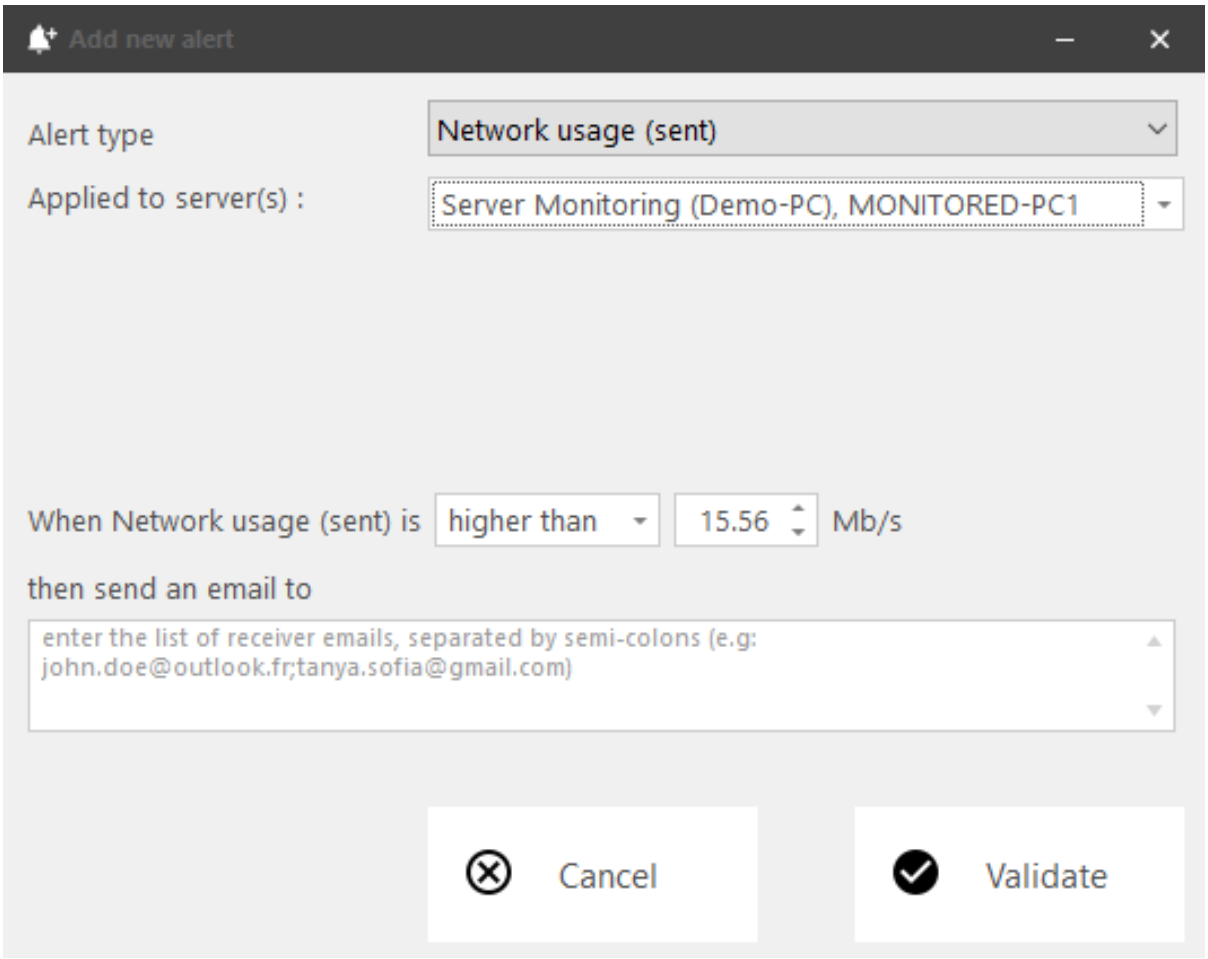
Please select the type of alert you want to create, and the server(s) or website(s) you want to monitor.



Then you can set the alert’s parameters :



You can customize the settings with your own values:



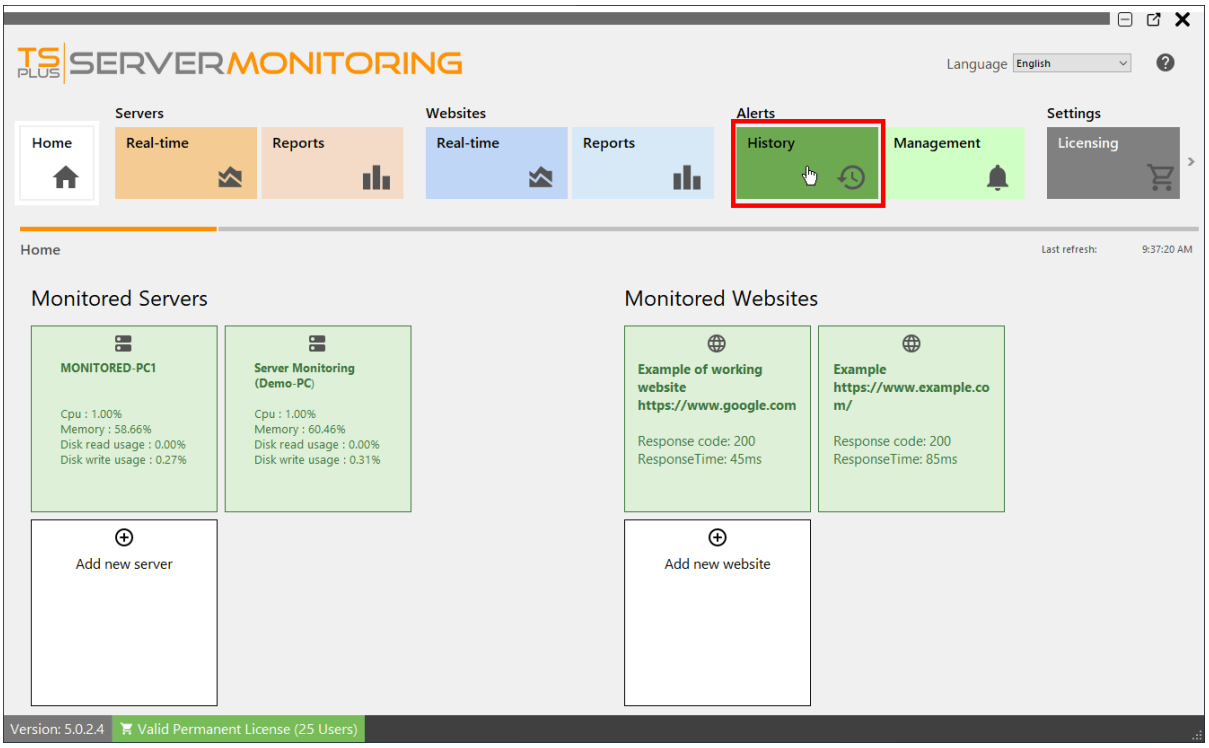
You can add multiple adresses for alerts to be sent to. If this field is left empty, alerts will still be visible in the alert history of Server Monitoring.

You can also edit or delete an alert, by clicking on the **Edit** or **Remove** buttons.

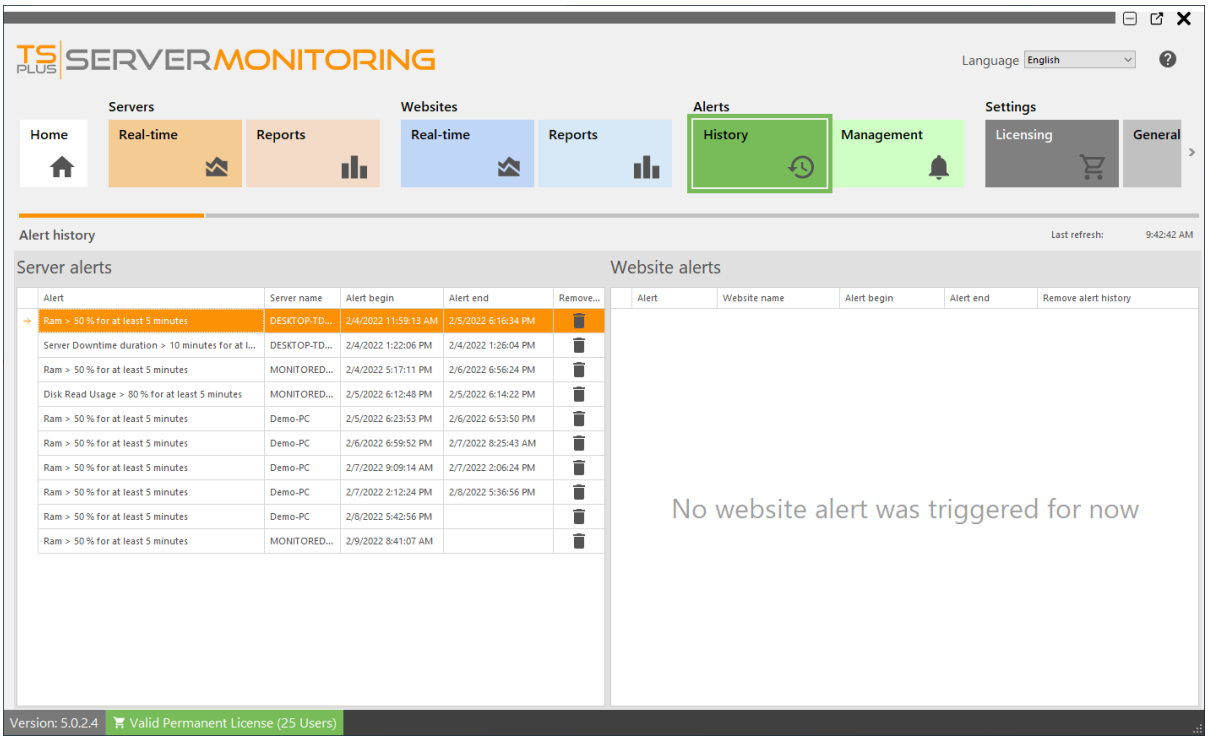
Notifications

Once you have configured an alert on your server or website, Server Monitoring will closely monitor the chosen metric and send you an email as soon as the targeted threshold is reached or exceeded. Server Monitoring will also send you an email when that metric is back to normal.

You can check historic alerts by clicking on the **History** tile of **Alerts** section on the home page.



You will see a list of alerts triggered, with the title of the alert, the server or website monitored, the beginning of the alert, and its end (if empty, the alert is still triggered).



You can delete one or more lines of history by clicking on the **Remove** button.

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How is data saved and can I access it from my own applications?

In Server Monitoring, all your data is saved in an open format. We use a SQL Server database to store both global and servers and websites specific data.

If you have a tool installed that can read SQL Server database files (e.g. SQL Server Management Studio, SQL Server Management Studio Express, etc), you can access the data from there.

Even if you can access these files both in read and write mode, we recommend that you always use read-only access mode, in order to avoid any conflict between Server Monitoring and your own applications.

Do not hesitate to contact us if you want to know more on developing your own applications using Server Monitoring data.

Error

This page does not exists.

Return to the home page

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- Managing Servers
- Managing Websites
- Administration Settings

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- Website report features
- Availability report
- Response codes report
- Response time report

Server Reporting Features

- Server real-time features
- Server report features
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- Performances report
- Network usage report
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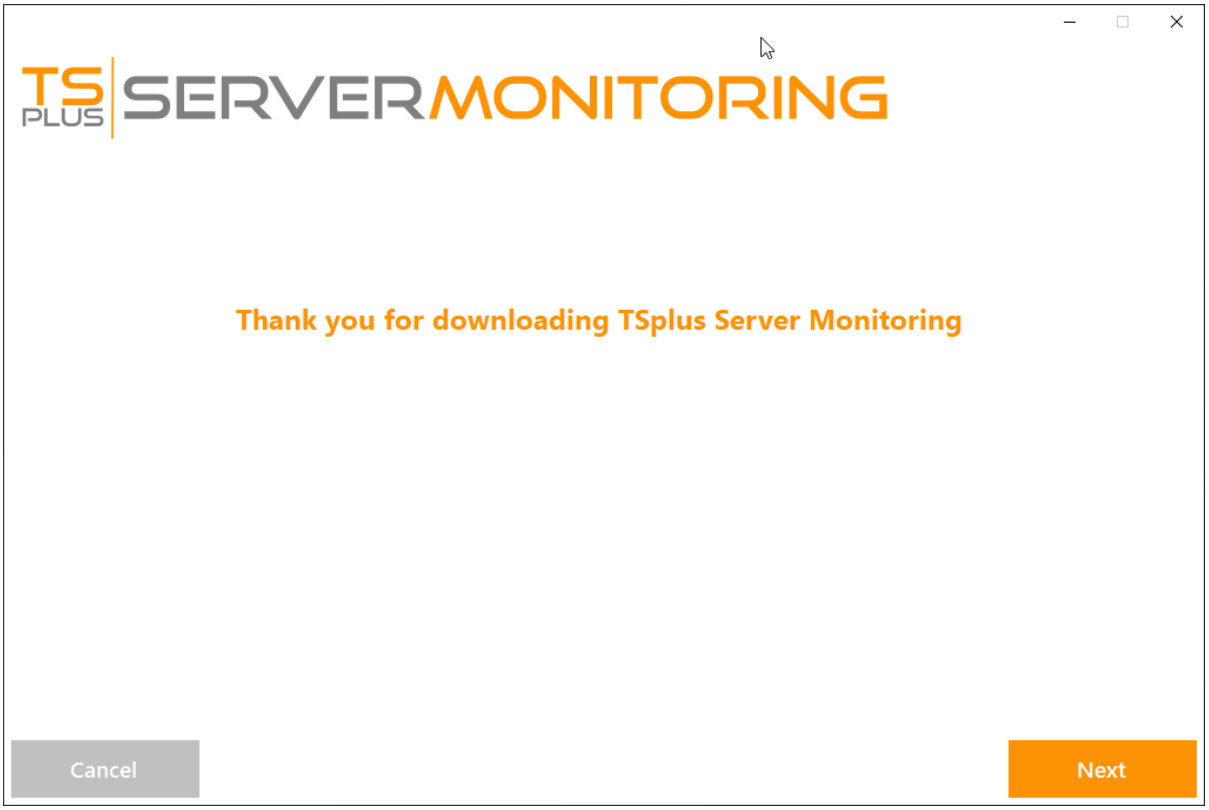
Frequently Asked Questions

- How is data saved and can I access it from my own applications?
- Server Monitoring CPU consumption is above expected. What can I do?

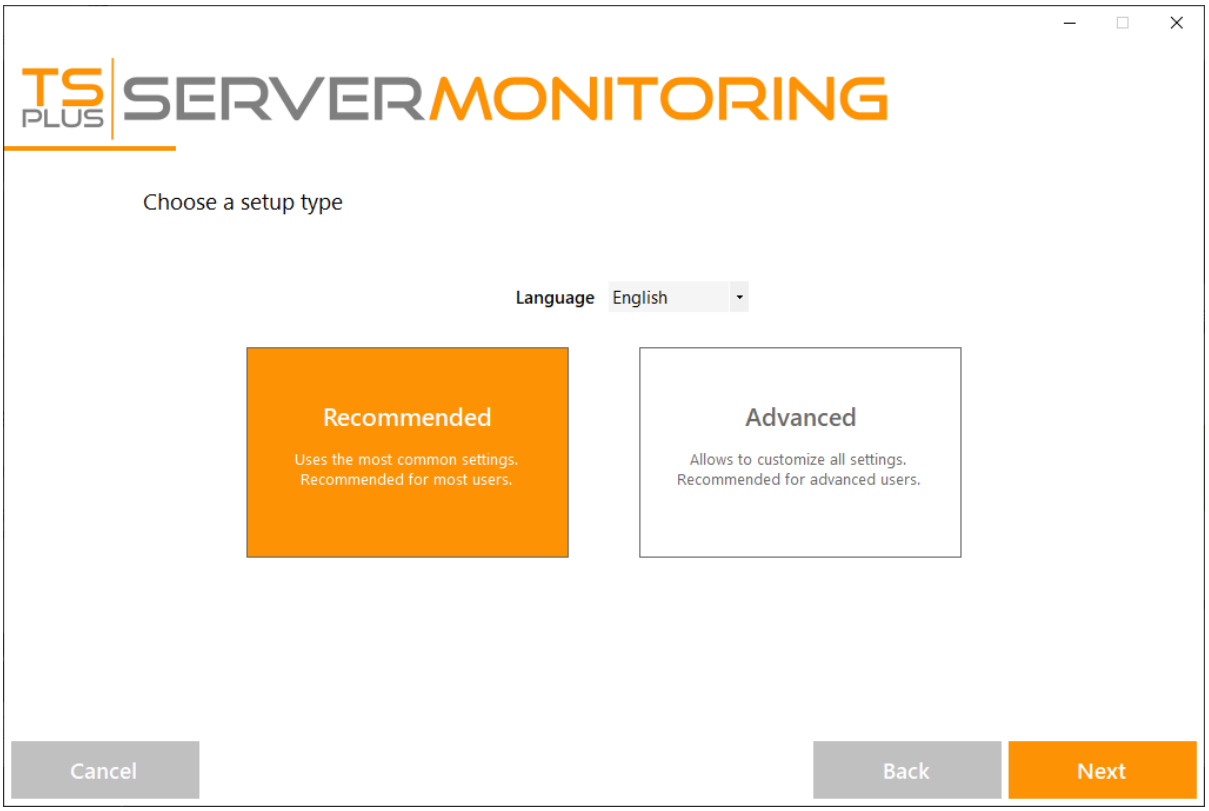
Installation

Run the Server Monitoring Setup program and then **follow the installation steps**.

Note: Windows will prompt you to run the setup as Administrator.

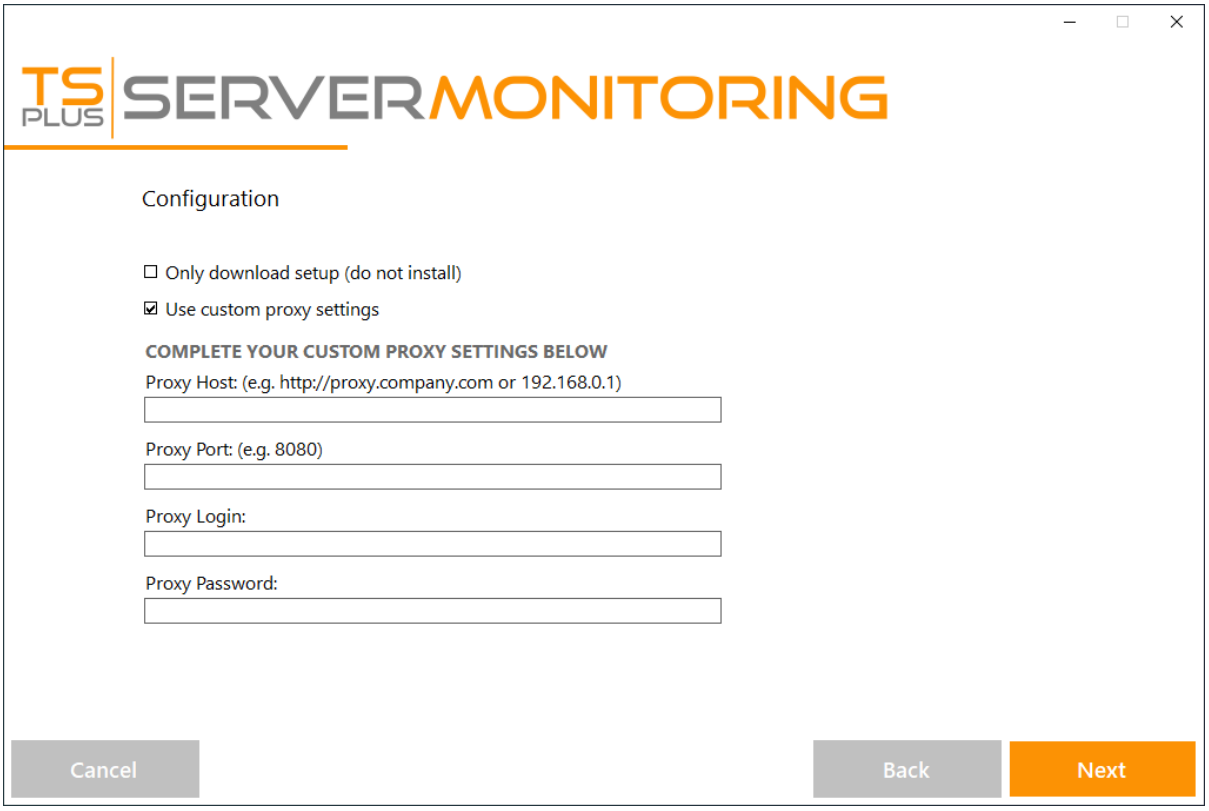


Click on “Next”.



Choose if you want the recommended install, or the advanced install.

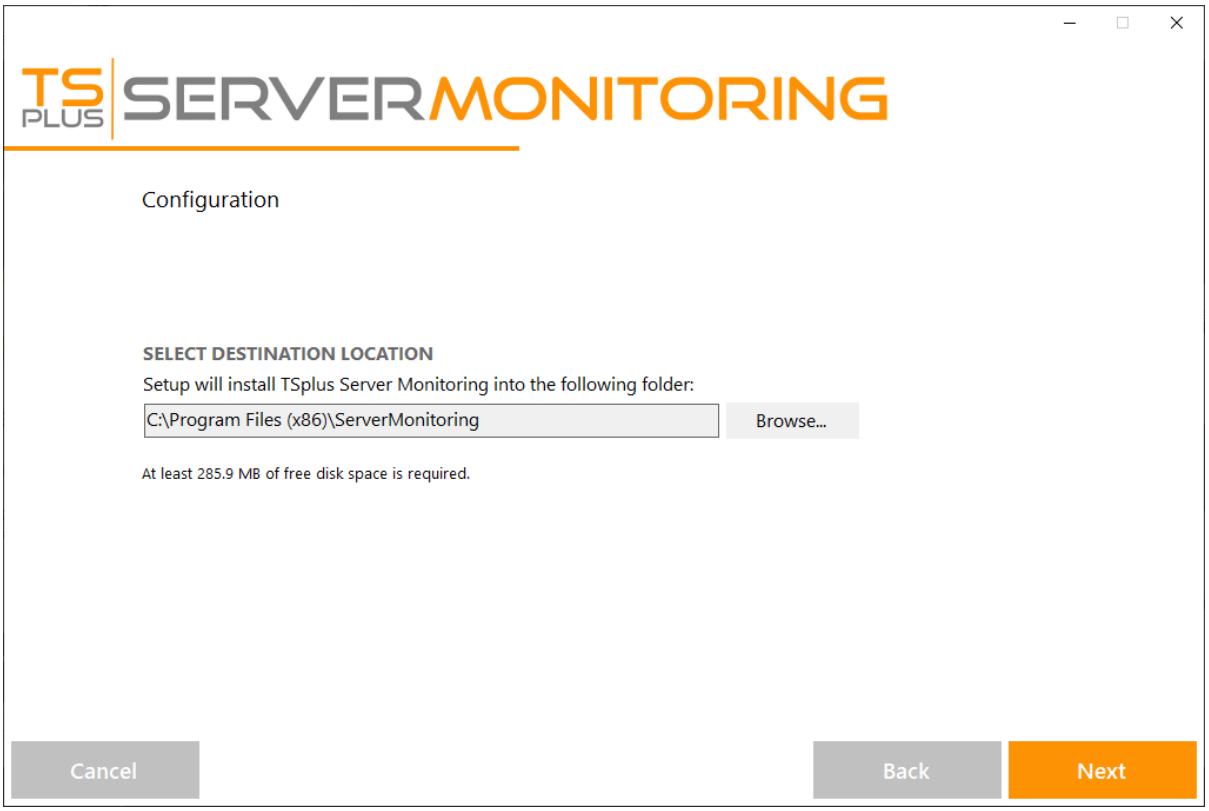
If you choose the advanced install, you will have a few extra configuration options:



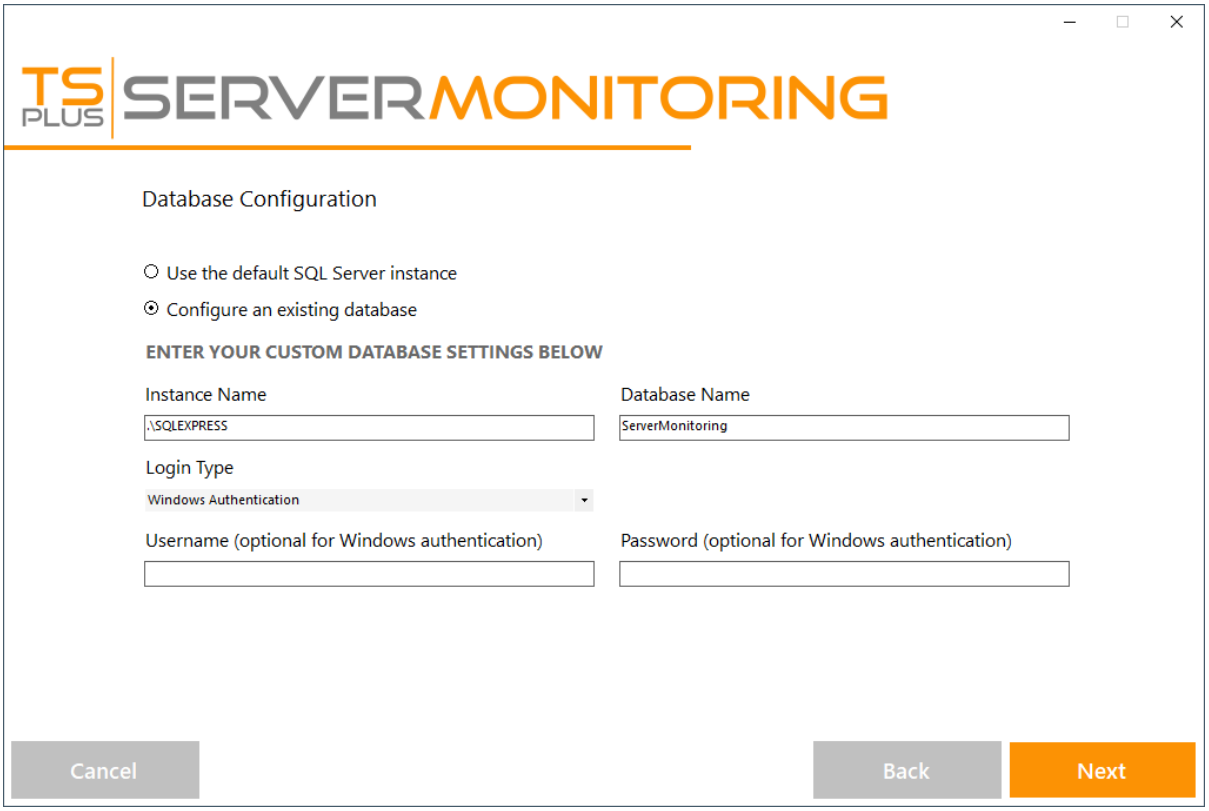
The Advanced option allows you to:

- Use custom proxy settings.

- Download the installer without running it, which does not install Server Monitoring.



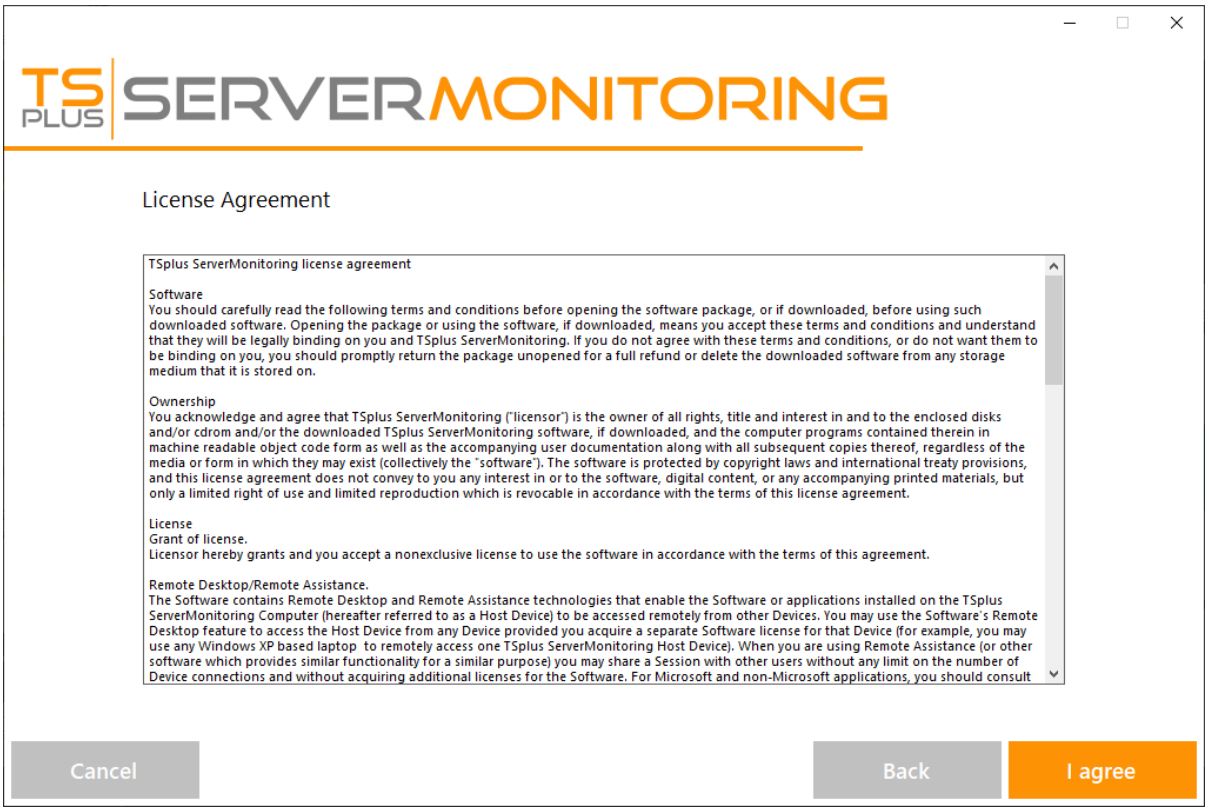
You can choose to install Server Monitoring in a custom location.



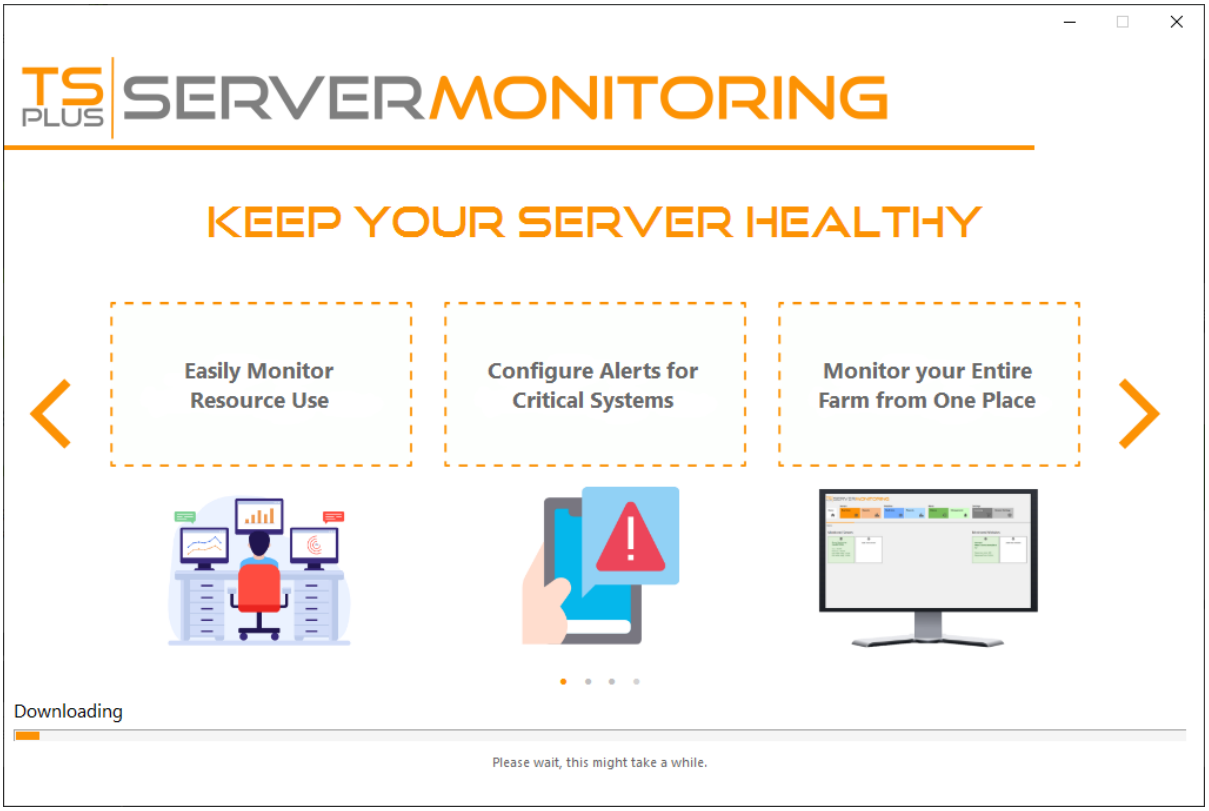
Server Monitoring uses a SQL Server database to store all the data coming from your monitored

servers.

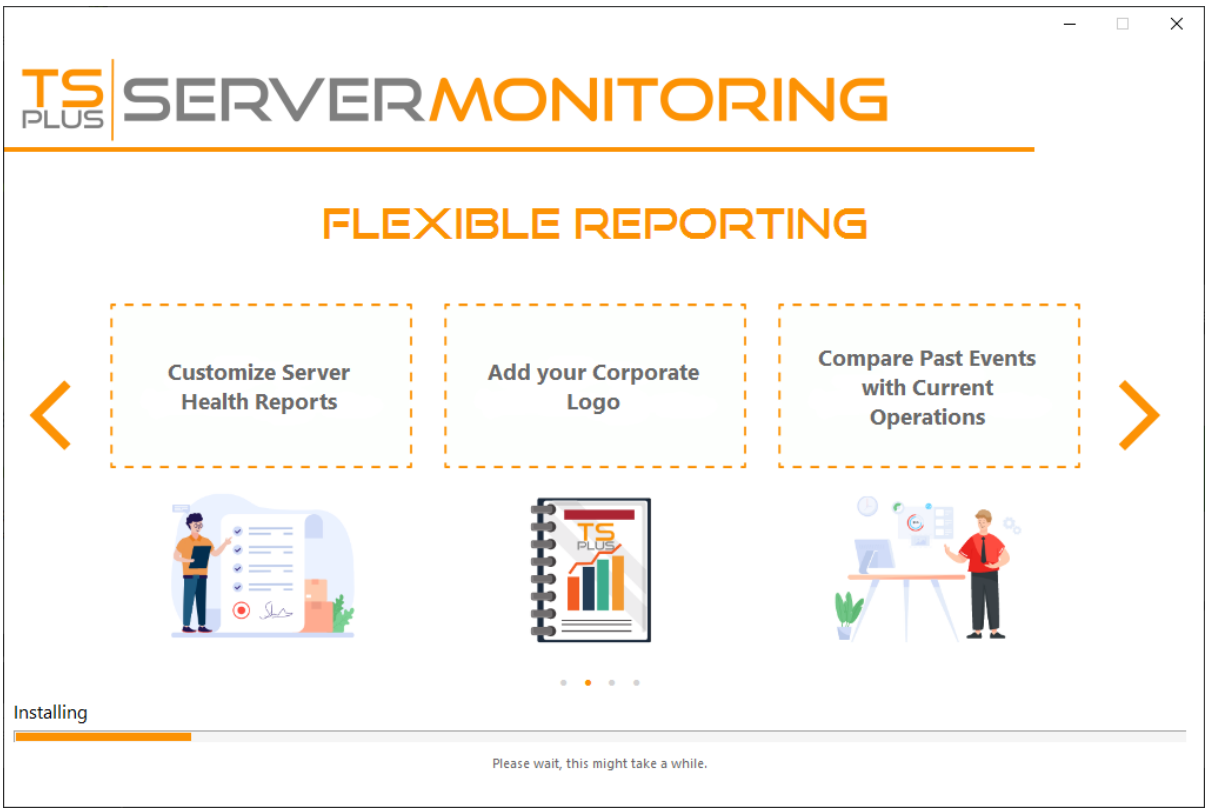
You can use the default SQL Server Instance, or choose another instance if you already have SQL Server installed.



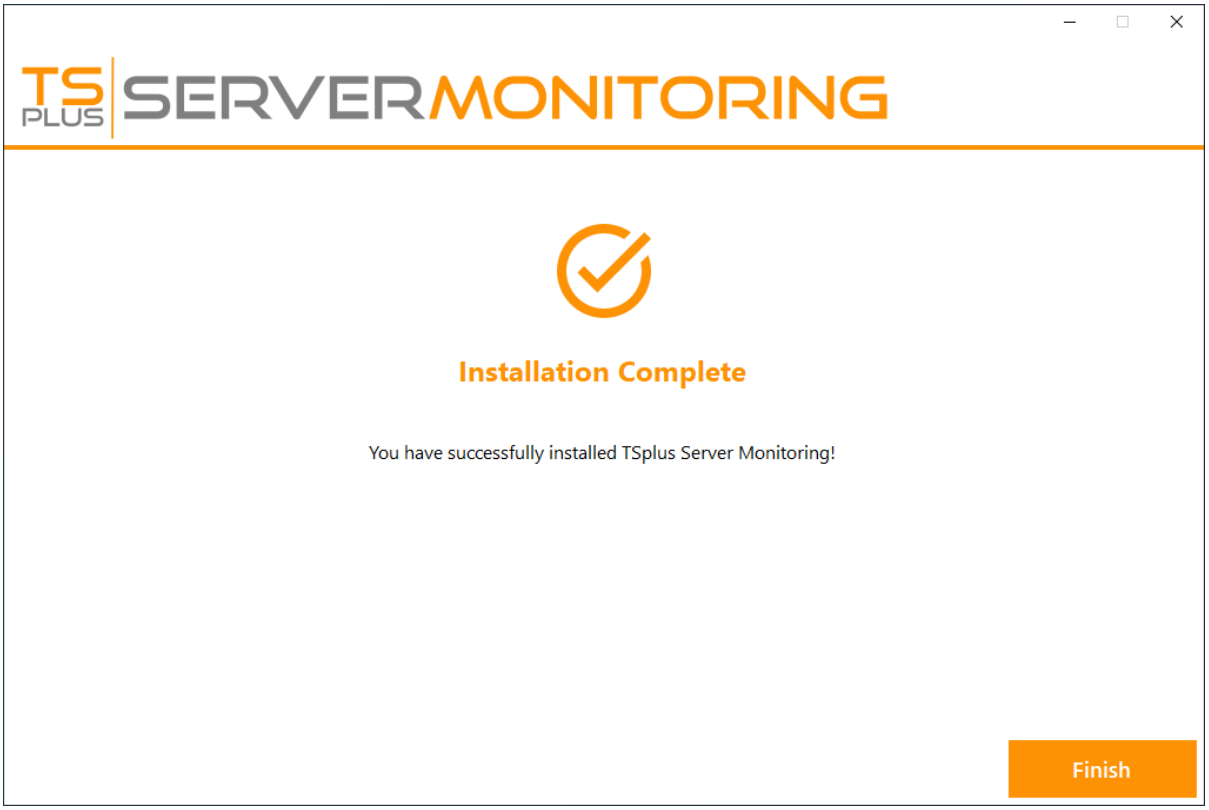
Please click on “I agree” to accept the license agreement.



The setup will now download all the prerequisites



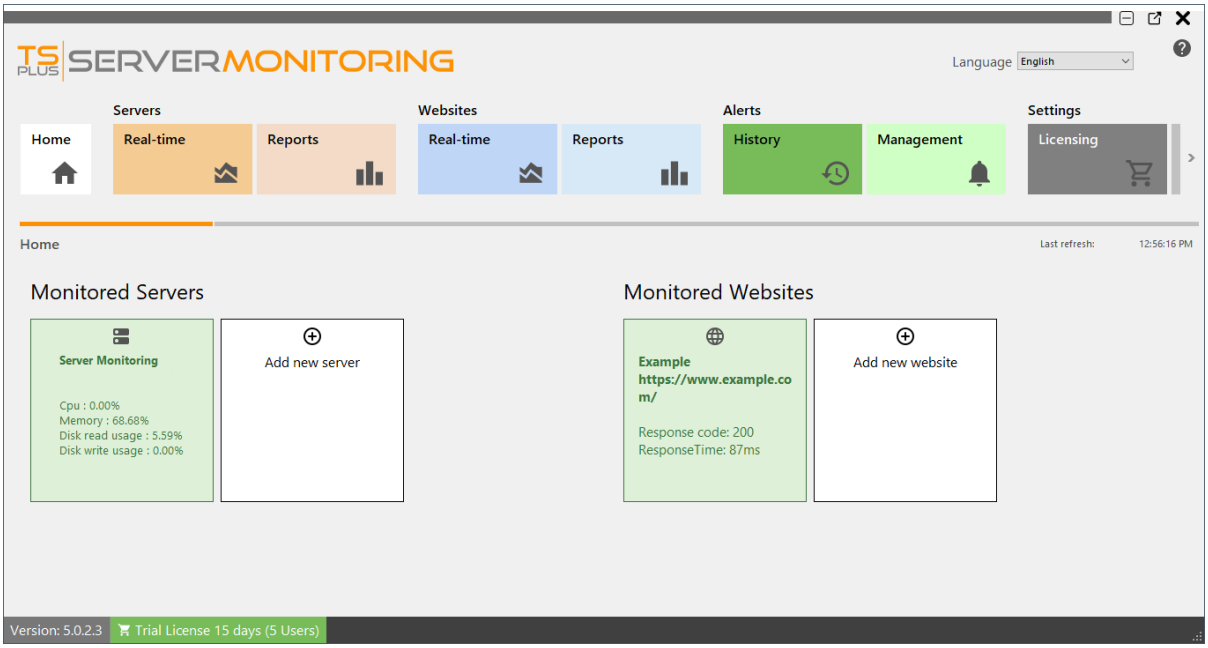
Please be patient - It can take a few minutes to fully install the software and its prerequisites.



NOTE: You may be required to restart your computer before using Server Monitoring.

You can now open Server Monitoring by clicking on the shortcut created on your desktop.

You will be greeted by the home screen of the Administration Console:



The free trial of Server Monitoring is a fully featured 15 day license.

Server Monitoring CPU consumption is higher than expected. What can I do?

1. Check for updates

Please check regularly for updates, as most of them offer performance improvements. We recommend you to apply Server Monitoring updates out of working hours since the update may perform long running background operations on the database.

The latest version of Server Monitoring is always available here: direct link.

2. Apply recommended configuration

A database will always take all computing resources available to complete requests as soon as possible. Therefore, it is recommended to plan the resources for you Server Monitoring server according to its usage.

Please find below our recommendations based on the number of monitored servers:

Monitored servers	CPU	Memory (RAM)
1-2	2	8
3-4	4	16
5+	8	32

Installing Server Monitoring on an SSD type disk drive is recommended for better performance.

Also, you may need to allocate additional disk space for your Server Monitoring Server, depending on the number of servers and websites monitored, and the amount of data collected and stored in the SQL Server database.

Finally, please note that it is generally a good idea to run a monitoring application such as Server Monitoring on a dedicated server. This prevents other applications from reducing available resources.

3. Contact our customer support

If all the above recommendations failed to provide you an acceptable experience with Server Monitoring, please do not hesitate to contact our customer support at https://terminalserviceplus.freshdesk.com. We will be happy to help troubleshoot your Server Monitoring installation.

In order to facilitate our technical support and to reproduce your issue, we might ask you for an export of your database.

To do so, open an elevated command prompt, enter the following command:

sqlcmd -S [Your SQL Server Instance Name] -Q “BACKUP DATABASE [ServerMonitoring] TO DISK = N’ServerMonitoring_Support.bak’ WITH NOFORMAT, NOINIT, NAME = ‘demodb-full’, SKIP, NOREWIND, NOUNLOAD, STATS = 10”

Once the export has finished, please send us the file located at C:\Program Files (x86)\Microsoft SQL Server[YourVersionOfSQLServer]\MSSQL\Backup\ServerMonitoring_Support.bak.

Pre-requisites

Hardware Requirements

Processor and Memory requirements based on the number of monitored servers:

Monitored servers	CPU Cores	Memory (RAM)
1-2	2	8
3-4	4	16
5+	8	32

NOTES:

- Installing Server Monitoring on an SSD disk drive is recommended for better performance.
- Be sure to allocate enough disk space on the server that hosts the Administration Console. The amount of data collected and the size of the SQL database will depend on how many servers are monitored.
- Best practices dictate that it is ideal to run Server Monitoring on a dedicated server. This prevents other applications from reducing resources available to your monitoring platform.

Operating System

Your hardware must use one of the operating systems below:

- Windows **7 Pro**
- Windows **8/8.1 Pro**
- Windows **10 Pro**
- Windows **11 Pro**
- Windows **Server 2008 SP2/Small Business Server SP2 or 2008 R2 SP1**

- Windows **Server 2012 or 2012 R2**
- Windows **Server 2016**
- Windows **Server 2019**
- Windows **Server 2022**
- Windows **Server 2025**

Both 32 and 64 bits architectures are supported.

The agents (servers which are monitored) can be Linux or Windows Operating Systems. Linux agents have been tested so far on Ubuntu and Debian distributions. If you have a server with another distribution and get some issues to install the agent, please contact us.

Network

Only one network port is required: port 7778, which is not an officially registered port and therefore not already assigned to specific services.

Note: Server Monitoring uses the same network ports as ServerGenius, therefore ServerGenius must be uninstalled prior to installing Server Monitoring.

Get Started with Server Monitoring

Step 1: Installing Server Monitoring on your computer

Installing Server Monitoring is an easy process.

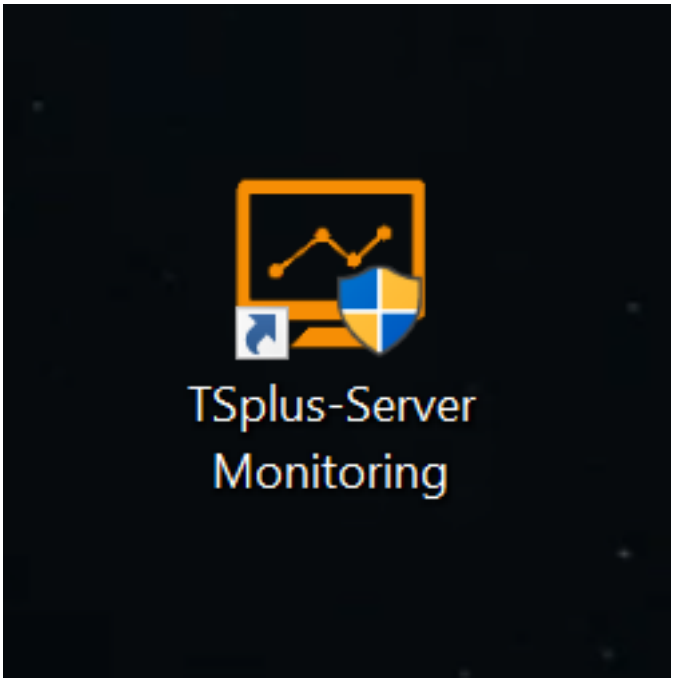
Simply download the installer (Setup-TSplus-ServerMonitoring.exe) from our web site, and follow the steps detailed here.

Files are decompressed and copied into the following folders:

- “C:\Program Files\TSplus-ServerMonitoring” (32 bit systems)
- “C:\Program Files\ServerMonitoringAgent” (32 bit systems)
- “C:\Program Files (x86)\TSplus-ServerMonitoring” (64 bit systems)
- “C:\Program Files (x86)\ServerMonitoringAgent” (64 bit systems).

The free trial is fully featured with a 15-day license.

After installation, there will be a new shortcut on your Desktop:



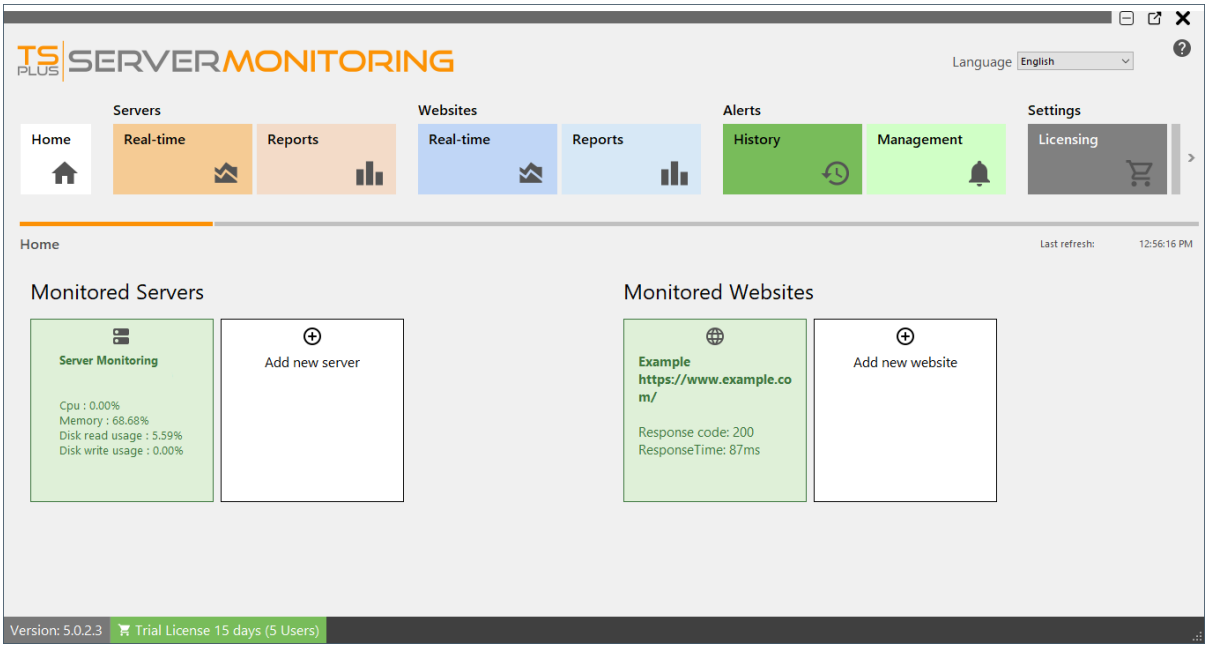
Step 2: Checking your Installation

The installation of Server Monitoring comes in 2 parts :

- The Server Monitoring Administration Console - The main Server Monitoring interface, where an admin can view information and create reports on server health and activity.
- The Server Monitoring Agent - A small program installed on each monitored server. The Agent collects critical data and sends it to the Server Monitoring Administration Console.

When the Server Monitoring Administration Console is installed, the Agent is as well. This means that when you open Server Monitoring for the first time, you will immediately see the local machine listed as a Monitored Server on the home screen.

To open the Administration Console, click on the Server Monitoring desktop shortcut. You will be greeted by a home screen that looks like this:



You can see one server configured (the server where you installed Server Monitoring) and one website configured (www.example.com).

Next steps

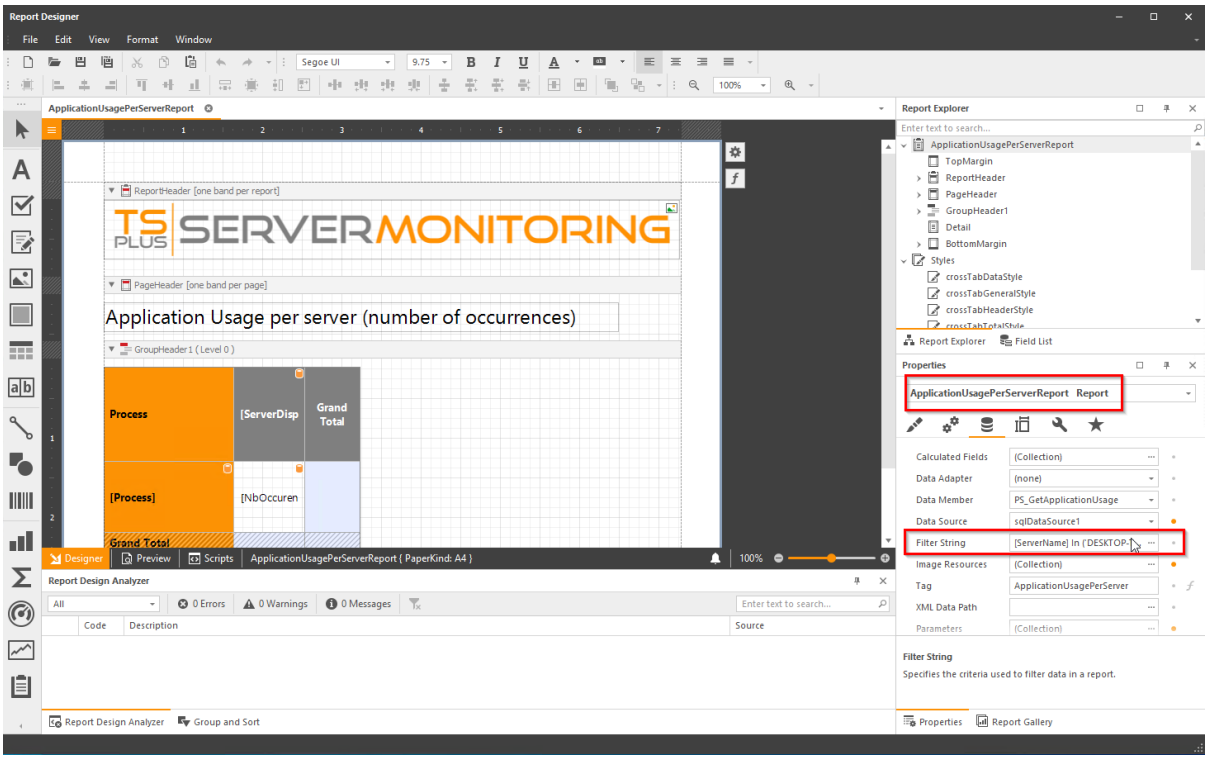
For more details about Server Monitoring, please read the full online documentation.

Do not hesitate to contact us if you have questions or feedback about Server Monitoring and/or this quick-start guide.

How to: add filters on a custom report

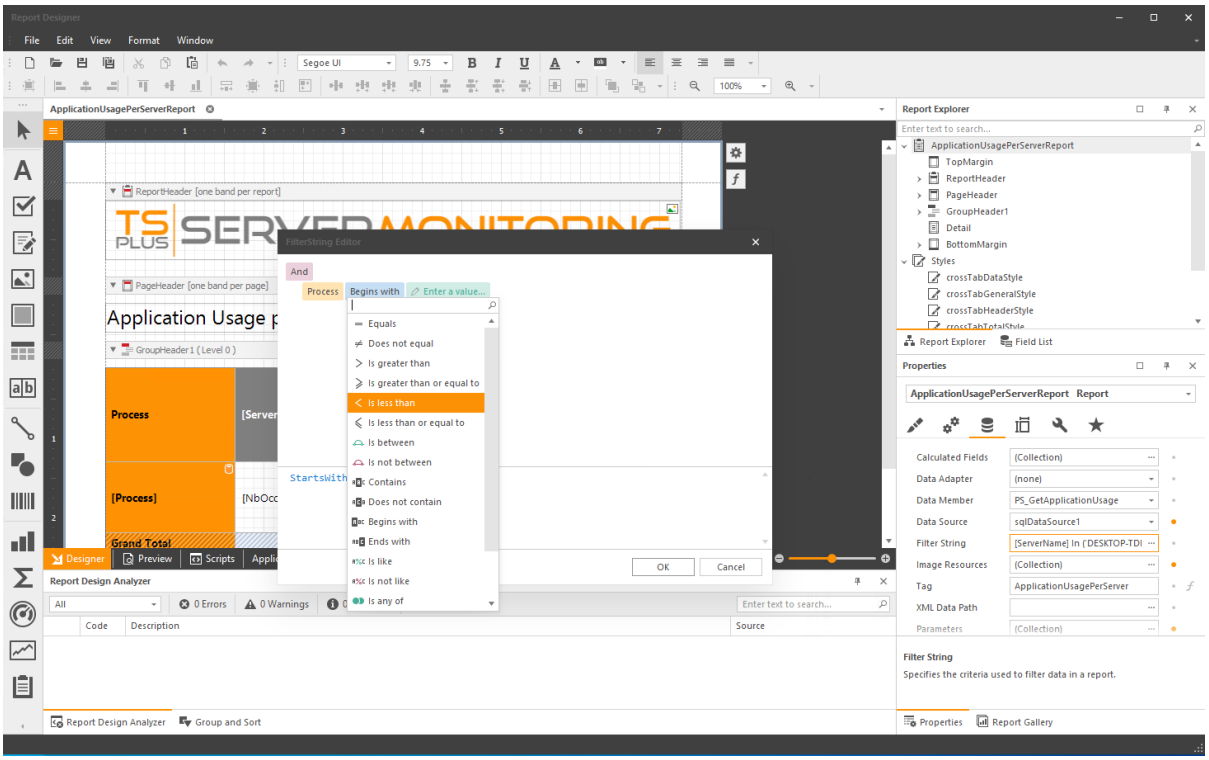
You may add one or several filters to data on a report. For example, on “Application usage” report, you may want to filter on the application name. Let’s filter on the applications whose name begin with “Microsoft” :

First, select filters of the report :

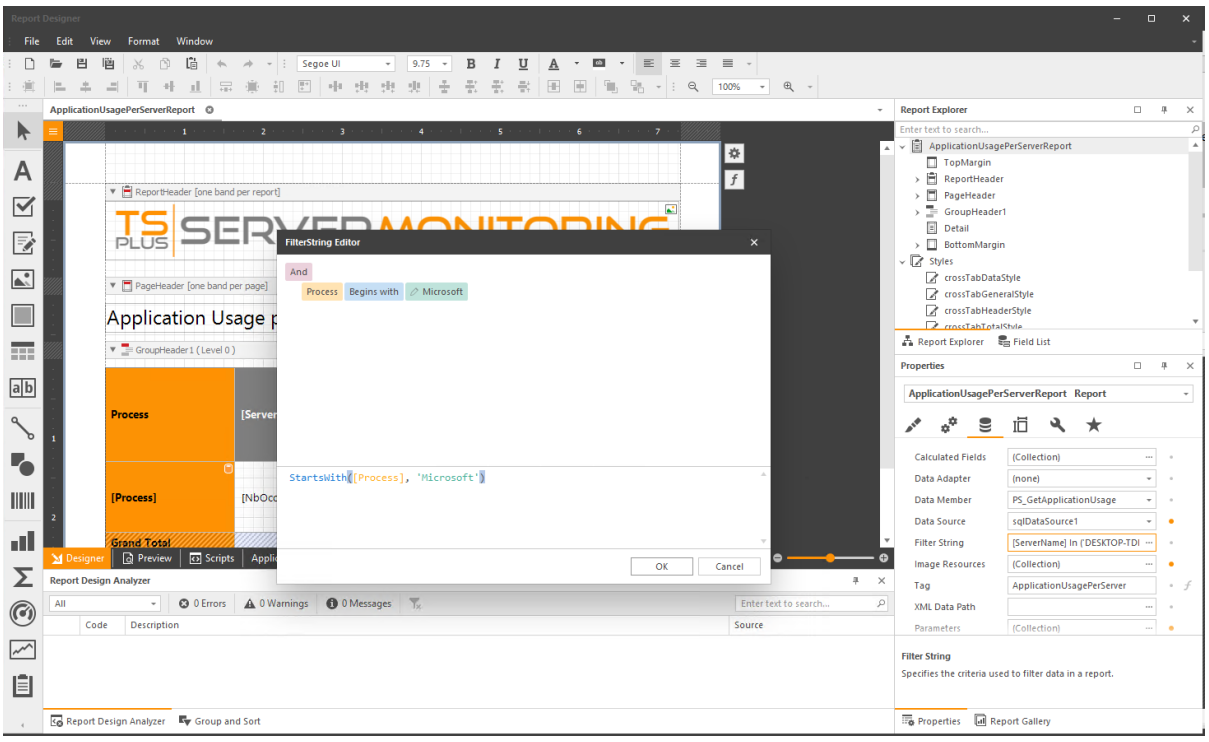


Then, a window is open with the list of current filters. You will always have a filter with server names or website names, it is mandatory, please ignore it (you can remove it, but then it will be added again automatically).

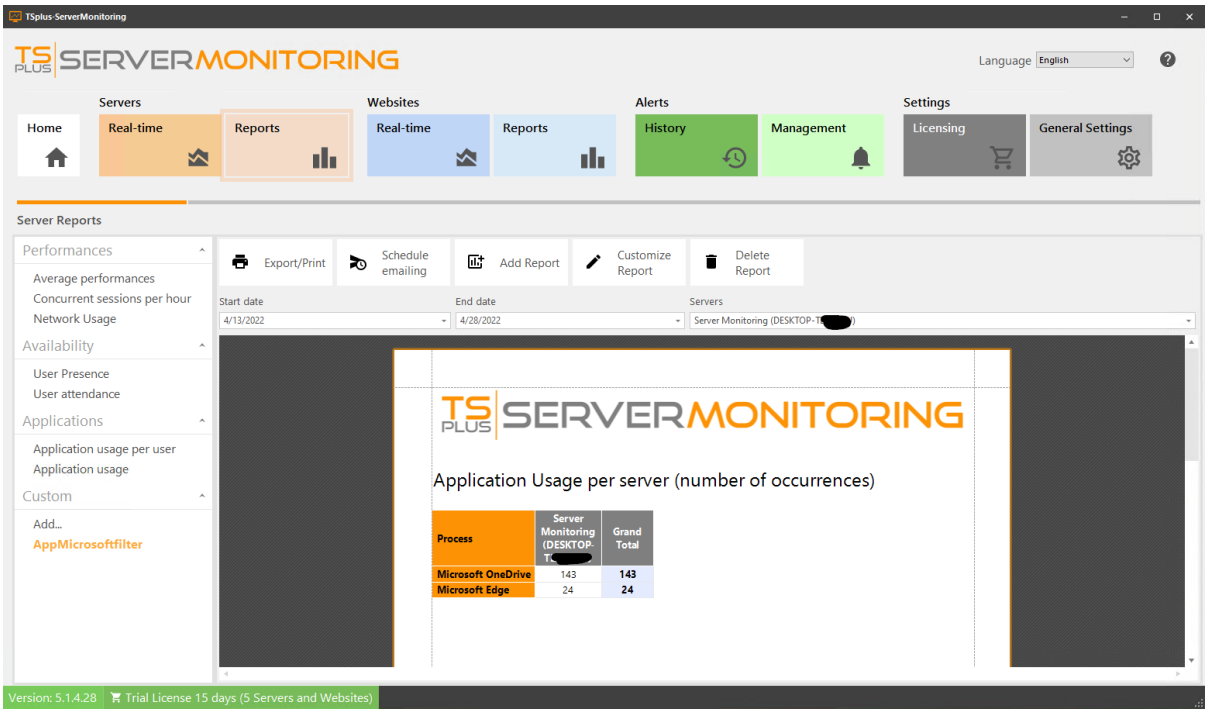
Click the ”+” button to add a filter.



Choose the field on which you want to apply the filter (in this case, the process name), and then the filter operator and the value :



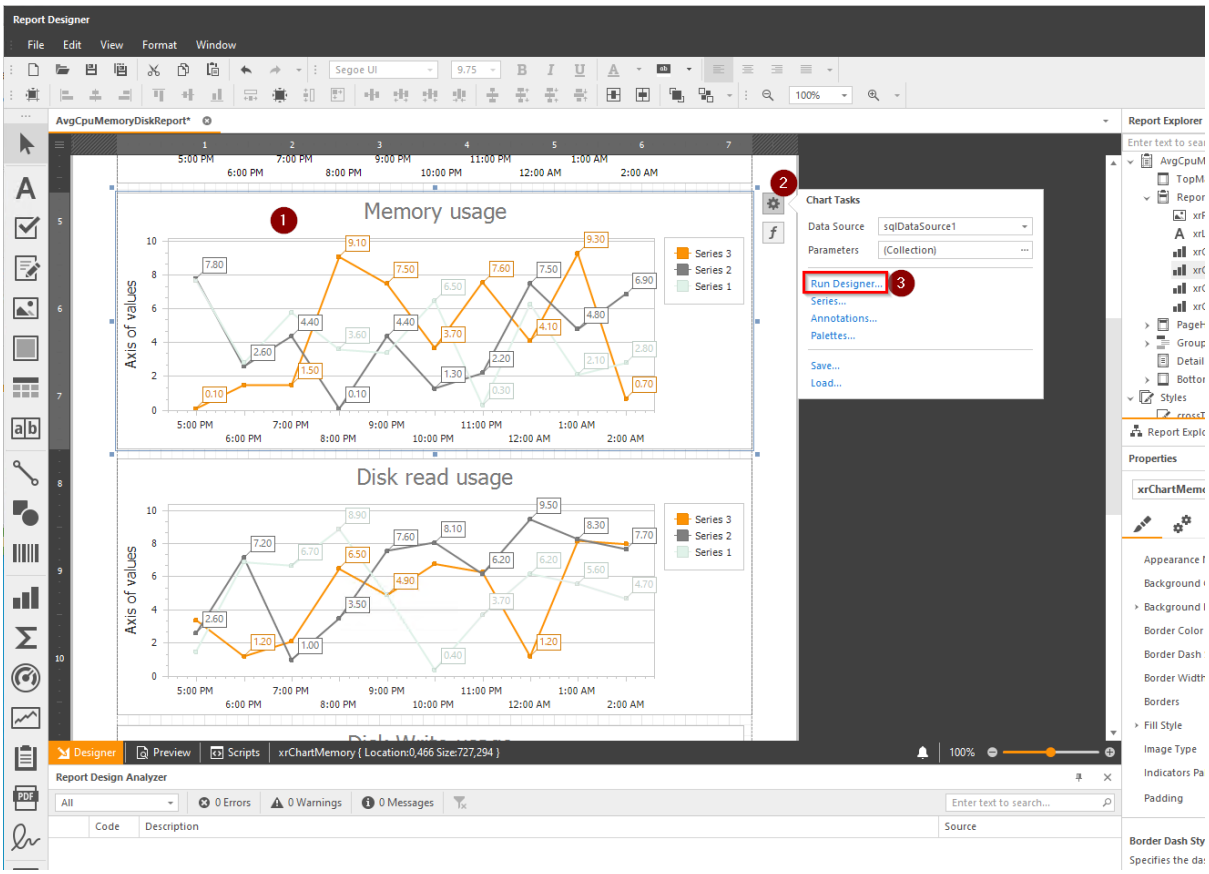
Then click on “OK”, save the custom report, and access it to see the results filtered :


TSplus-ServerMonitoring
TS PLUS SERVERMONITORING
Language English
Servers
Home
Real-time
Reports
Websites
Real-time
Reports
Alerts
History
Management
Settings
Licensing
General Settings
Server Reports
Performances
Average performances
Concurrent sessions per hour
Network Usage
Availability
User Presence
User attendance
Applications
Application usage per user
Application usage
Custom
Add...
AppMicrosoftfilter
Export/Print
Schedule emailing
Add Report
Customize Report
Delete Report
Start date
4/13/2022
End date
4/28/2022
Servers
Server Monitoring (DESKTOP-T[redacted])
TS PLUS SERVERMONITORING
Application Usage per server (number of occurrences)
Process
Server Monitoring (DESKTOP-T[redacted])
Grand Total
Microsoft OneDrive
143
143
Microsoft Edge
24
24
Version: 5.1.4.28
Trial License 15 days (5 Servers and Websites)

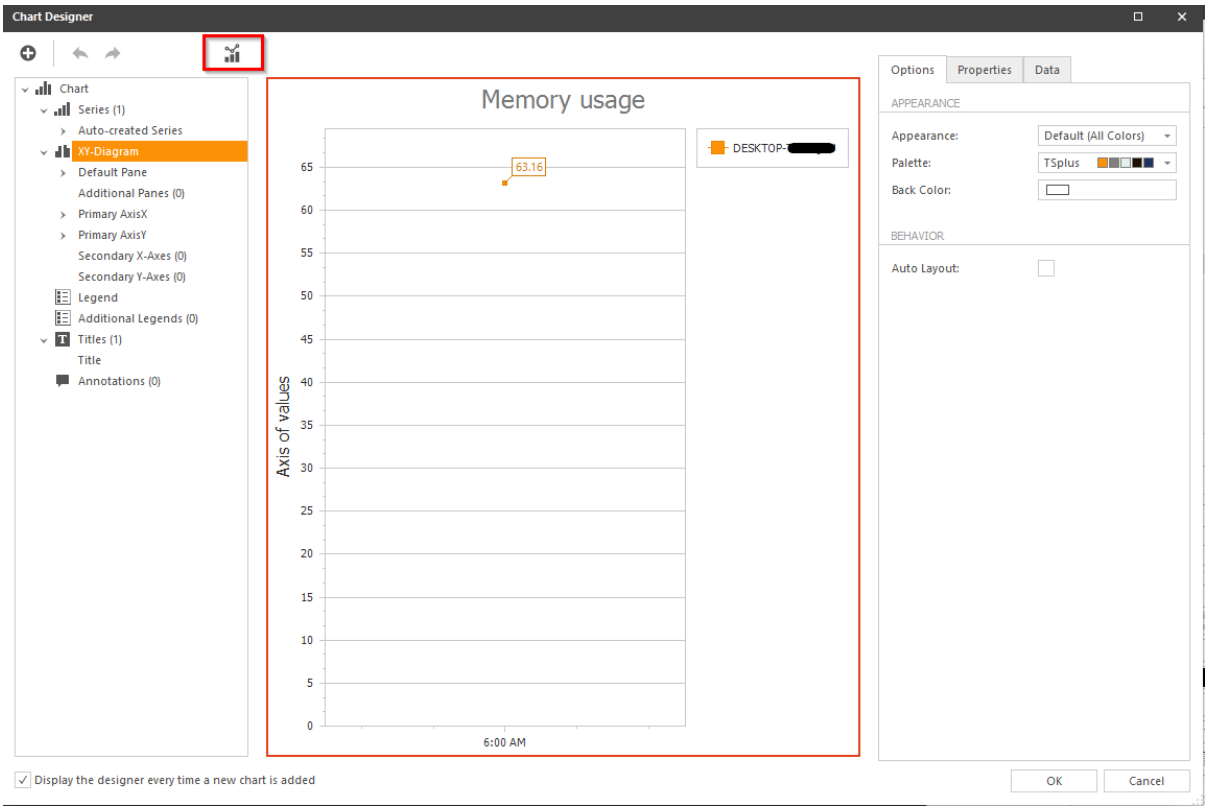
How to: Change chart type of a custom report

You can change the type of chart displayed in a report:

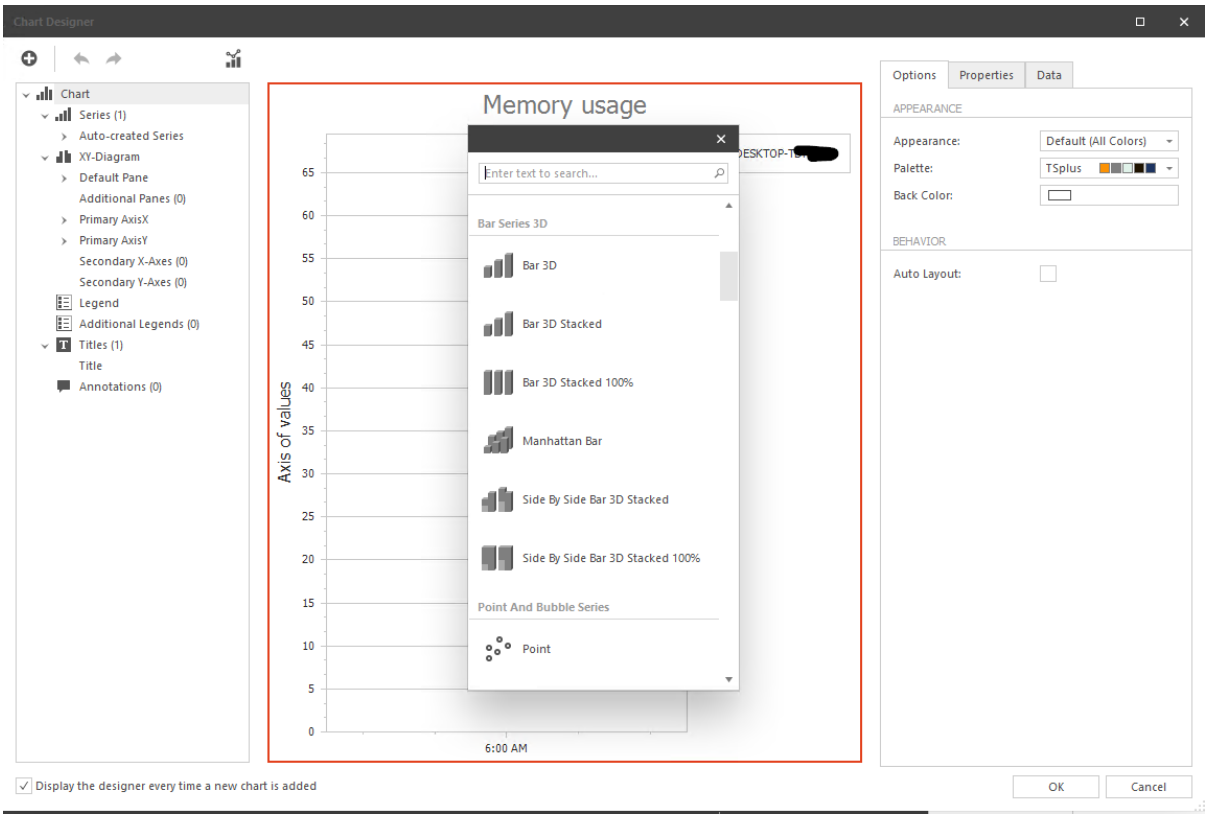
First, select the graph you want to change, then click on the **settings** button, and click on **Run designer**:



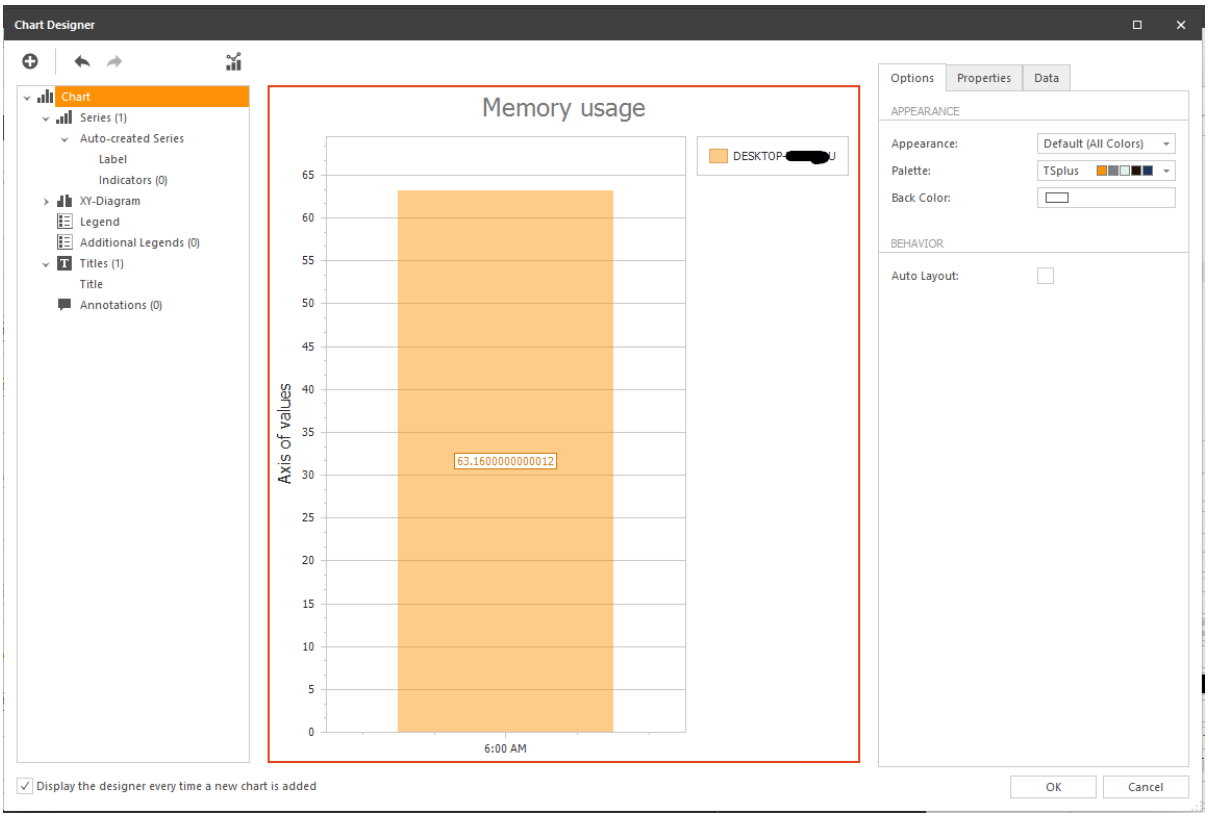
Then click on the “Change type” button:



Choose the new type:



Click on OK, and look at the modifications applied:

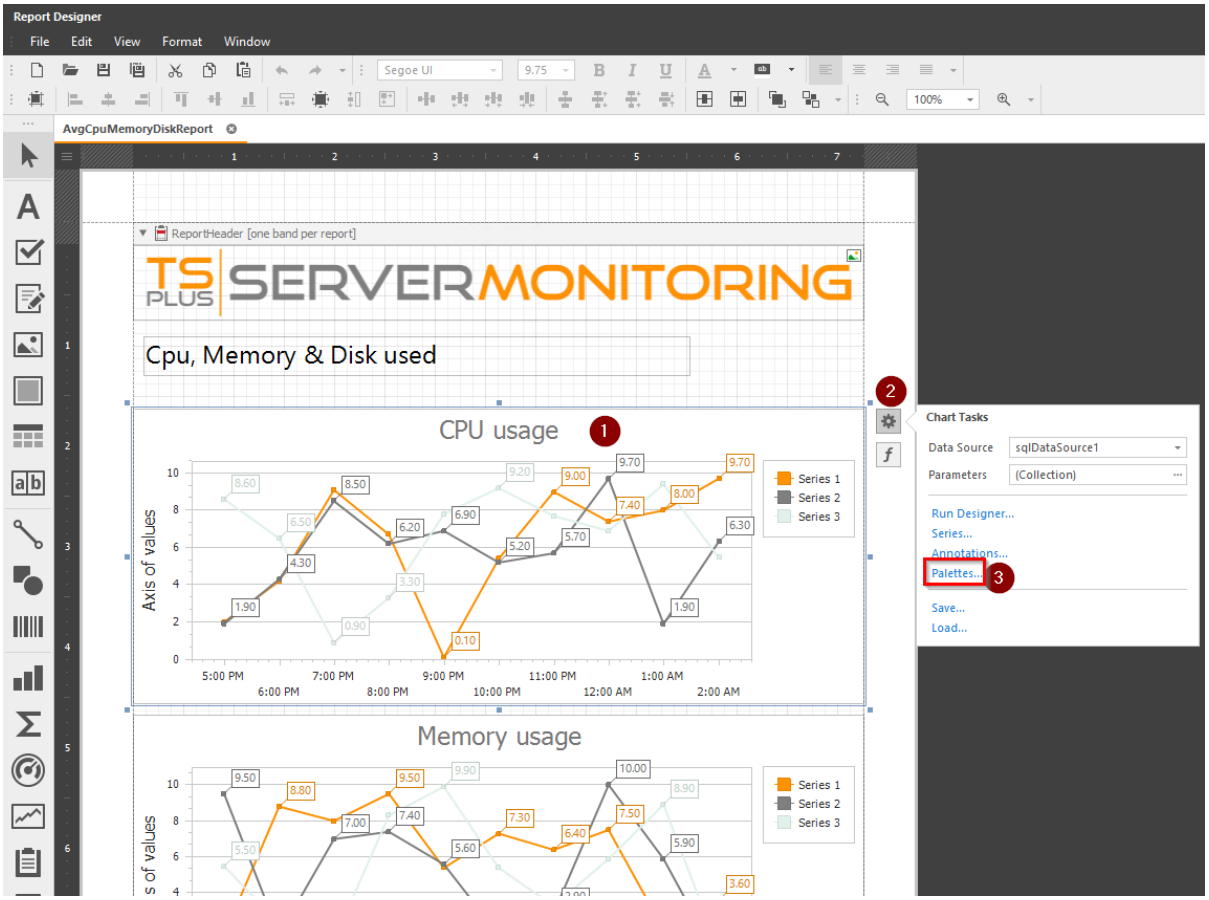


You also can, in this form, customize graph content (title, legend, annotations etc.)

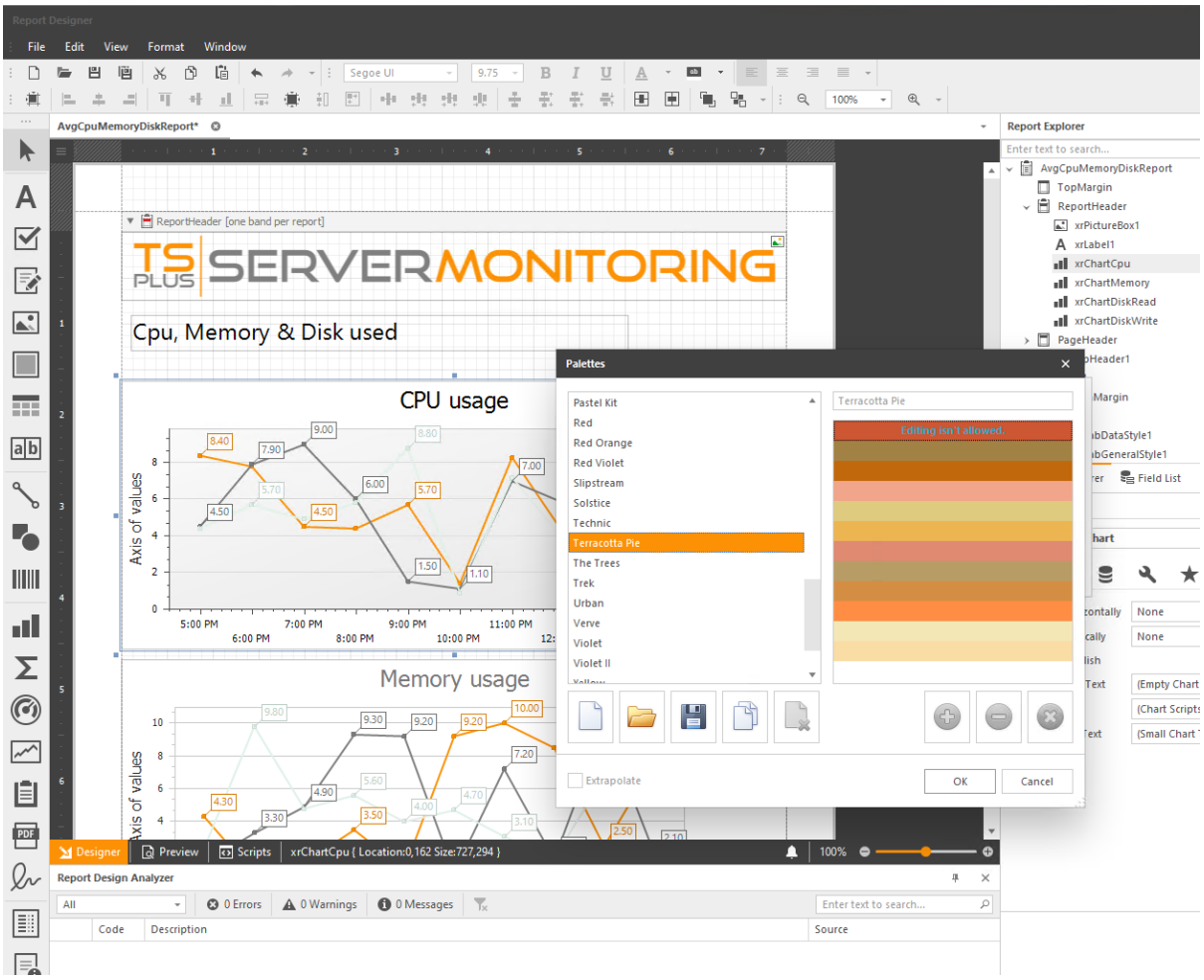
How to: Change colors of a custom report

If you want to change the colors of series in a graph:

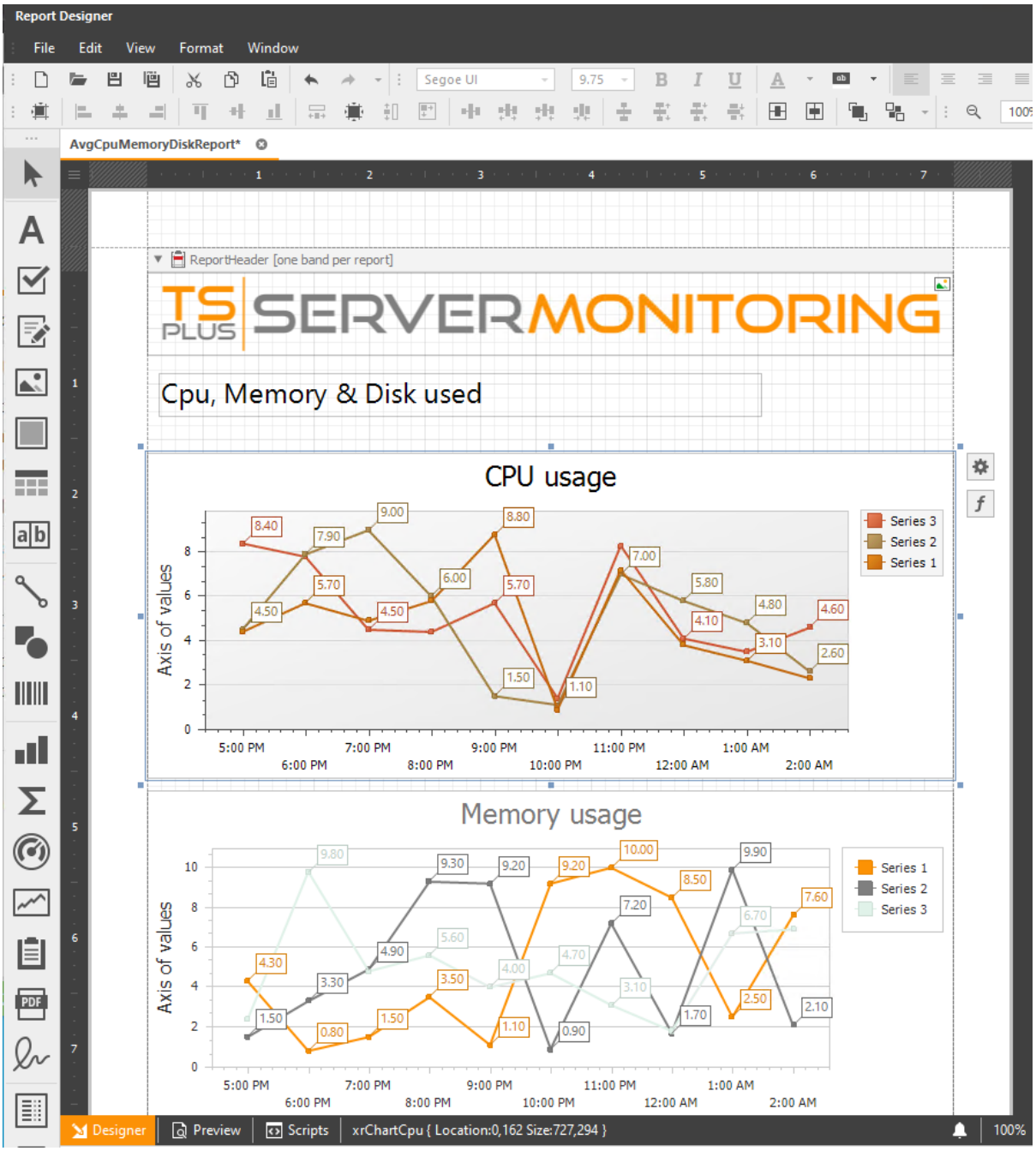
Select the graph you want to change, then click on the **settings** button, and click on **Palettes**:



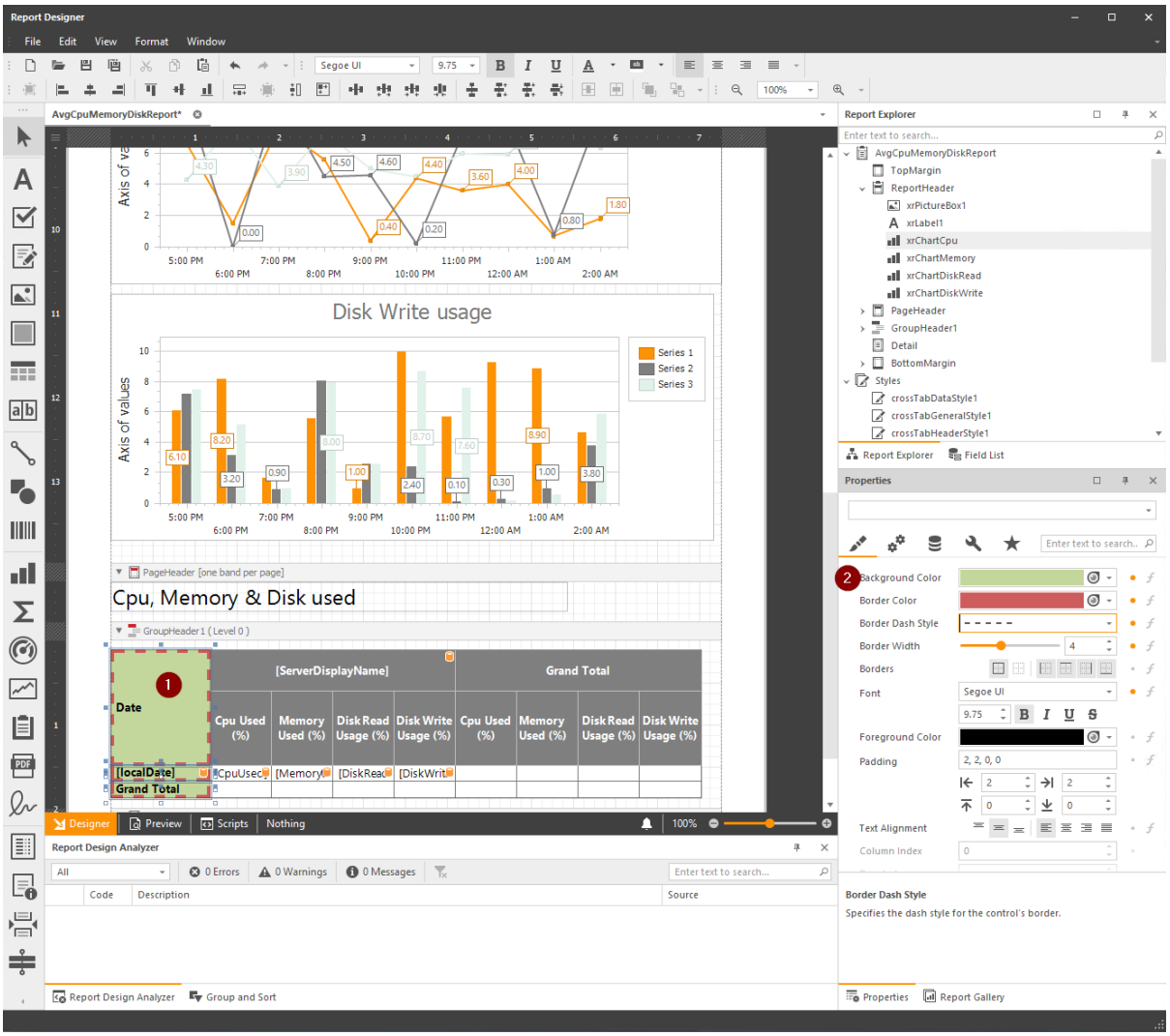
Then choose an existing palette, or create your own:



Click on OK, and look at the modifications applied:

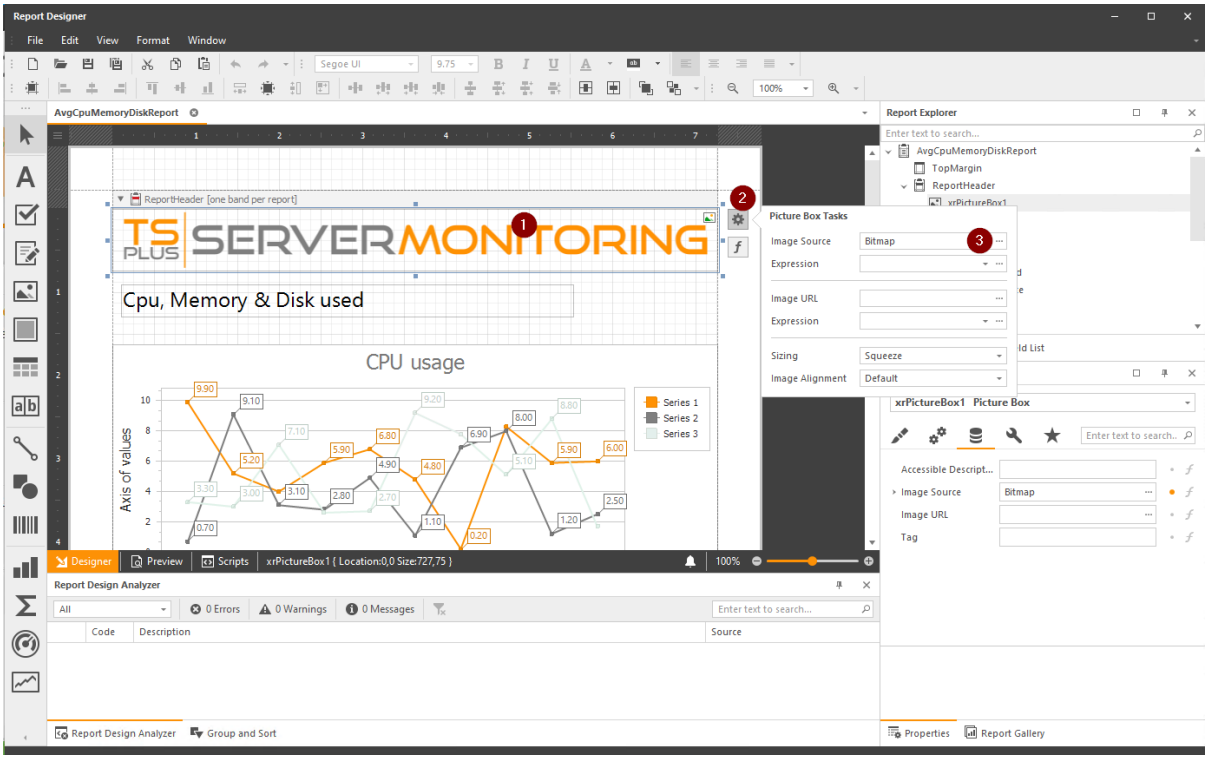


You also can customize datagrid content (colors, borders, fonts, etc.) You just have to select the cell(s) you want to modify, and modify the properties you want:

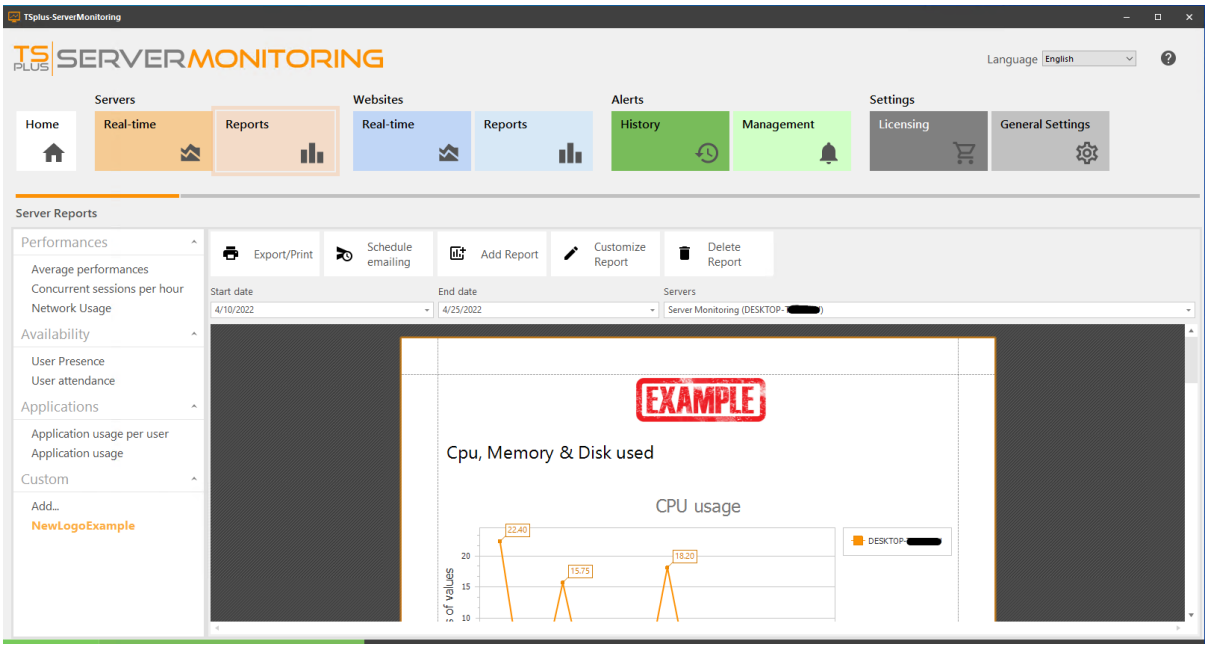

Report Designer
File
Edit
View
Format
Window
AvgCpuMemoryDiskReport*
Disk Write usage
Axis of values
Series 1
Series 2
Series 3
PageHeader [one band per page]
Cpu, Memory & Disk used
GroupHeader1 (Level 0)
[ServerDisplayName]
Grand Total
Date
Cpu Used (%)
Memory Used (%)
Disk Read Usage (%)
Disk Write Usage (%)
[localDate]
Grand Total
Report Explorer
AvgCpuMemoryDiskReport
TopMargin
ReportHeader
xrPictureBox1
xrLabel1
xrChartCpu
xrChartMemory
xrChartDiskRead
xrChartDiskWrite
PageHeader
GroupHeader1
Detail
BottomMargin
Styles
crossTabDataStyle1
crossTabGeneralStyle1
crossTabHeaderStyle1
Properties
Background Color
Border Color
Border Dash Style
Border Width
Borders
Font
Foreground Color
Padding
Text Alignment
Column Index
Border Dash Style
Specifies the dash style for the control's border.
Designer
Preview
Scripts
Nothing
Report Design Analyzer
0 Errors
0 Warnings
0 Messages
Code
Description
Source
Report Design Analyzer
Group and Sort
Properties
Report Gallery

How to: Change the logo of a custom report

To change the logo of a custom report, you may click on the current logo, and then click on the **settings** button, and change the **Image Source** field:

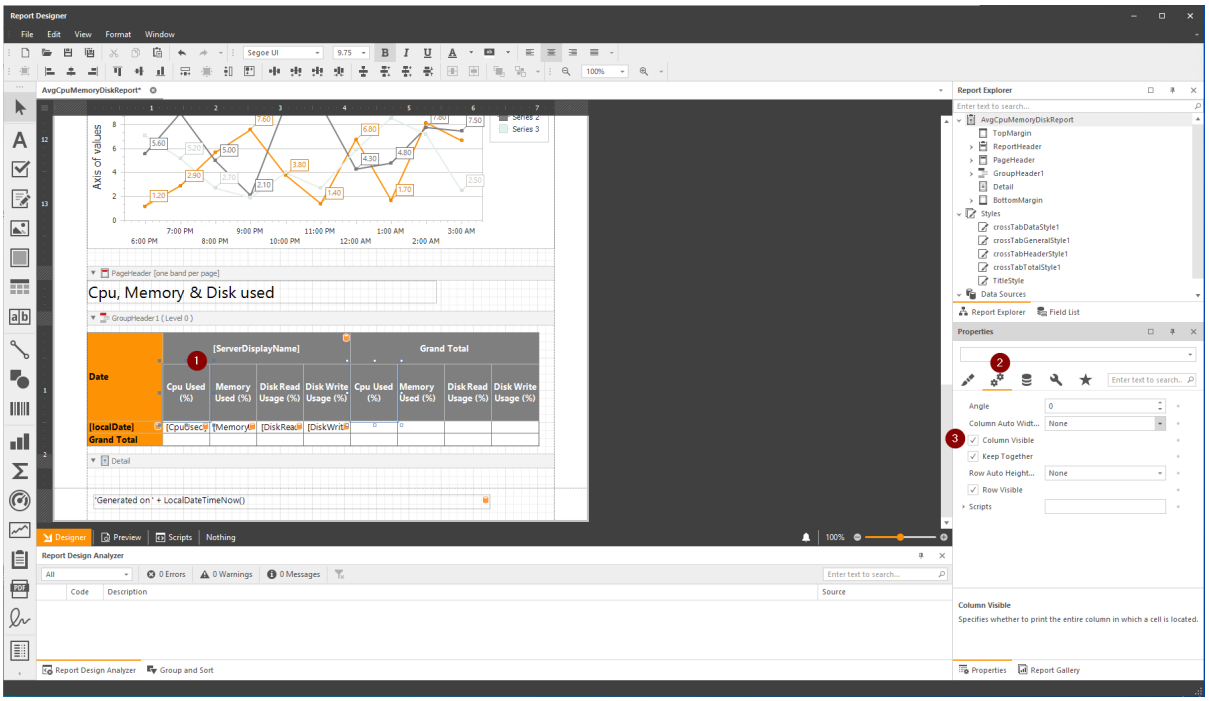


Then, save, and look at the modifications applied:

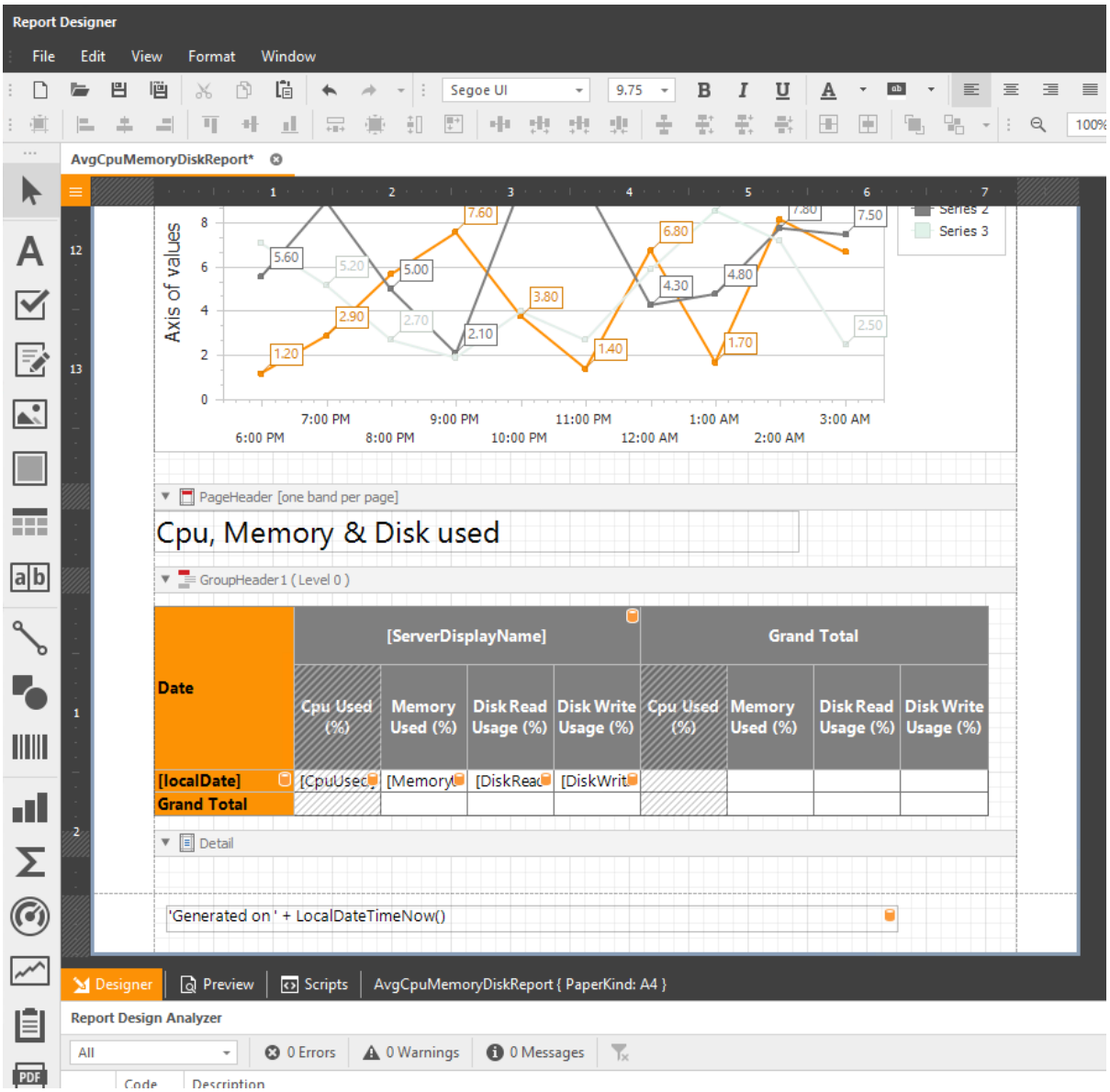

TSplus-ServerMonitoring
TS PLUS SERVERMONITORING
Language English
Servers
Home
Real-time
Reports
Websites
Real-time
Reports
Alerts
History
Management
Settings
Licensing
General Settings
Server Reports
Performances
Average performances
Concurrent sessions per hour
Network Usage
Availability
User Presence
User attendance
Applications
Application usage per user
Application usage
Custom
Add...
NewLogoExample
Export/Print
Schedule emailing
Add Report
Customize Report
Delete Report
Start date
4/10/2022
End date
4/25/2022
Servers
Server Monitoring (DESKTOP-[redacted])
EXAMPLE
Cpu, Memory & Disk used
CPU usage
22.40
15.75
18.20
20
15
10
DESKTOP-[redacted]

How to: Change visibility of some infos on custom report

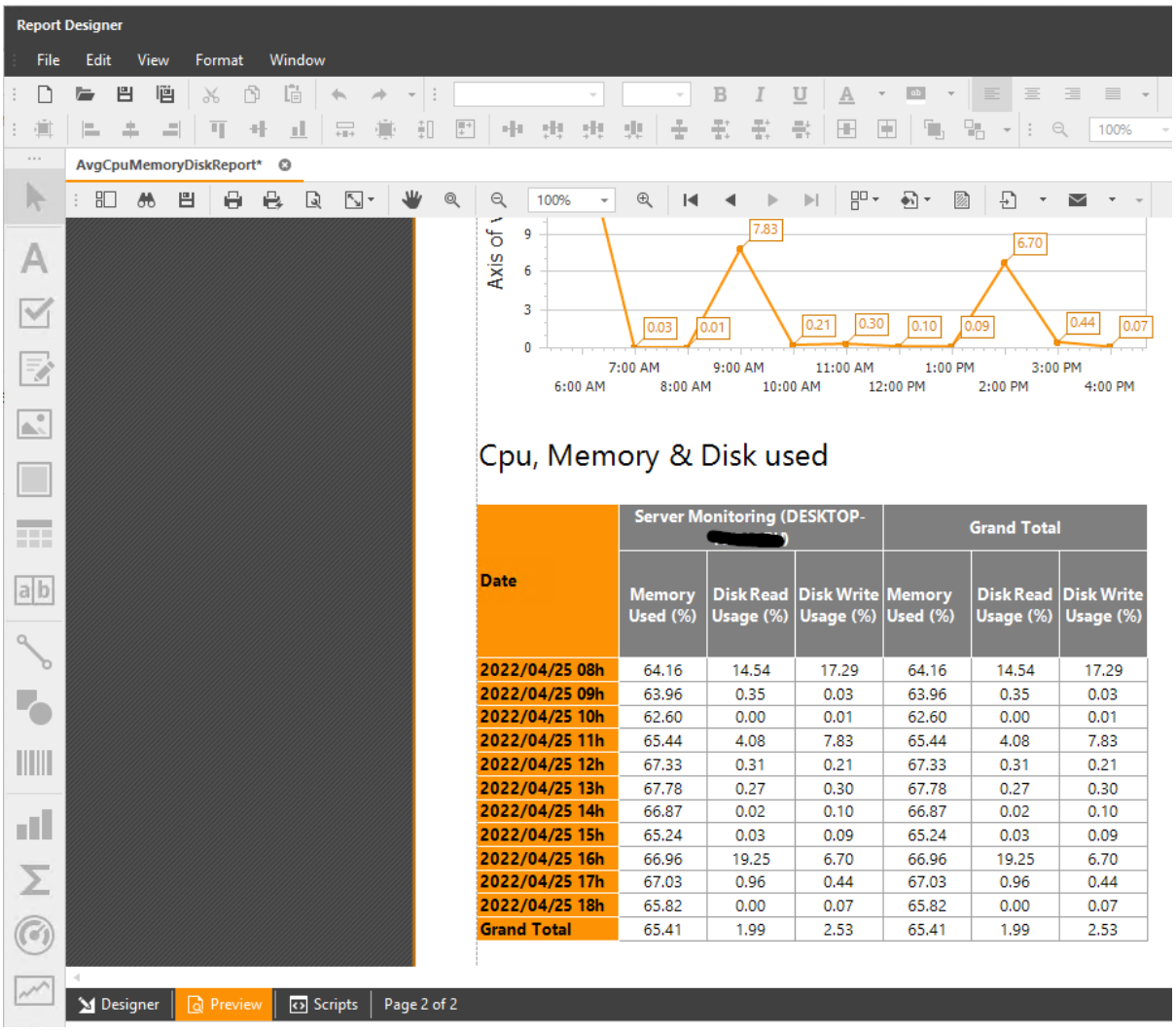
You may be interested by only some indicators on a report. You can hide the others by clicking on the concerned fields, and then in the **Behavior properties**, you can tick the **Column Visible** checkbox:



Then, in the **Designer view**, you will see the fields greyed out:



And in the **Preview view**, you will see the fields hidden:



Cpu, Memory & Disk used

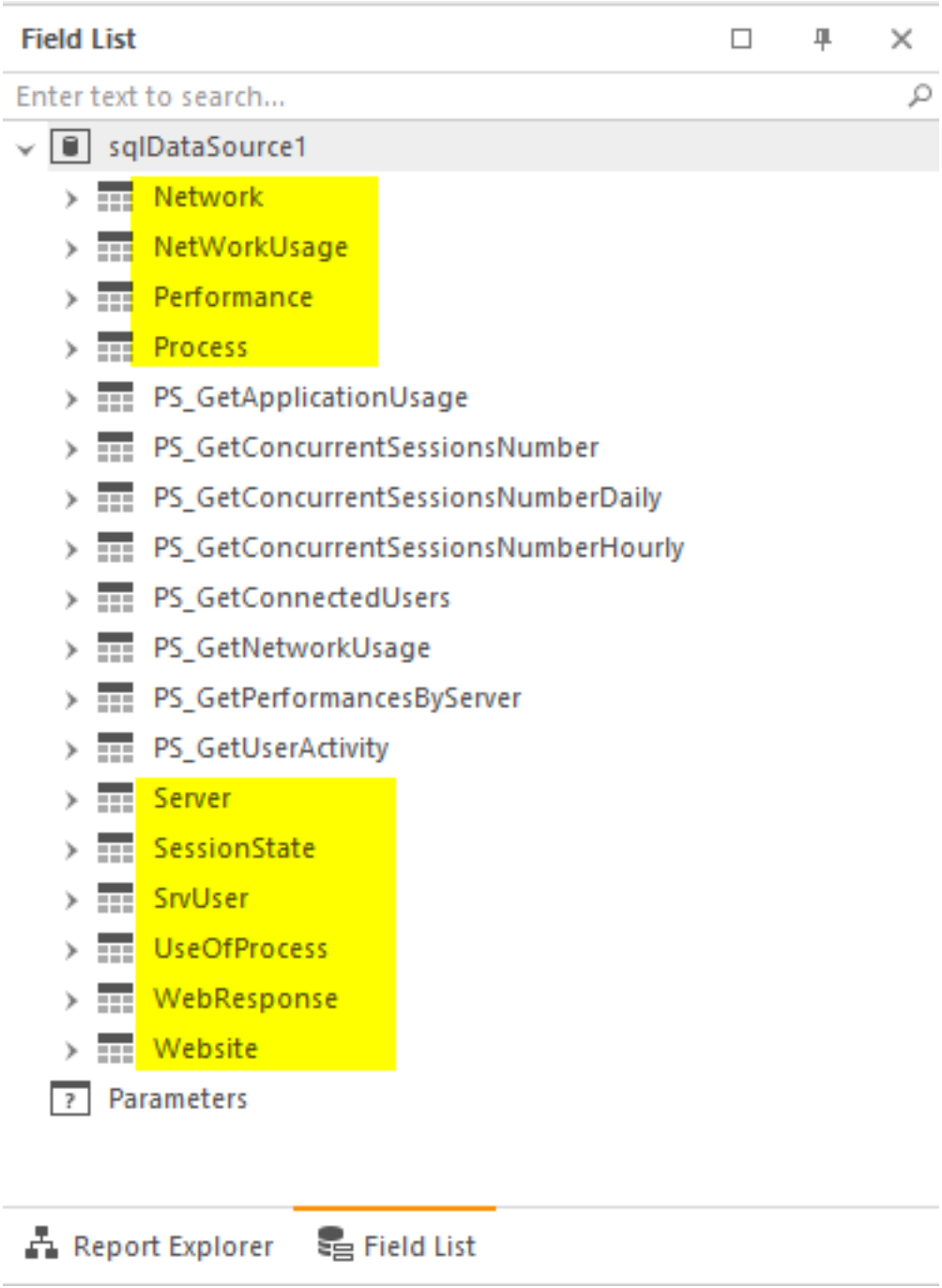
Date	Server Monitoring (DESKTOP-[redacted])			Grand Total		
	Memory Used (%)	Disk Read Usage (%)	Disk Write Usage (%)	Memory Used (%)	Disk Read Usage (%)	Disk Write Usage (%)
2022/04/25 08h	64.16	14.54	17.29	64.16	14.54	17.29
2022/04/25 09h	63.96	0.35	0.03	63.96	0.35	0.03
2022/04/25 10h	62.60	0.00	0.01	62.60	0.00	0.01
2022/04/25 11h	65.44	4.08	7.83	65.44	4.08	7.83
2022/04/25 12h	67.33	0.31	0.21	67.33	0.31	0.21
2022/04/25 13h	67.78	0.27	0.30	67.78	0.27	0.30
2022/04/25 14h	66.87	0.02	0.10	66.87	0.02	0.10
2022/04/25 15h	65.24	0.03	0.09	65.24	0.03	0.09
2022/04/25 16h	66.96	19.25	6.70	66.96	19.25	6.70
2022/04/25 17h	67.03	0.96	0.44	67.03	0.96	0.44
2022/04/25 18h	65.82	0.00	0.07	65.82	0.00	0.07
Grand Total	65.41	1.99	2.53	65.41	1.99	2.53

How to use existing database for custom reports:

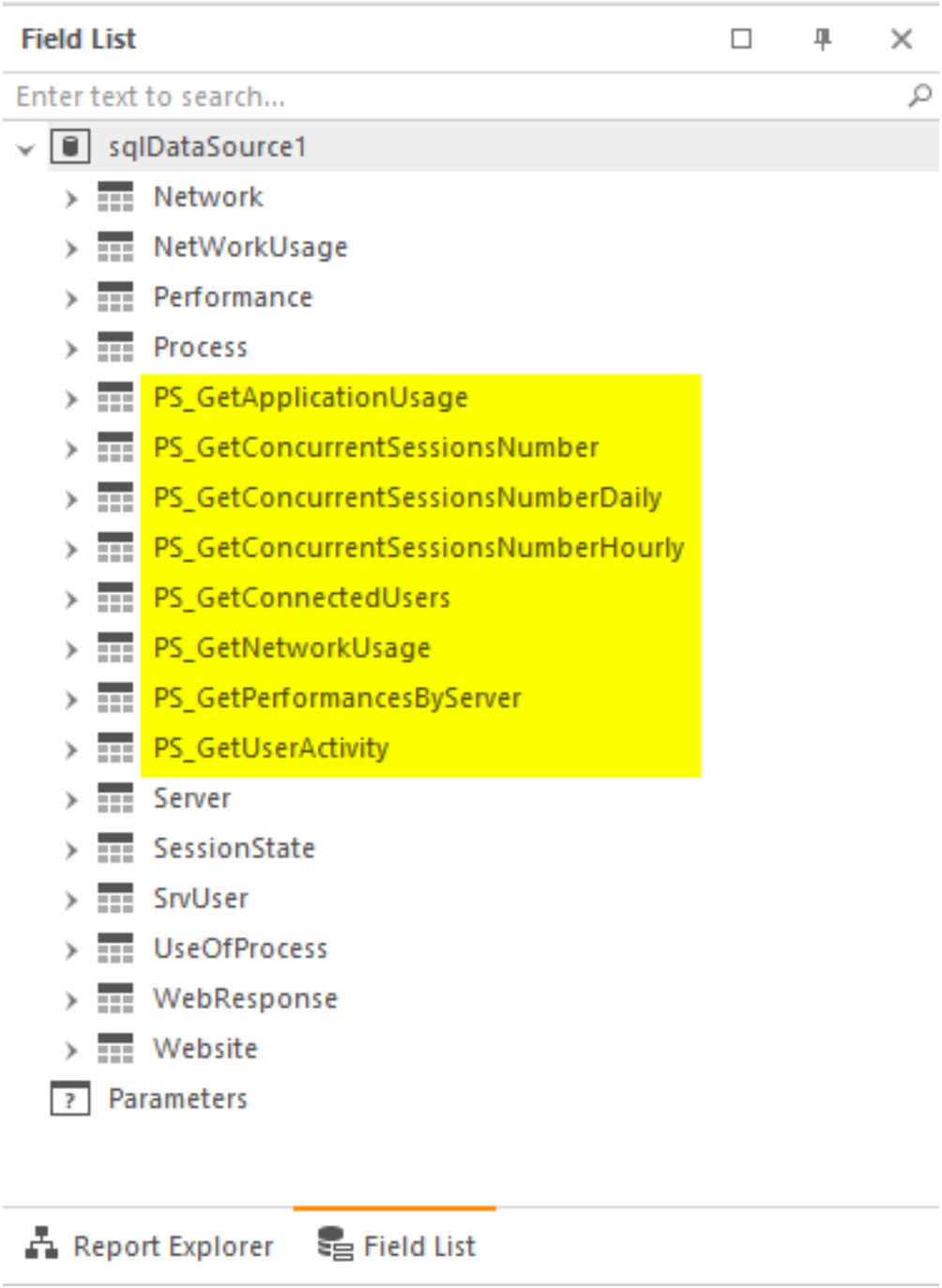
When you customize an existing report, or create a new one, you will use monitoring data that is stored in the database you built during the setup, and that is fed regularly by the data of all the servers and websites that you monitor.

You may see 2 types of data that you can use :

- tables, which are “pure” data as they arrive from the servers you monitor



- stored procedures, which are an aggregate of many tables, which have been made for the need of a report or a dashboard



You may use one or the other, according to your needs. If you are used to SQL Server Management Studio, you can even create your own stored procedures, and use them on your customized reports.

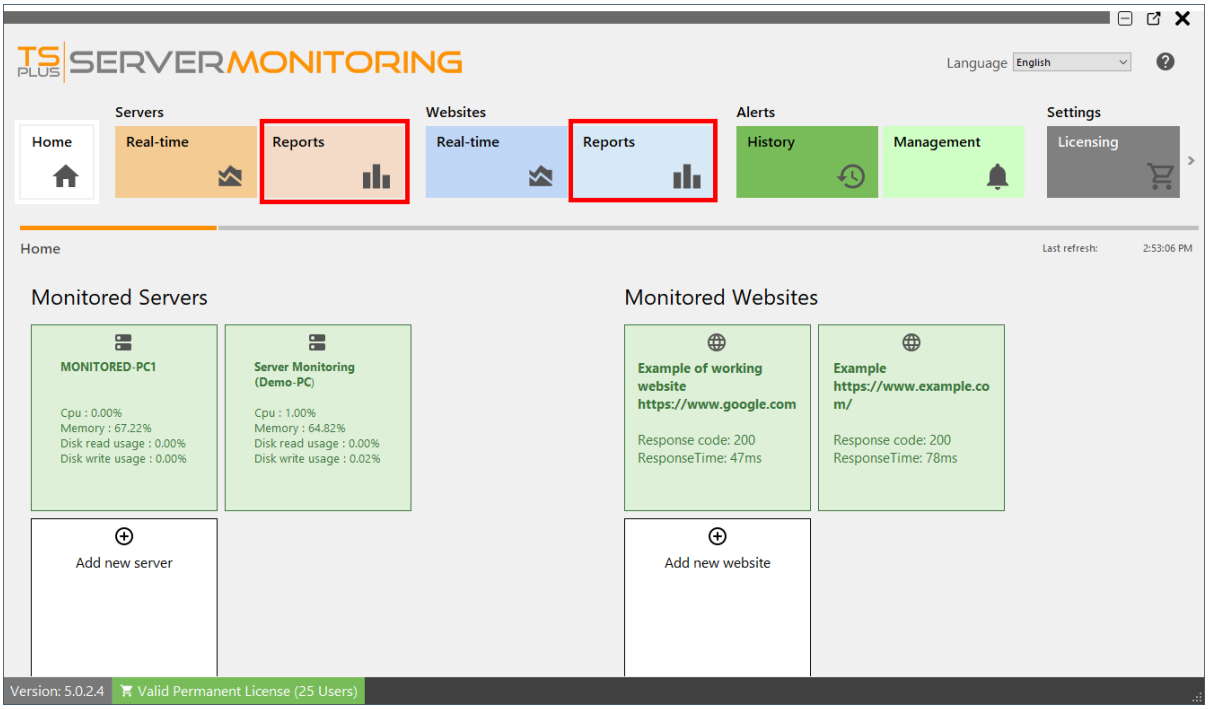
Customize Reports (Advanced Users)

With Server Monitoring, you have various standard reports that our team has provided as templates. However, in certain cases, you may want a particular report which is not provided by our team.

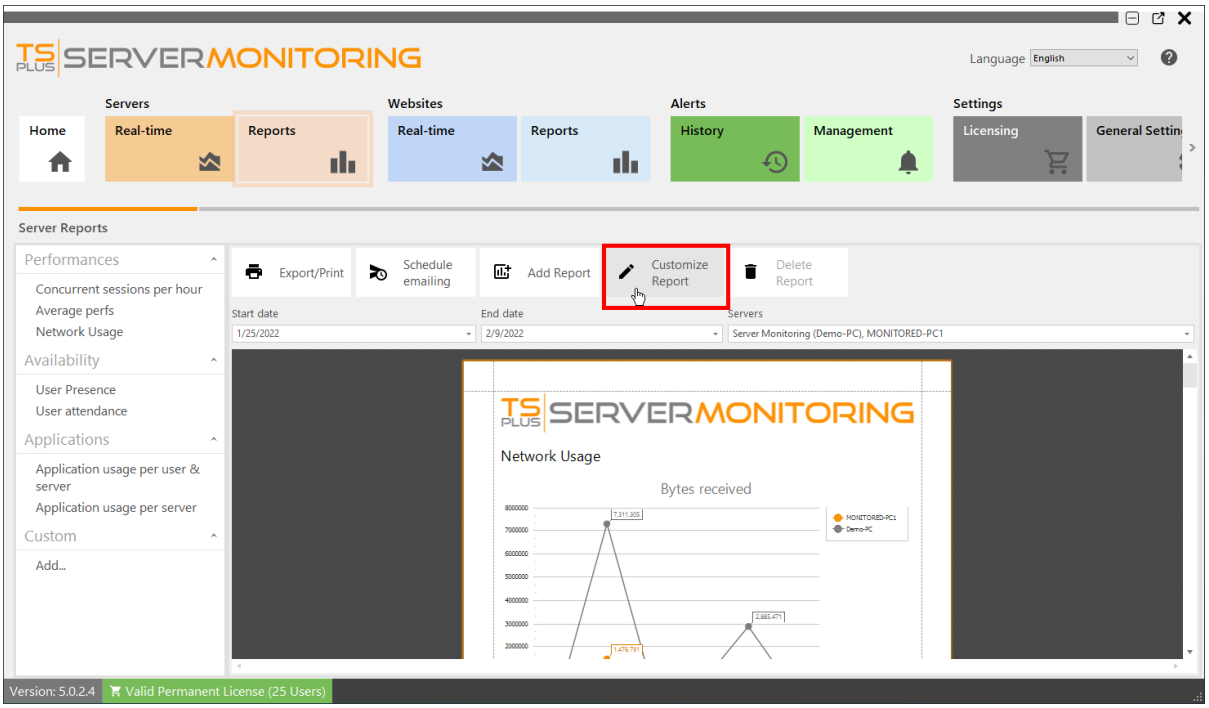
If you think that other customers than you may be interested by this report, please contact our support team, and we will try to add it to the list of standard reports, if it is eligible.

If it is a very specific change that you need, you may want to customize an existing report, or even create a new one (for advanced users).

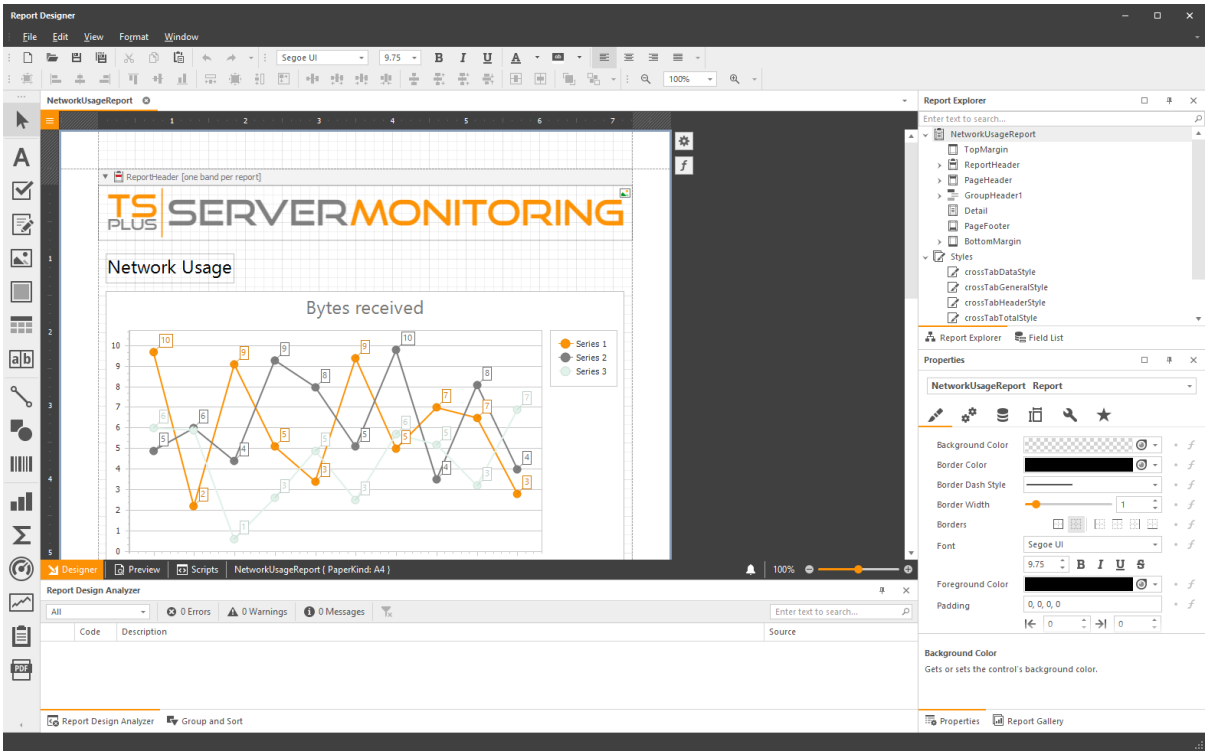
To customize an existing report: first select a report (website or server) by clicking a Server tile, then by choosing a report in the left menu.



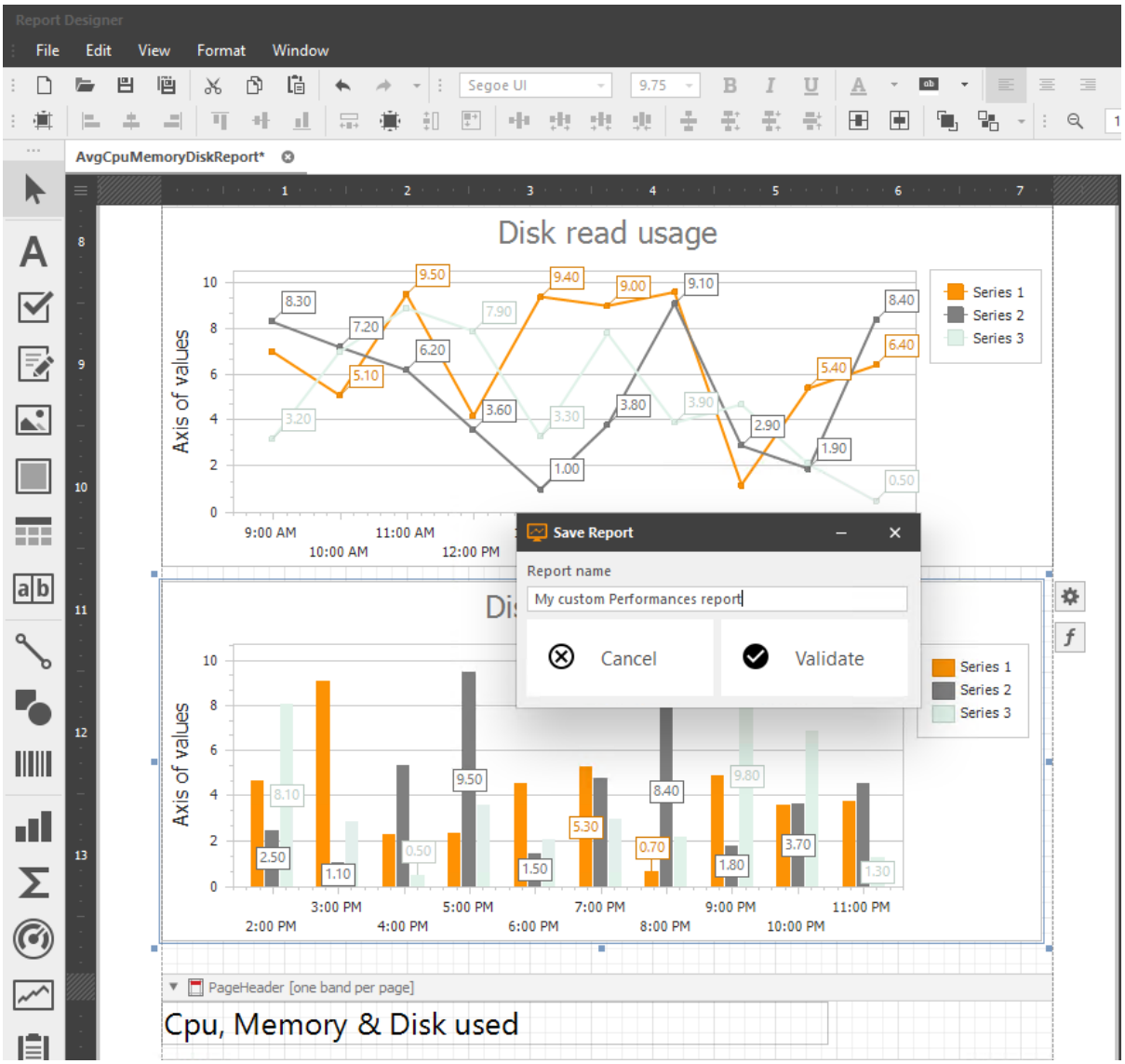
Then click on the **Customize** button:



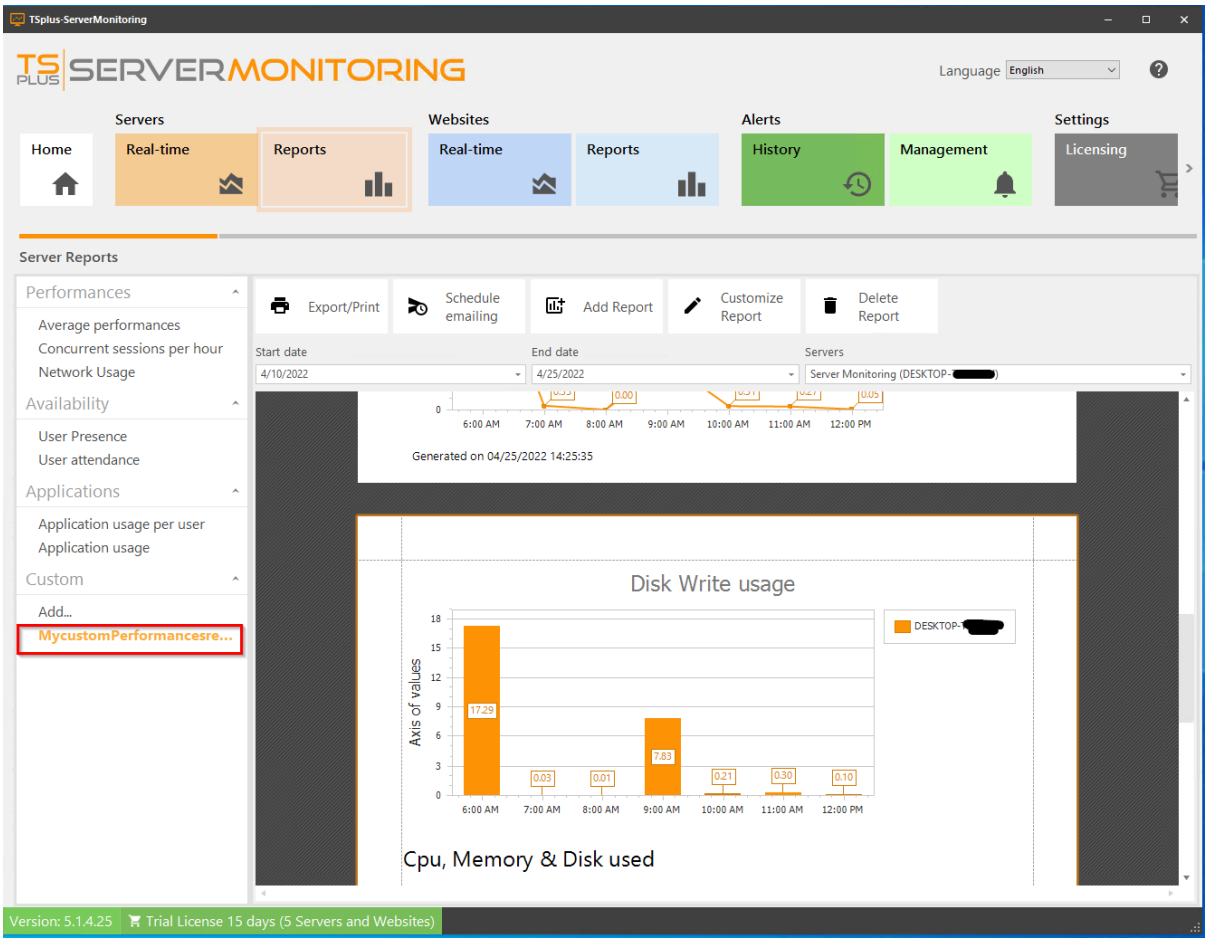
A report designer will appear:



When you did all the modifications you wanted, click on the **Save** button, and give a friendly name to your custom report:



Your custom report will then be available in the left menu, and you can select it to view it.



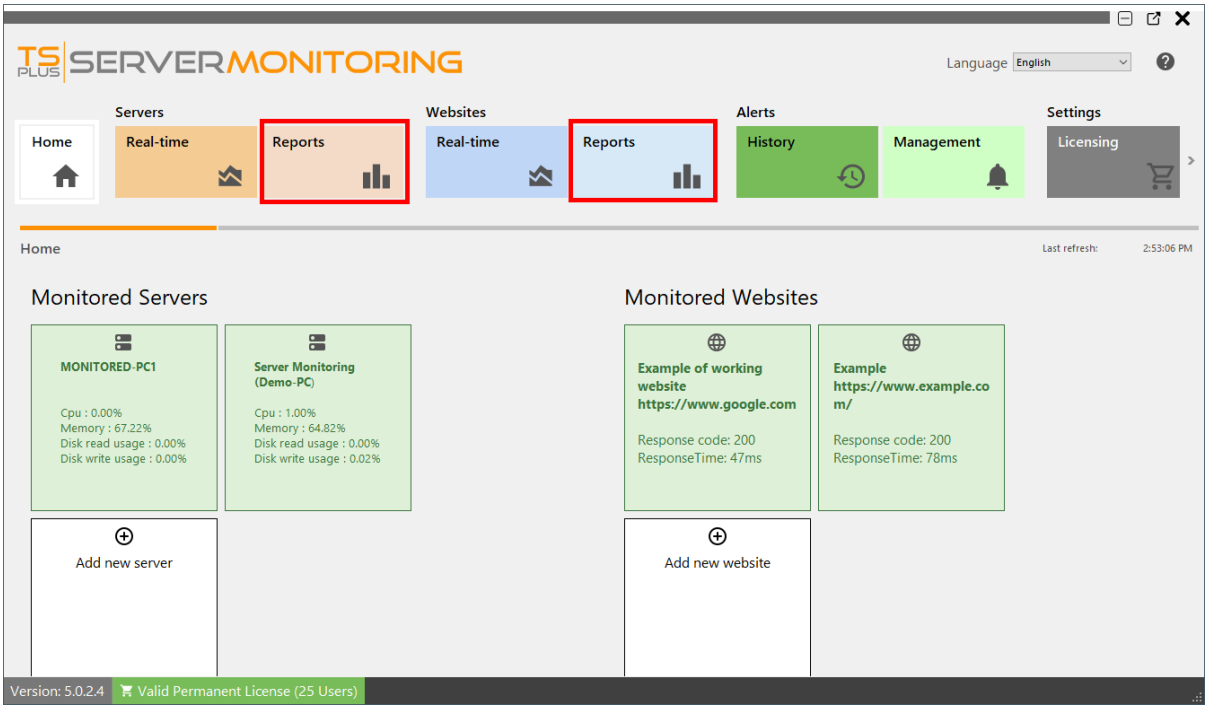
Here are a few examples of easy modifications you can make to a report:

- Change a logo
- Change colors
- Change chart type
- Filter your data
- Change visibility of informations

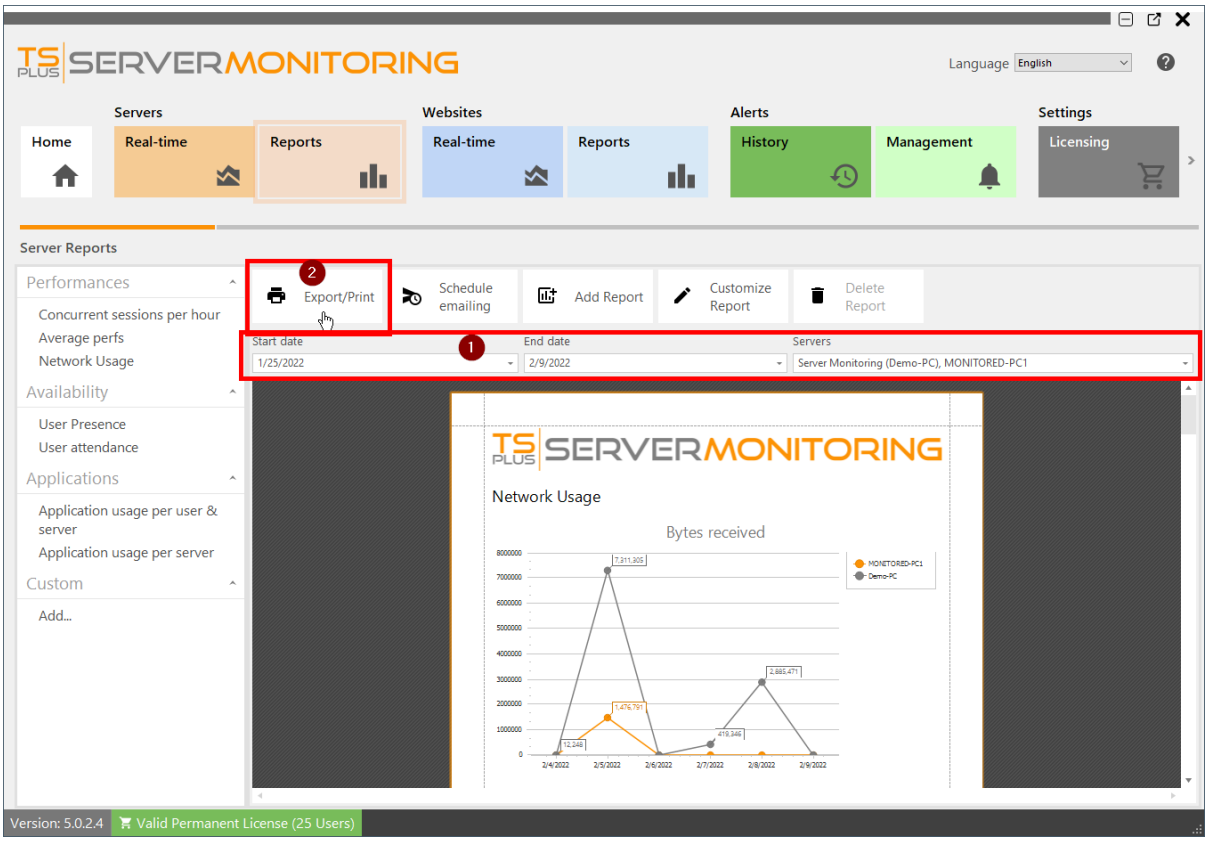
Here is how you can use the existing data in the Server Monitoring database : Use data from database

Export & Print Reports

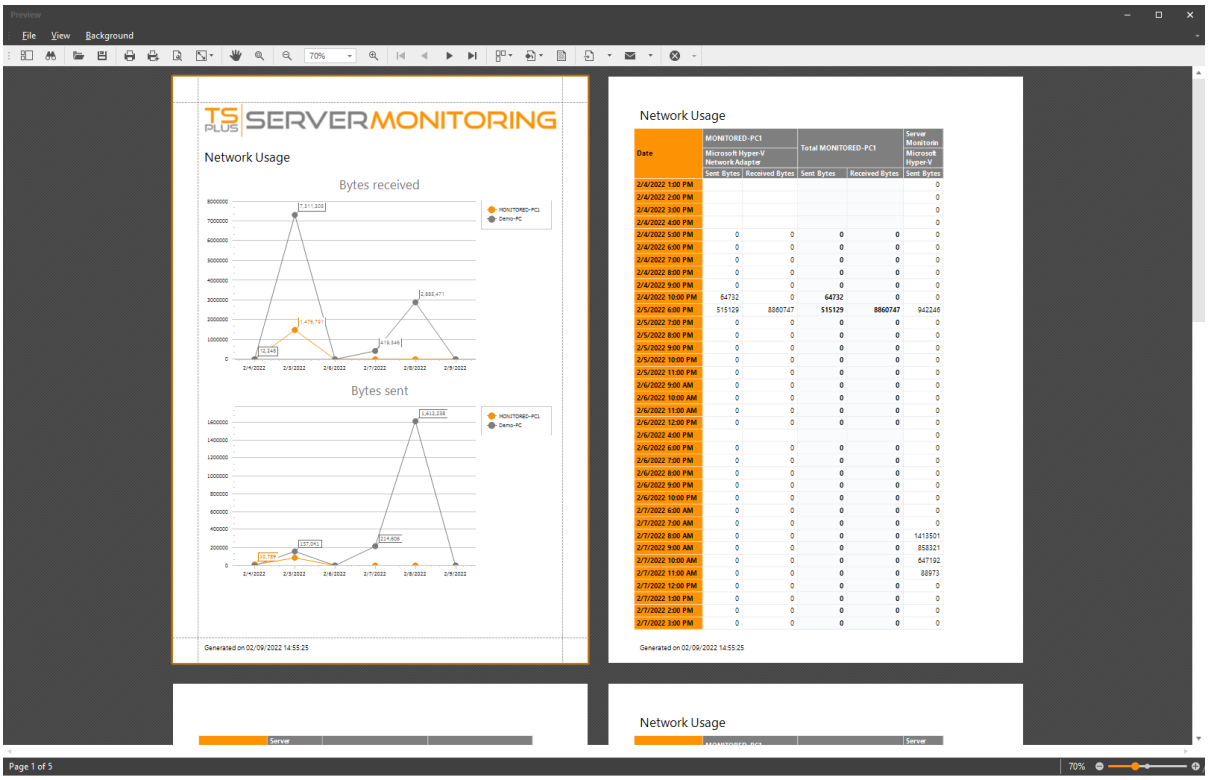
First select a report (website or server) by clicking a Server tile, then by choosing a report type in the left menu.



Choose the parameters than suit you, then click on the **Export/Print** button:



A preview tool will appear :

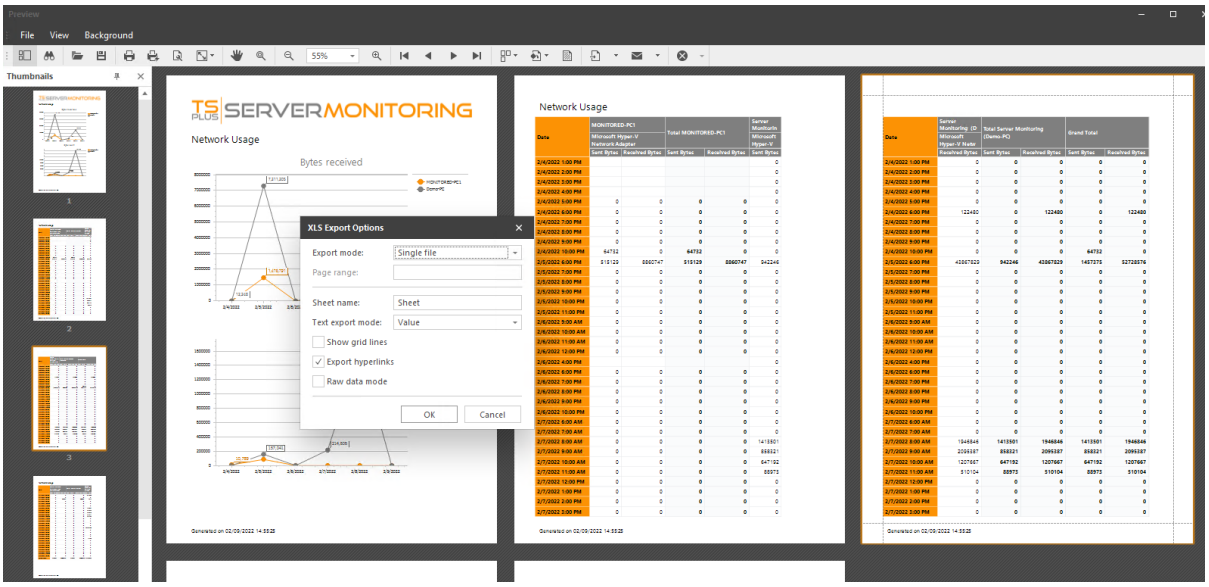


Inside the menu and the toolbar, you have numerous actions possible:

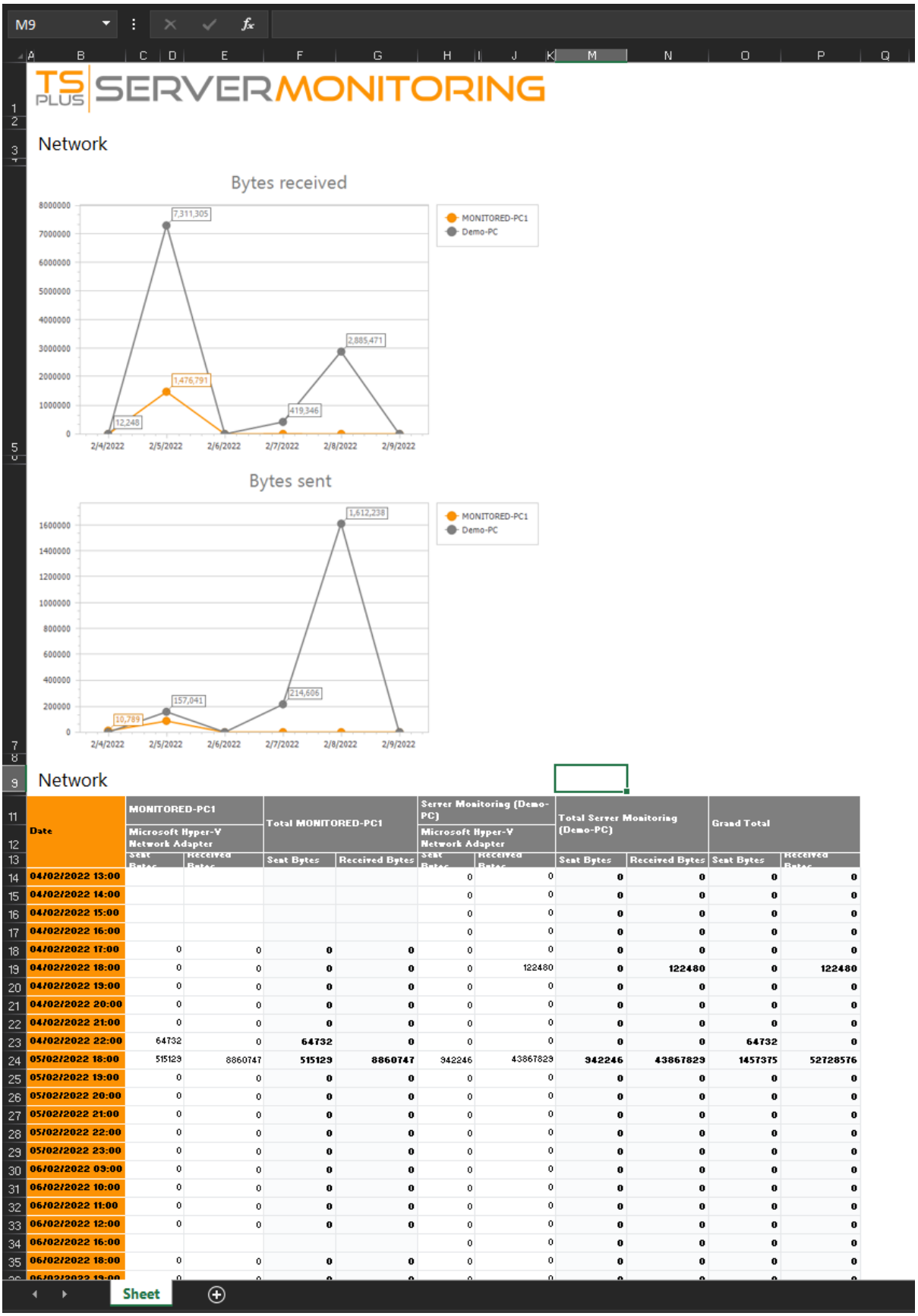
- Search inside the report
- Save the document as is (in .prnx format, this will not be useful in most cases)
- Print or quickprint the document
- Page setup (margins, orientation, etc.)

- Choose a background color
- Insert a watermark (text or picture)
- Export the document in various formats (PDF, HTML, MHT, RTF, DocX, XLS, XLSX, CSV, Text file, Image File)
- Send the document by email in various formats (PDF, MHT, RTF, DocX, XLS, XLSX, CSV, Text file, Image File)

When exporting in some format, for example Excel, you may choose some options:



Then you have to choose where to save the file, and if you would like to open it after saving:

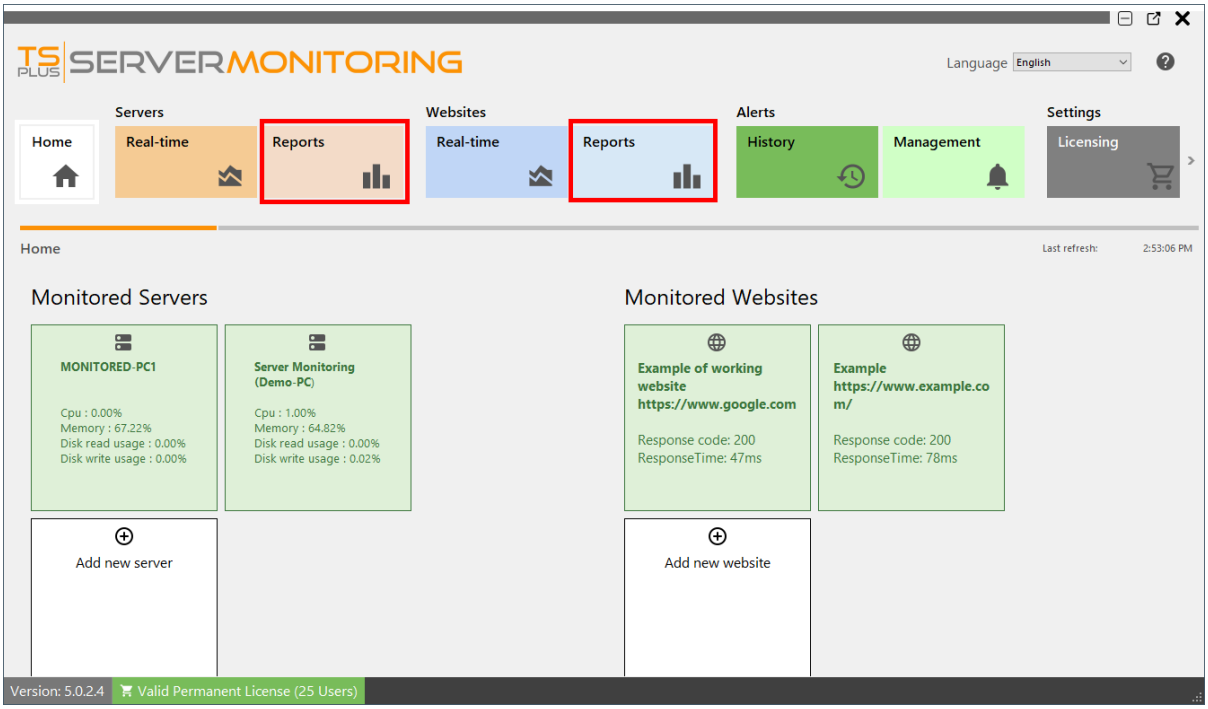


Date	MONITORED-PC1		Total MONITORED-PC1		Server Monitoring (Demo-PC)		Total Server Monitoring (Demo-PC)		Grand Total	
	Microsoft Hyper-V Network Adapter				Microsoft Hyper-V Network Adapter					
	Sent Bytes	Received Bytes	Sent Bytes	Received Bytes	Sent Bytes	Received Bytes	Sent Bytes	Received Bytes	Sent Bytes	Received Bytes
04/02/2022 13:00					0	0	0	0	0	0
04/02/2022 14:00					0	0	0	0	0	0
04/02/2022 15:00					0	0	0	0	0	0
04/02/2022 16:00					0	0	0	0	0	0
04/02/2022 17:00	0	0	0	0	0	0	0	0	0	0
04/02/2022 18:00	0	0	0	0	0	122480	0	122480	0	122480
04/02/2022 19:00	0	0	0	0	0	0	0	0	0	0
04/02/2022 20:00	0	0	0	0	0	0	0	0	0	0
04/02/2022 21:00	0	0	0	0	0	0	0	0	0	0
04/02/2022 22:00	64732	0	64732	0	0	0	0	0	64732	0
05/02/2022 18:00	515129	8860747	515129	8860747	342246	43867829	342246	43867829	1457375	52728576
05/02/2022 19:00	0	0	0	0	0	0	0	0	0	0
05/02/2022 20:00	0	0	0	0	0	0	0	0	0	0
05/02/2022 21:00	0	0	0	0	0	0	0	0	0	0
05/02/2022 22:00	0	0	0	0	0	0	0	0	0	0
05/02/2022 23:00	0	0	0	0	0	0	0	0	0	0
06/02/2022 09:00	0	0	0	0	0	0	0	0	0	0
06/02/2022 10:00	0	0	0	0	0	0	0	0	0	0
06/02/2022 11:00	0	0	0	0	0	0	0	0	0	0
06/02/2022 12:00	0	0	0	0	0	0	0	0	0	0
06/02/2022 16:00					0	0	0	0	0	0
06/02/2022 18:00	0	0	0	0	0	0	0	0	0	0

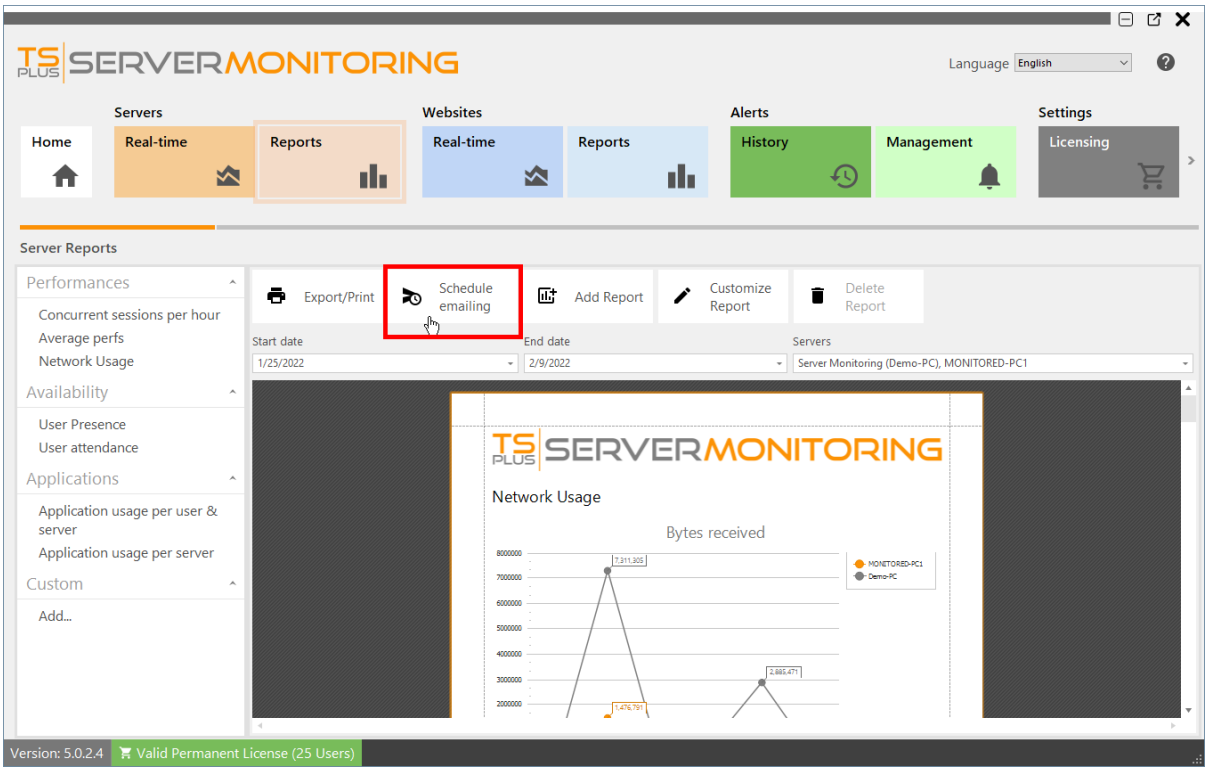
Now you have an Excel file that you can edit all that you want !

Schedule Report Emailing

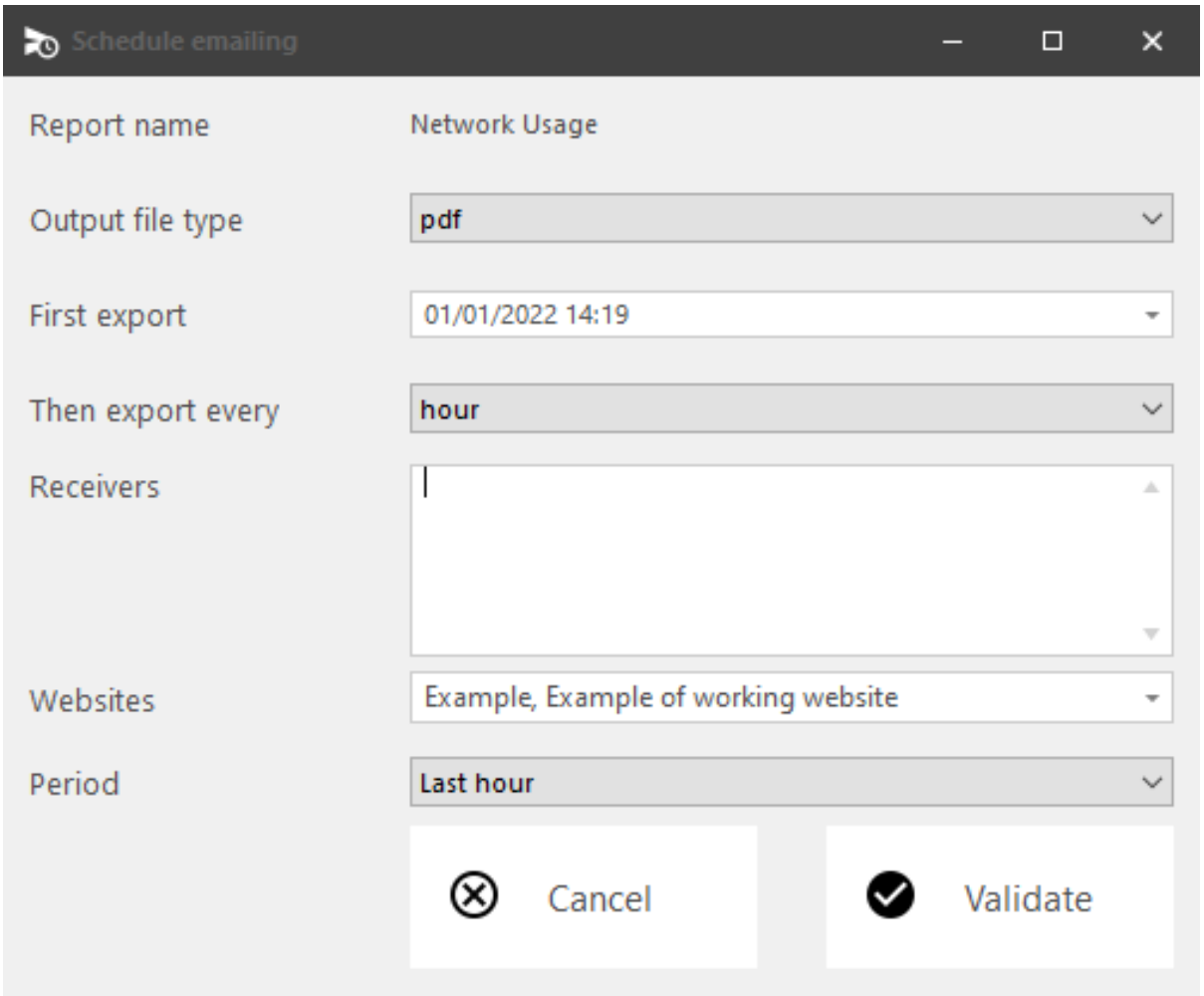
First select a report (website or server) by clicking a Server tile, then by choosing a report type in the left menu.



Click on the **Schedule emailing** button:



A new form will appear:



Just fill in the following fields:

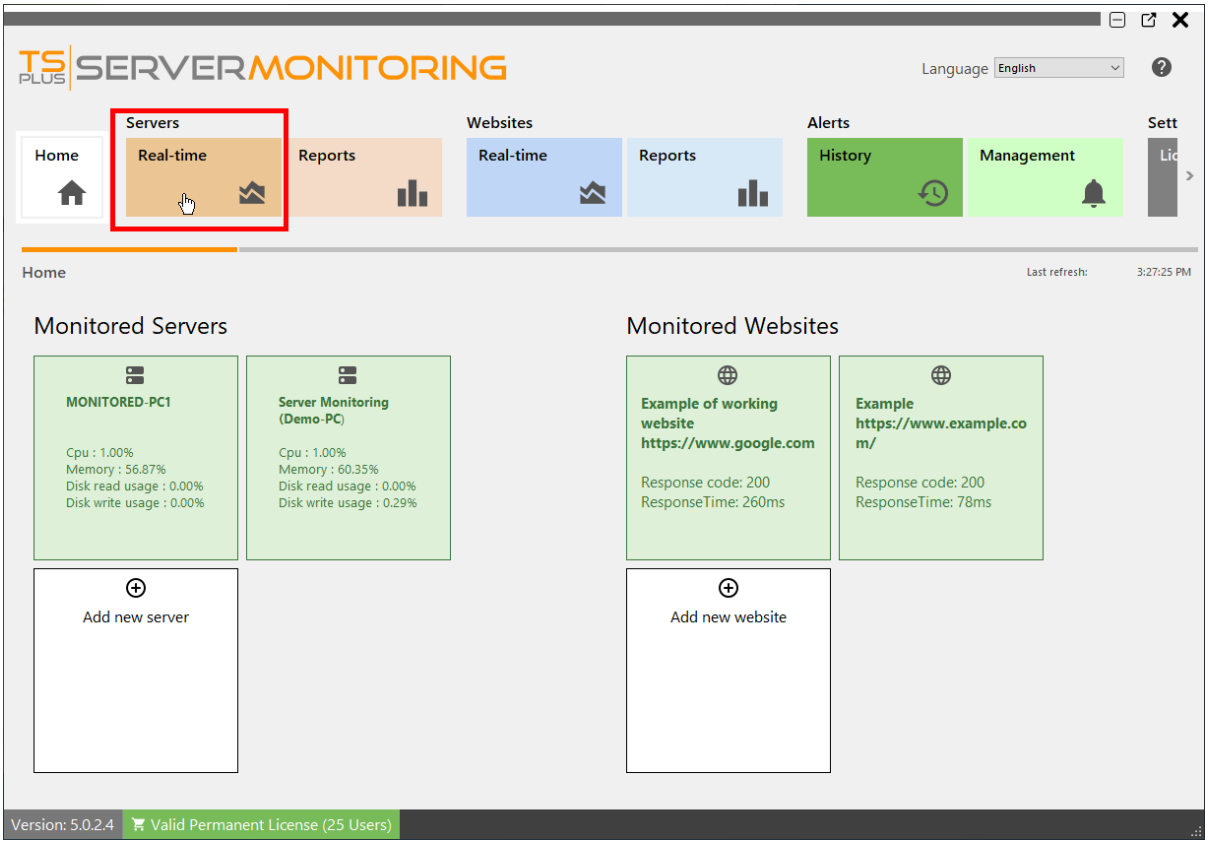
1. The output file type (PDF, Excel or HTML).
2. The date of the first export.
3. The export frequency (every hour / 4 hours / 8 hours / 12 hours / day / week / month).
4. The email address(es) to send the report to. Please separate several email addresses with a comma.
5. The server(s)/website(s) concerned by the report.
6. The period of time for the report (last hour / last 4 hours / last 8 hours / last 12 hours / today / yesterday / last 7 days / last 30 days / last 90 days / last 180 days).

Click Validate to save the schedule.

To edit the schedule, click again on the **Schedule emailing** button.

Server Real-time features

To have access to real-time features for servers, click on the “Real-time” tile in the Servers section:

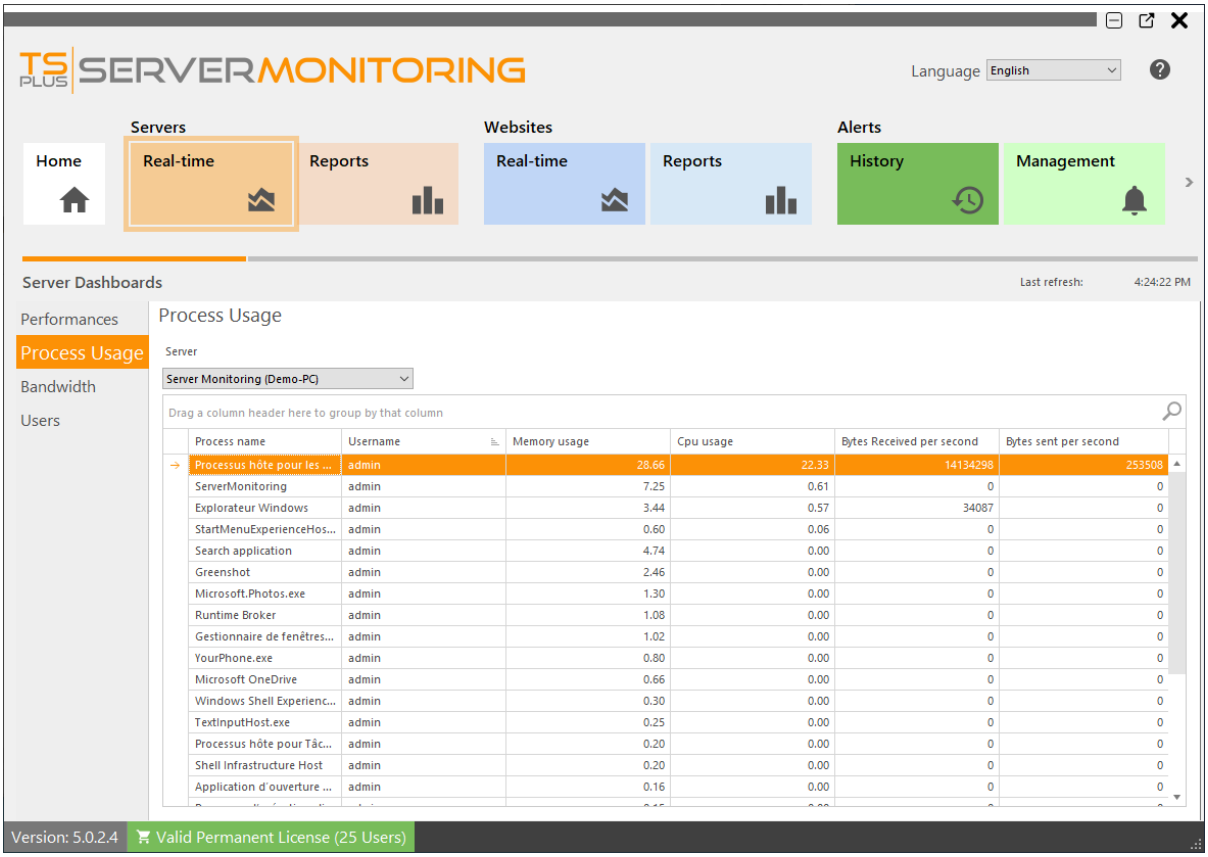


Performance

This displays an overview of your server performance (CPU, Memory, Disk write and Disk read), over the last 10 minutes:

Process usage

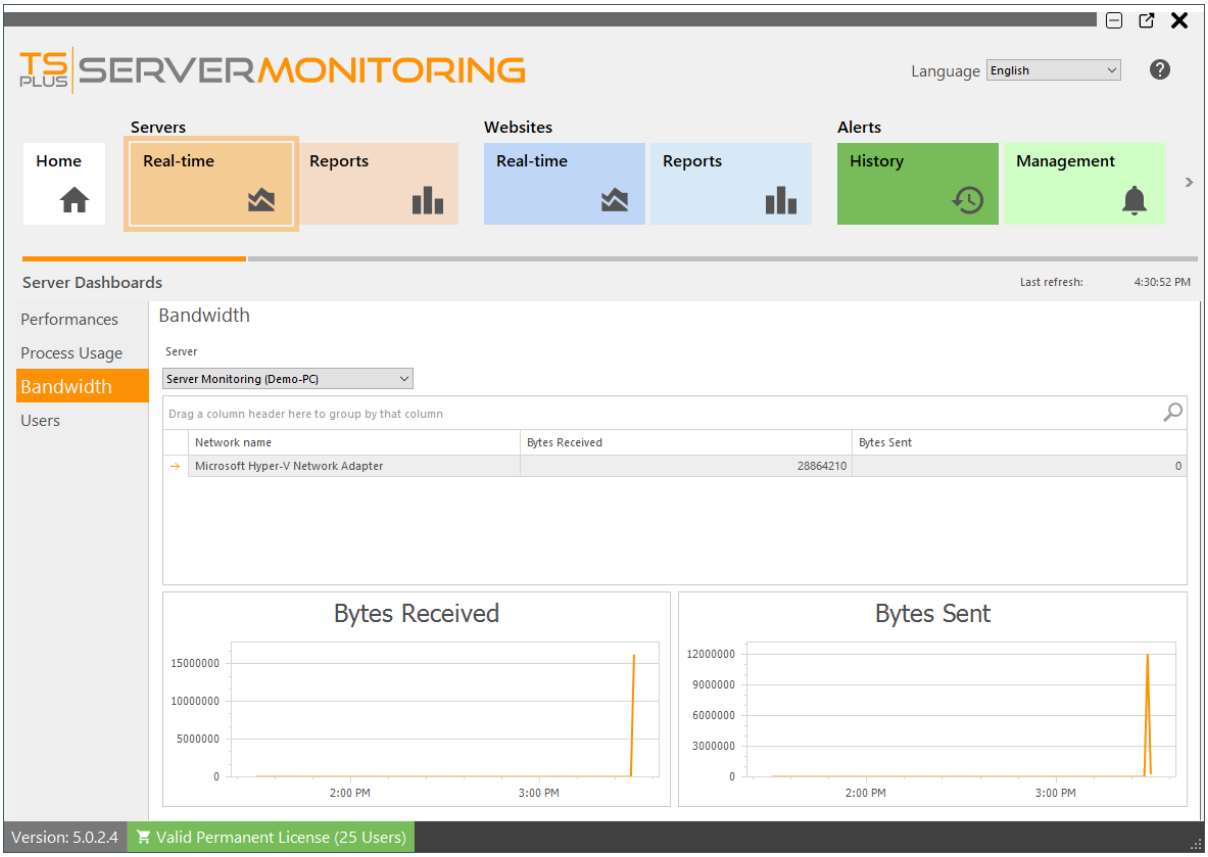
When clicking on “Process usage” in the menu on the left, you will see a table showing the processes currently used on the selected server, and some key indicators:



You can filter by server.

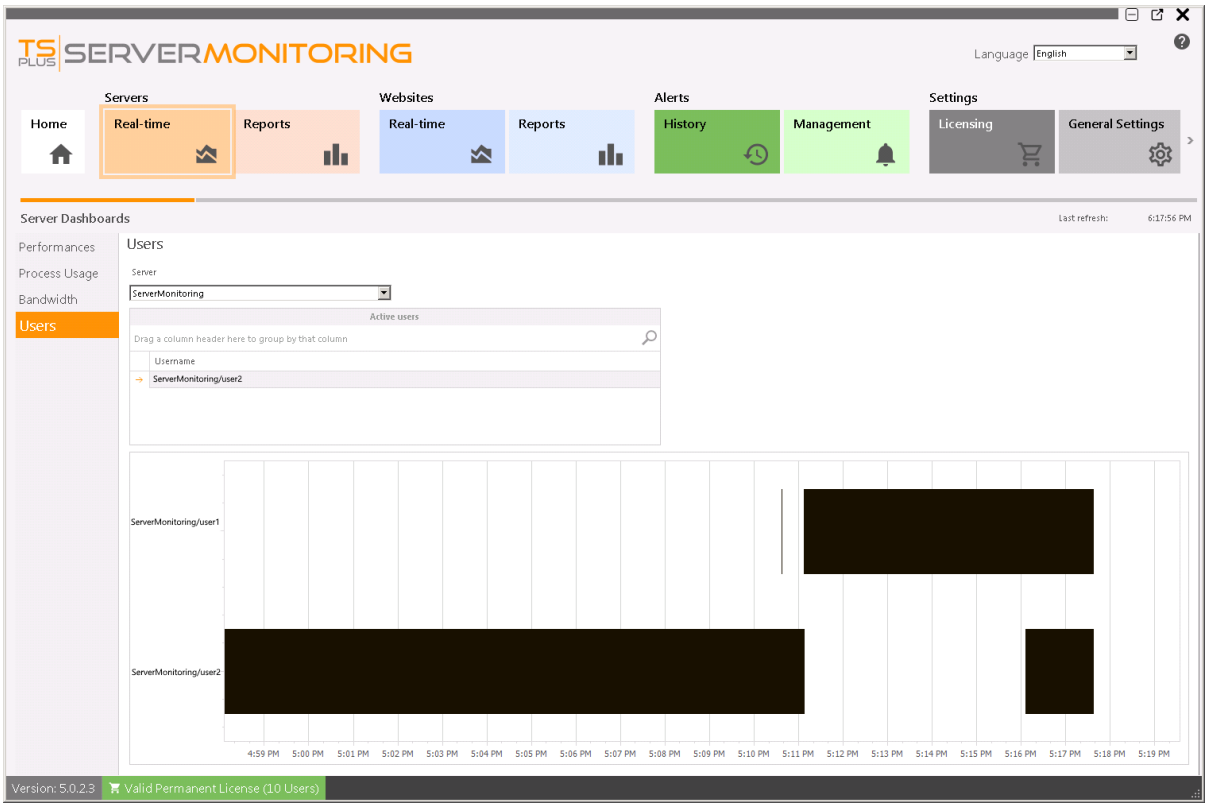
Bandwidth

When clicking on “Bandwidth” in the menu on the left, you will see a table showing the bandwidth usage (up and down) of the selected server:



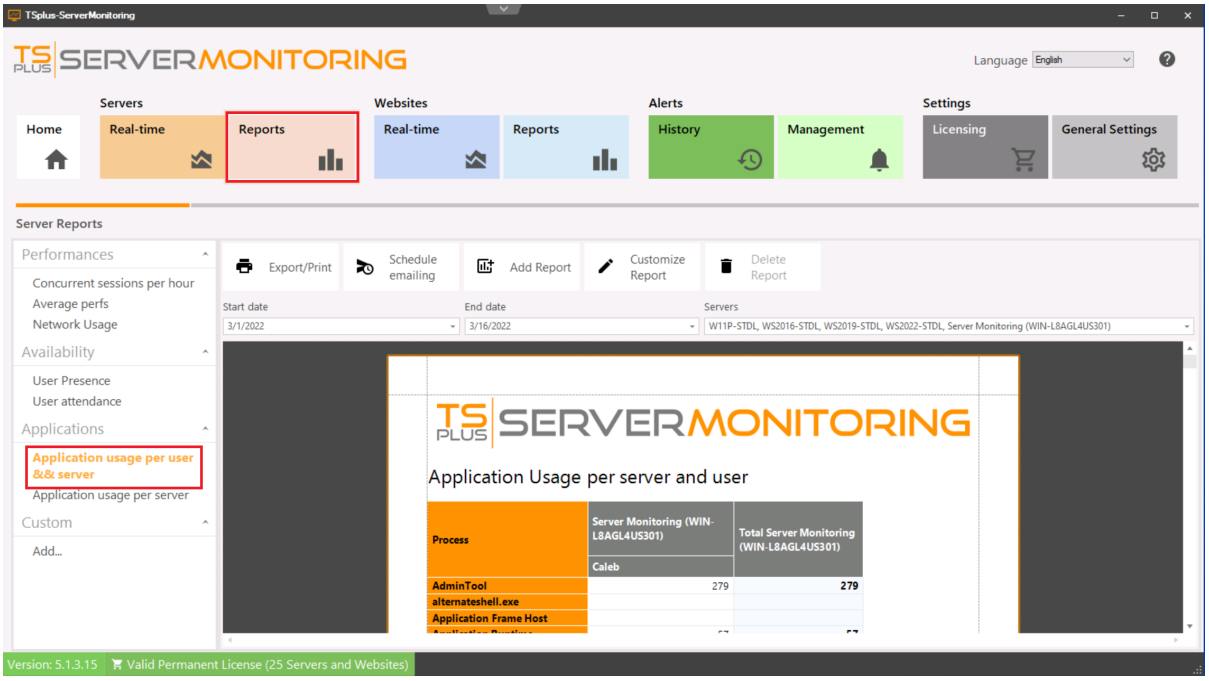
Users

When clicking on “Users” in the menu on the left, you will see a table and a graph showing the users currently connected to the selected server:


TS PLUS SERVERMONITORING
Language English
Servers
Home
Real-time
Reports
Websites
Real-time
Reports
Alerts
History
Management
Settings
Licensing
General Settings
Server Dashboards
Last refresh: 6:17:56 PM
Performances
Process Usage
Bandwidth
Users
Users
Server
ServerMonitoring
Active users
Drag a column header here to group by that column
Username
ServerMonitoring/user2
ServerMonitoring/user1
ServerMonitoring/user2
4:59 PM 5:00 PM 5:01 PM 5:02 PM 5:03 PM 5:04 PM 5:05 PM 5:06 PM 5:07 PM 5:08 PM 5:09 PM 5:10 PM 5:11 PM 5:12 PM 5:13 PM 5:14 PM 5:15 PM 5:16 PM 5:17 PM 5:18 PM 5:19 PM
Version: 5.0.2.3
Valid Permanent License (10 Users)

Application usage per server and user Report

This report is available by clicking on **Servers > Reports** tile, then on the **Application usage per server and user** link from the left menu

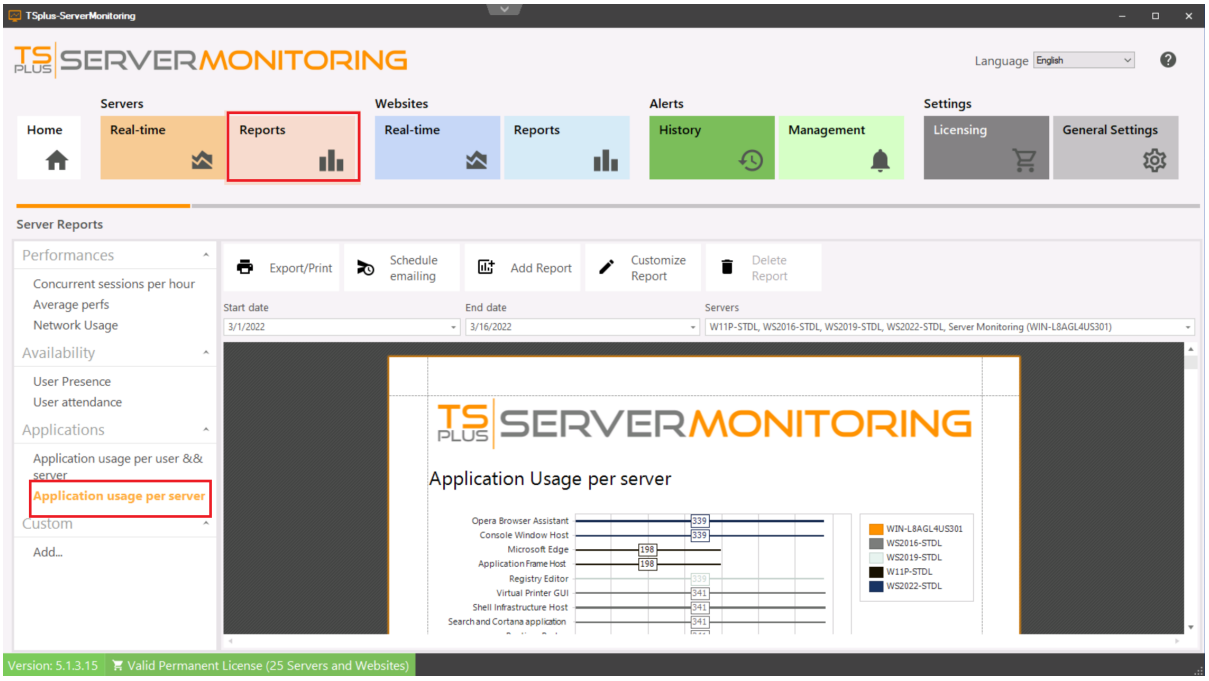


The **Application usage per server and user Report** displays the application usage per user for the specified server(s) and period of time.

The data can be filtered by server name and date range.

Application Usage per Server Report

This report is available by clicking on **Servers > Reports**, then on **Application usage per server** in the left menu.



The **Application usage per server Report** displays the application usage for the specified server(s) and period of time.

The data can be filtered by server name and date range.

Server Average Performance Report

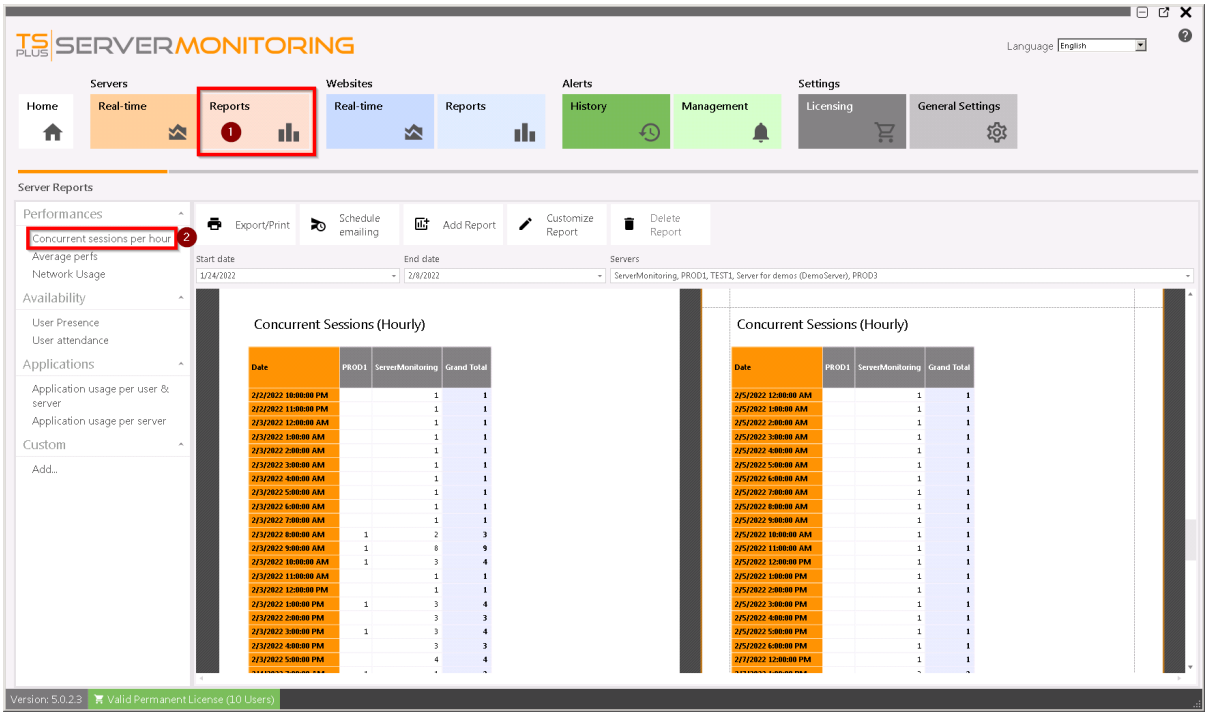
This report is available by clicking on **Servers > Reports**, then on **Average perfs** in the left menu.

The **Server average performance Report** displays the average performance (CPU, Memory and Disk usage) for the specified server(s) and period of time.

The data can be filtered by server name and date range.

Server Concurrent Sessions Report

This report is available by clicking on **Servers > Reports**, then on **Concurrent sessions per hour** in the left menu.

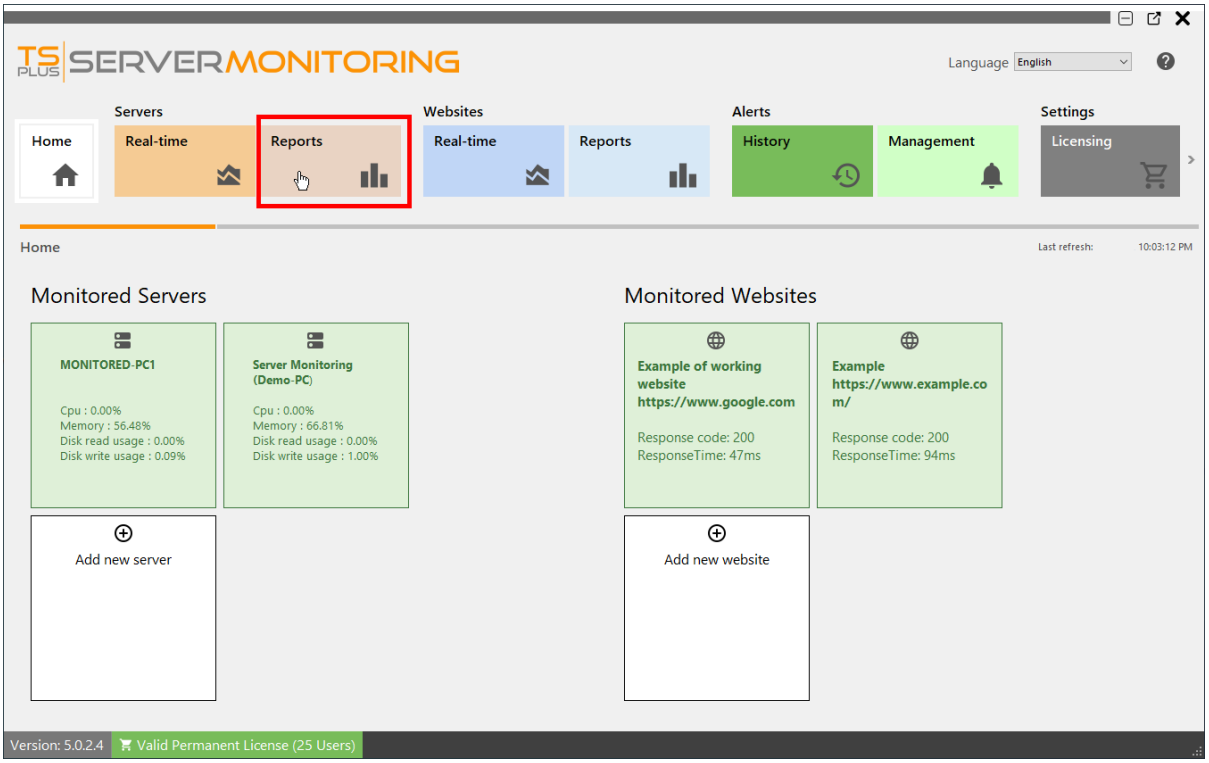


The **Server Concurrent sessions Report** displays the number of concurrent sessions for the specified server(s) and period of time.

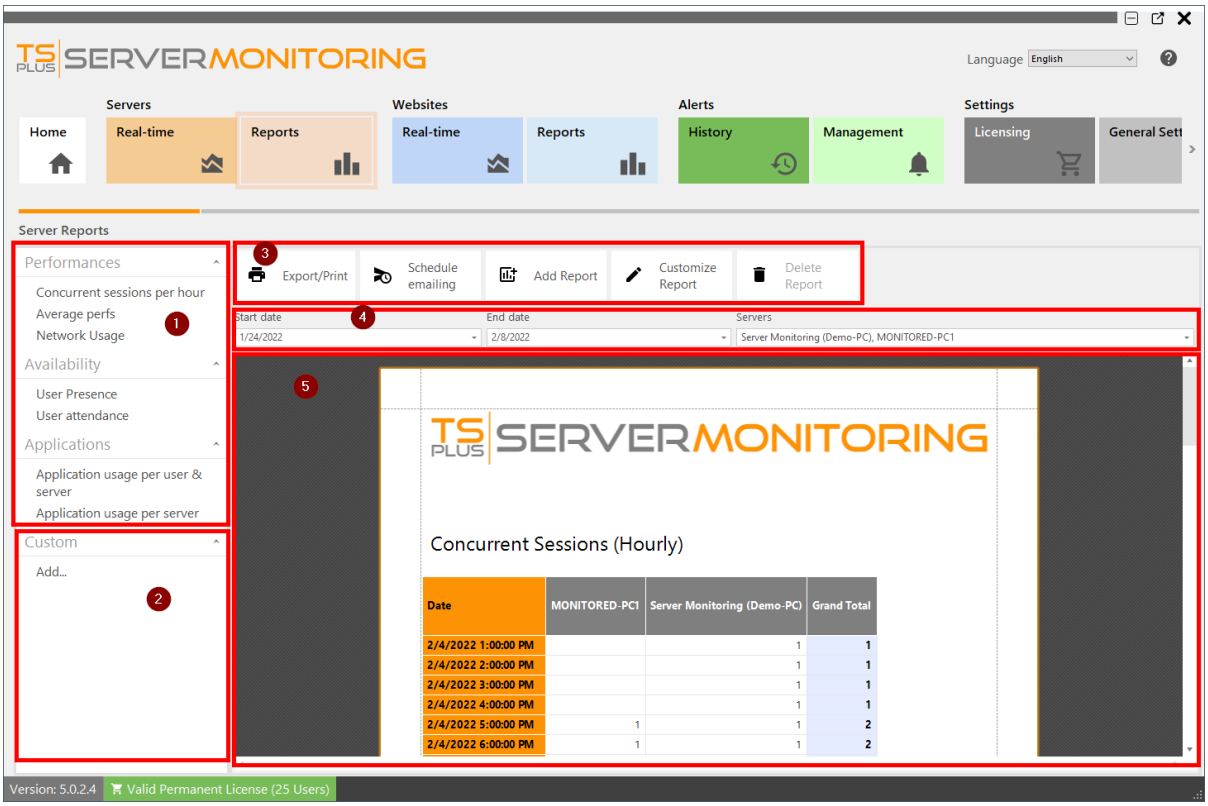
The data can be filtered by server name and date range.

Server Report features

To have access to the reporting features, click on “Reports” tile in the Servers section:



You will see this screen:



You can see 5 different areas:

1. **Standard reports**: This is a list of standard reports, provided by default with the installation of Server Monitoring. You can click on any of them to see the report.
2. **Custom reports**: Here you can add your own reports by adding new columns to the report, custom images etc. The report list is displayed here. You can click on any of them to see the report.
3. **Actions on reports**: Here you can export/print reports, customize them, schedule emailing or delete them, if they are custom reports.
4. **Filters**: You can filter the reports by server and by date.
5. **Report preview**: You can preview the report currently selected.

Network Usage Report

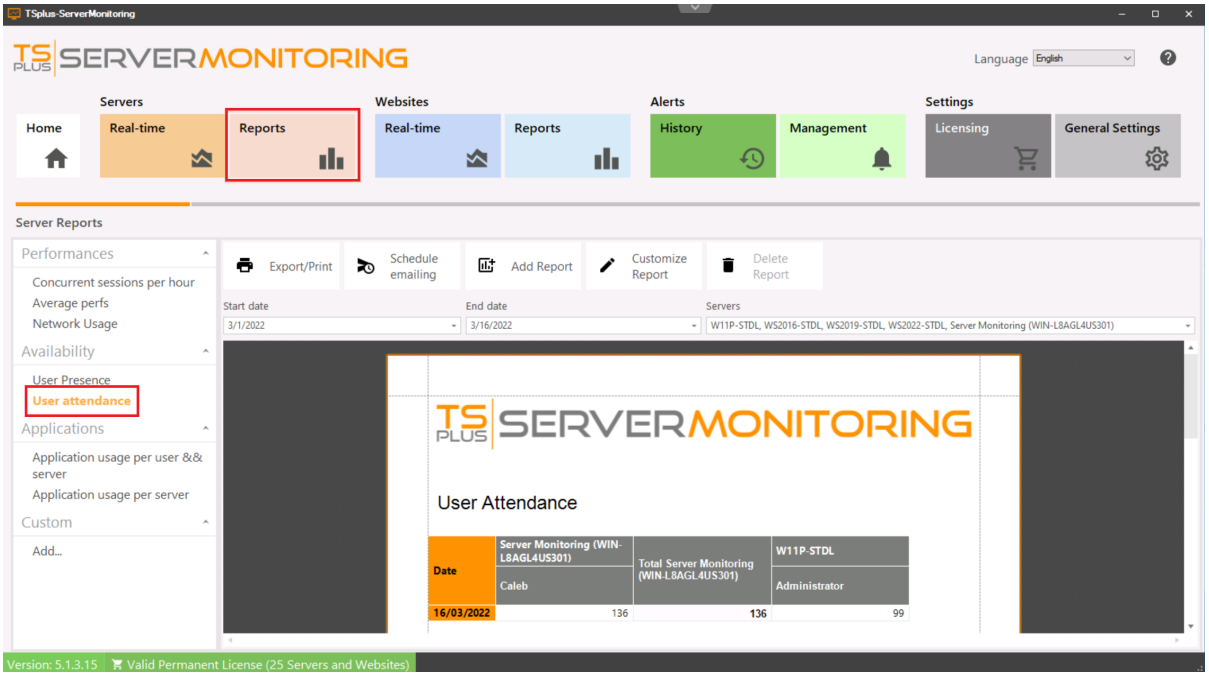
This report is available by clicking on **Servers > Reports**, then on **Network Usage** in the left menu.

The **Network Usage Report** displays the network usage for the specified server(s) and period of time.

The data can be filtered by server name and date range.

User Attendance Report

This report is available by clicking on **Servers > Reports**, then on **User Attendance** in the left menu.

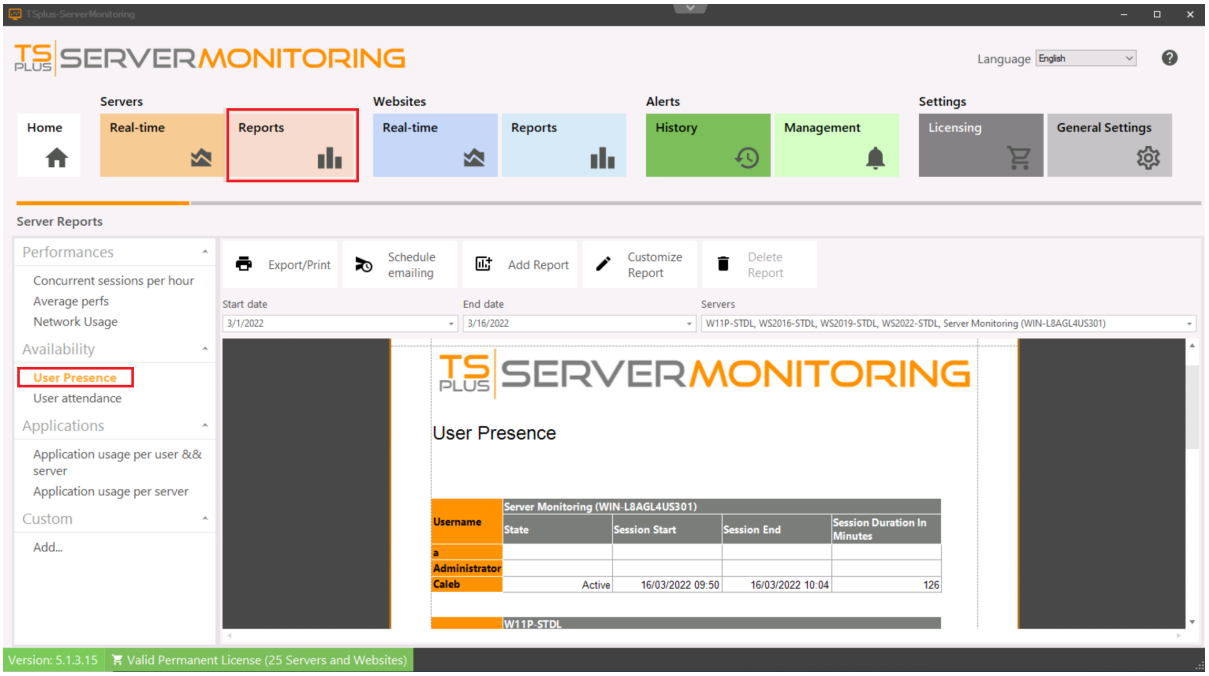


The **User Attendance Report** displays the user attendance for the specified server(s) and period of time.

The data can be filtered by server name and date range.

User presence Report

This report is available by clicking on **Servers > Reports**, then on **User presence** in the left menu



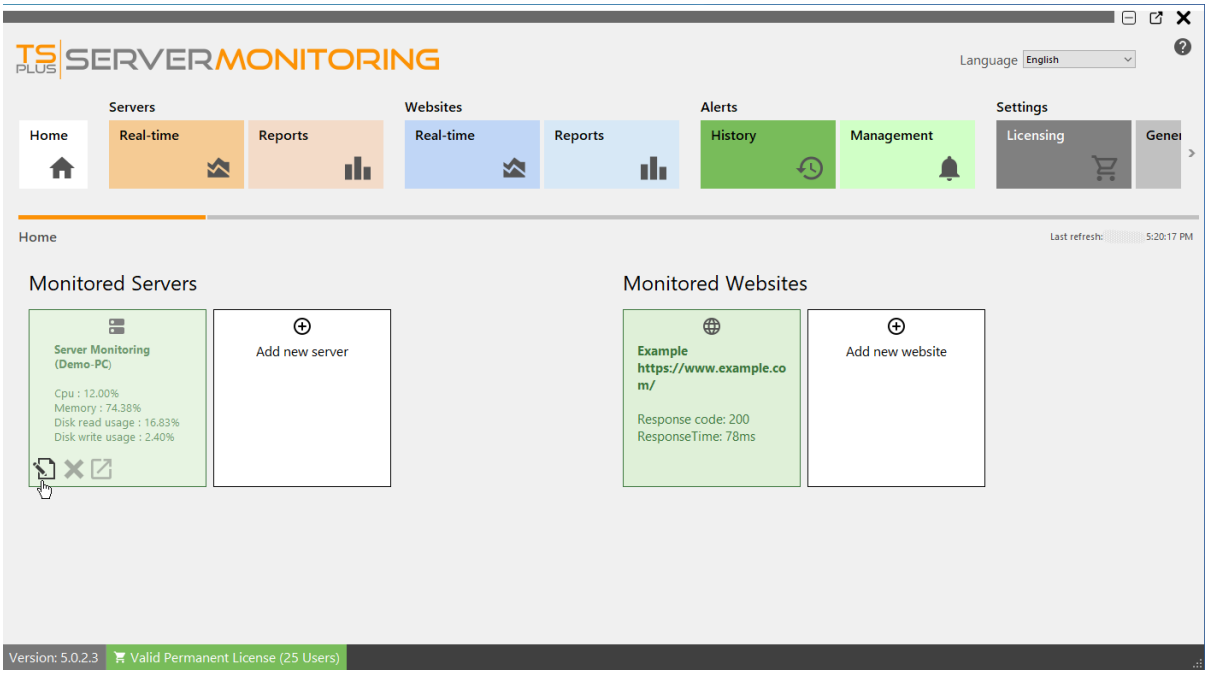
The **User Presence Report** displays the user presence for the specified server(s) and period of time.

The data can be filtered by server name and date range.

Server Management

You can view, edit and remove monitored servers from the home screen.

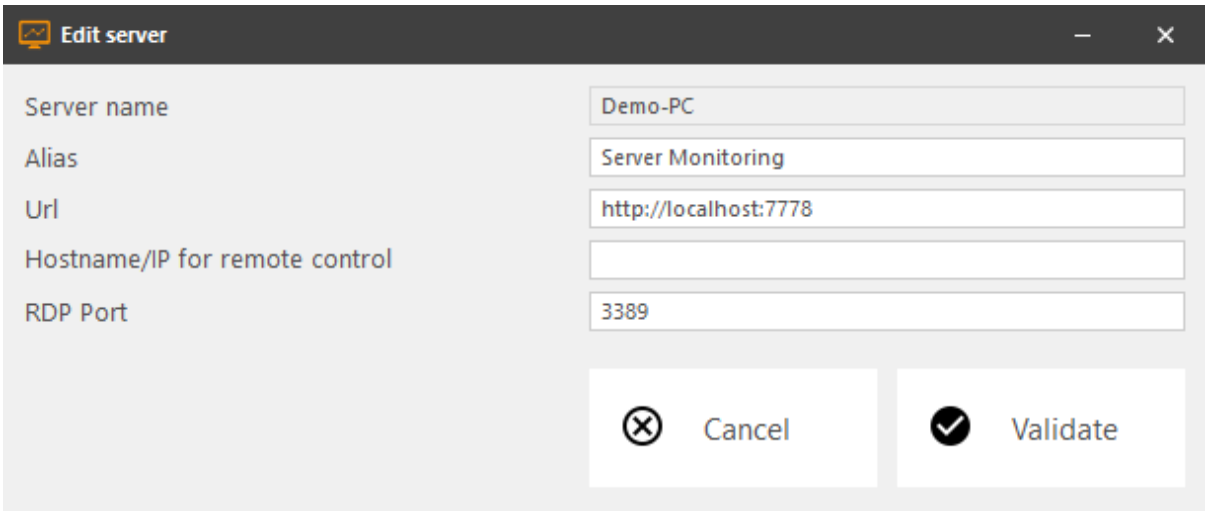
To edit a server, hover over the corresponding tile, and click on the edit icon:



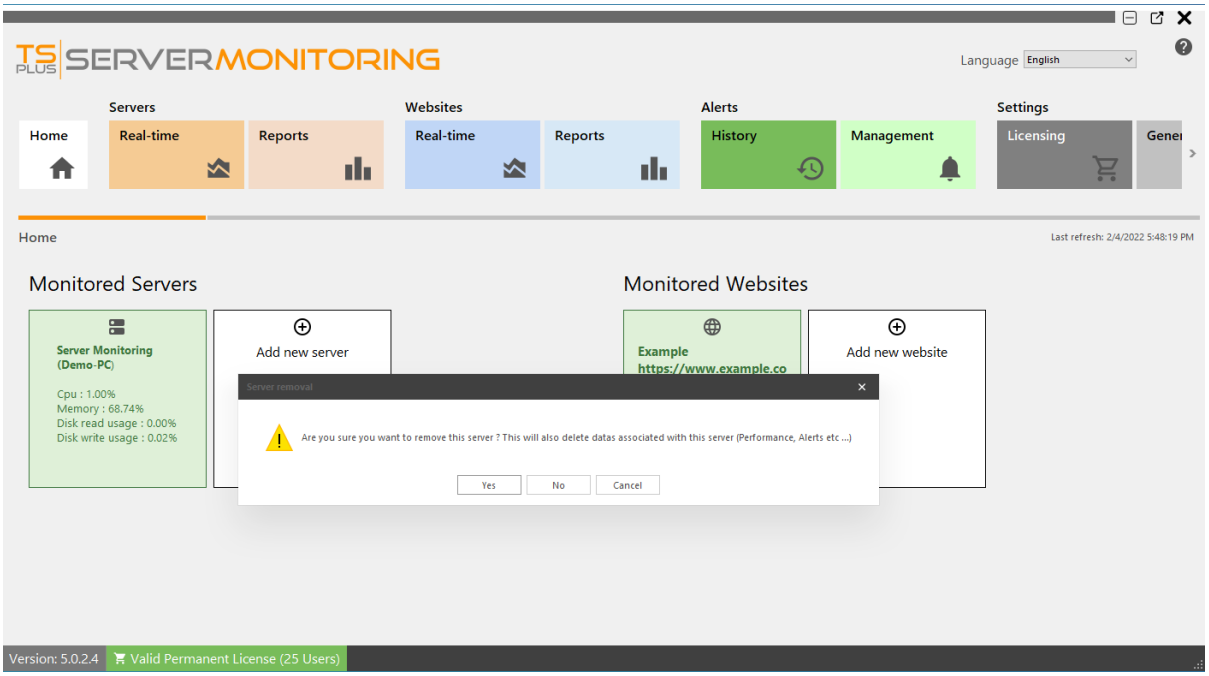
A dialog box will appear. Here you can edit:

- The alias of the server
- The Server URL
- The Server Hostname and IP address.
- The Server RDP port. By default, it is 3389

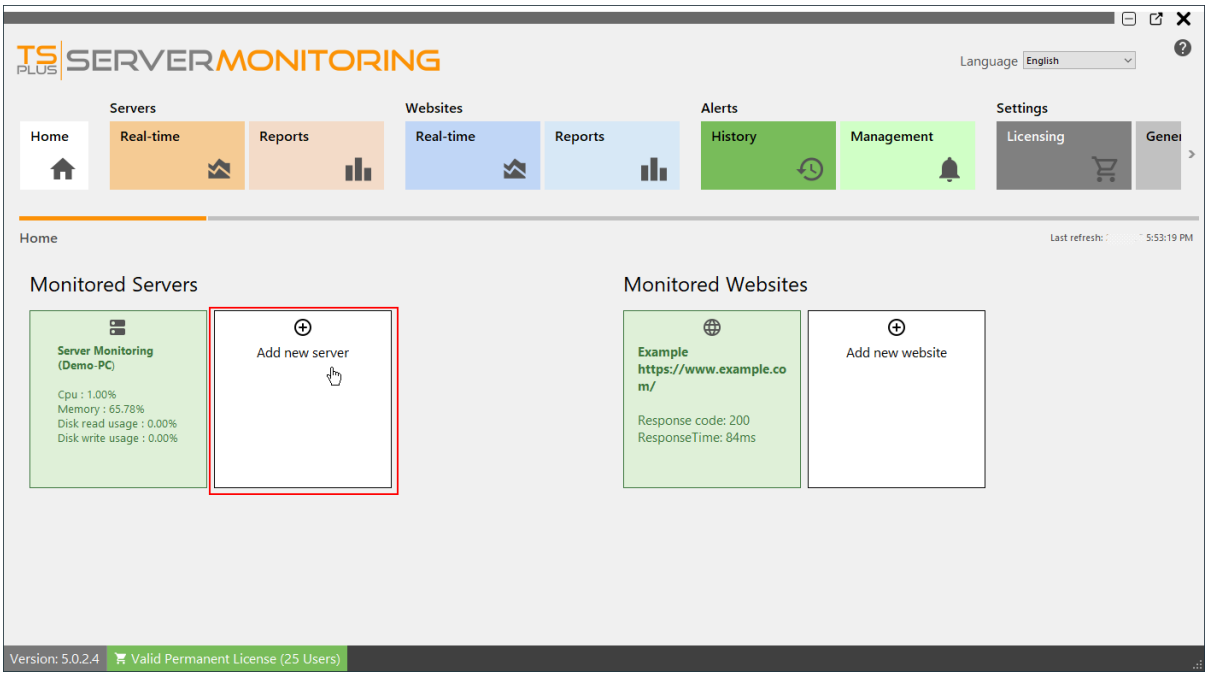
Click validate to save your changes.



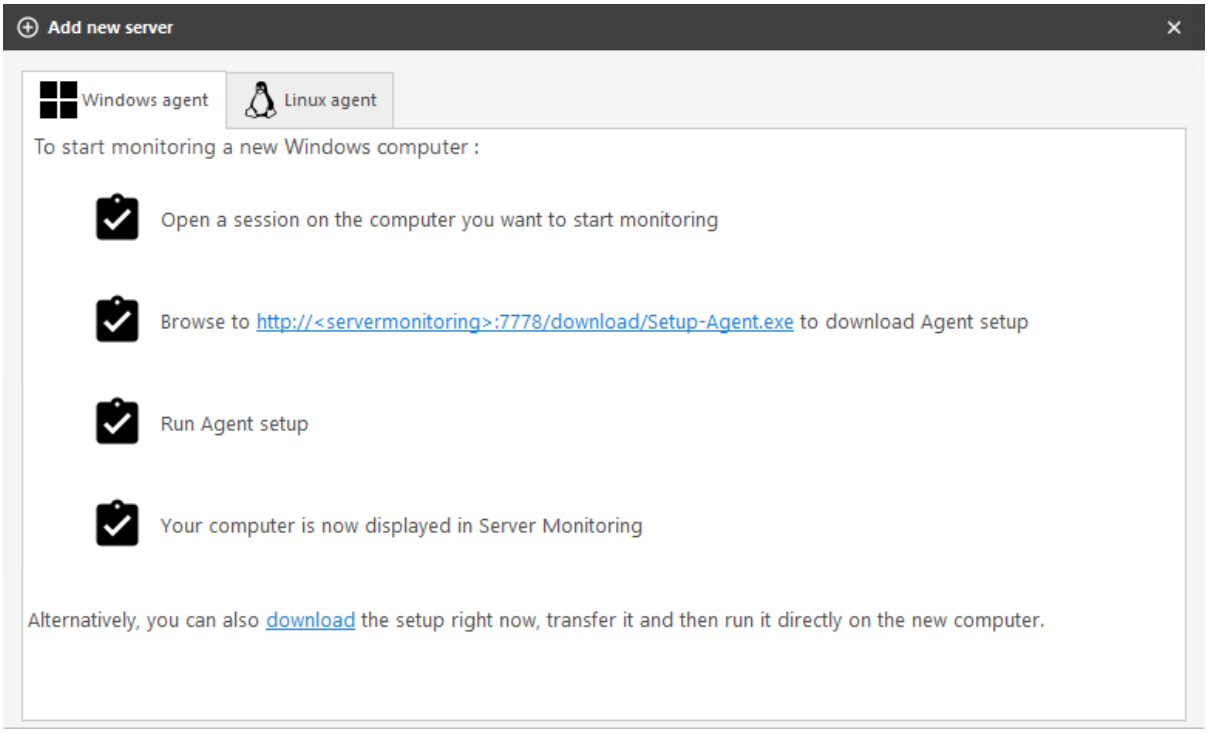
To remove a server, click on the **X** icon when hovering over the tile of the server you want to remove. You will be asked to confirm your choice. **NOTE:** deleting a server will delete all the data associated with this server: performance, user activity, alerts, etc…



To add a new server, click on the “Add new server” tile, in home page:



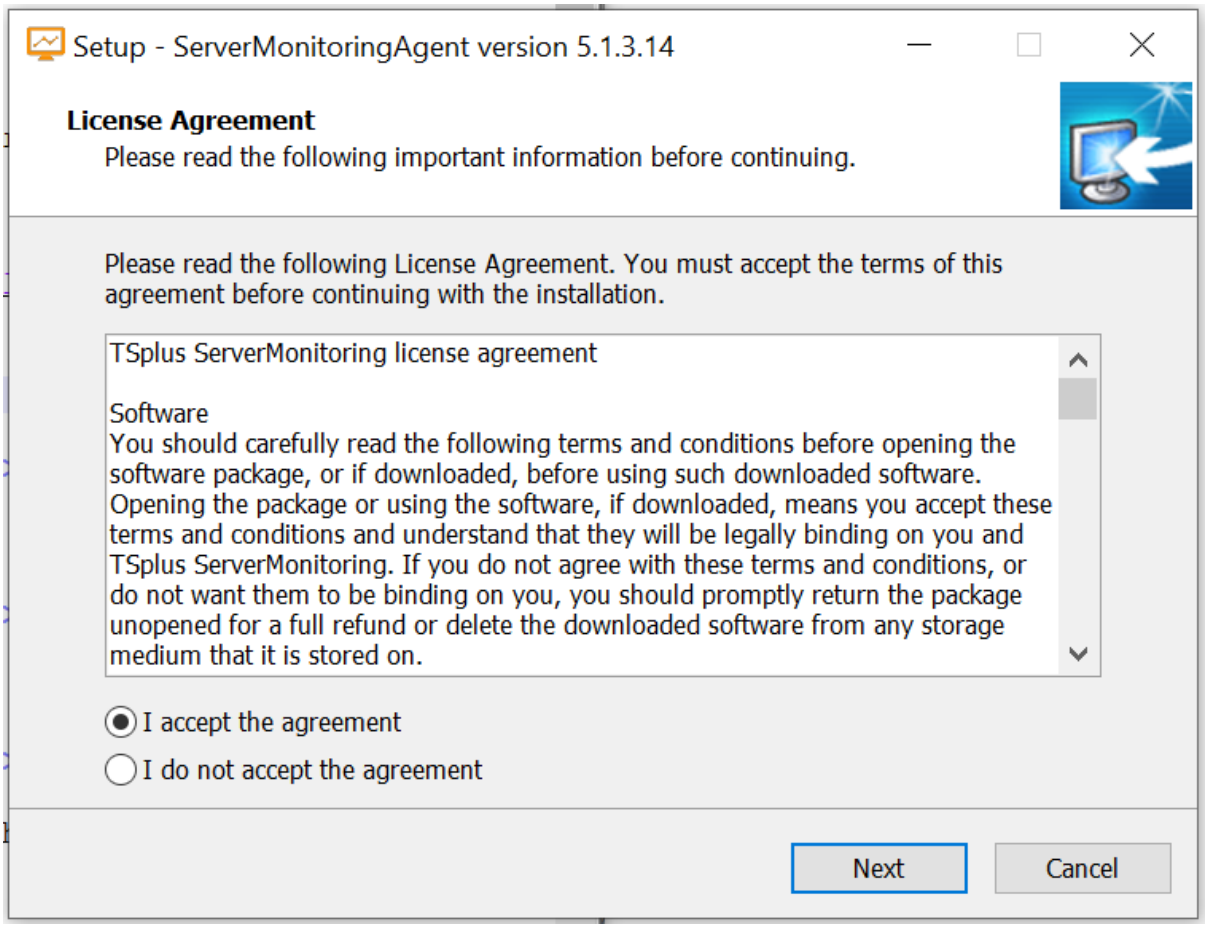
Server Monitoring will present you with the options for adding a Windows server:



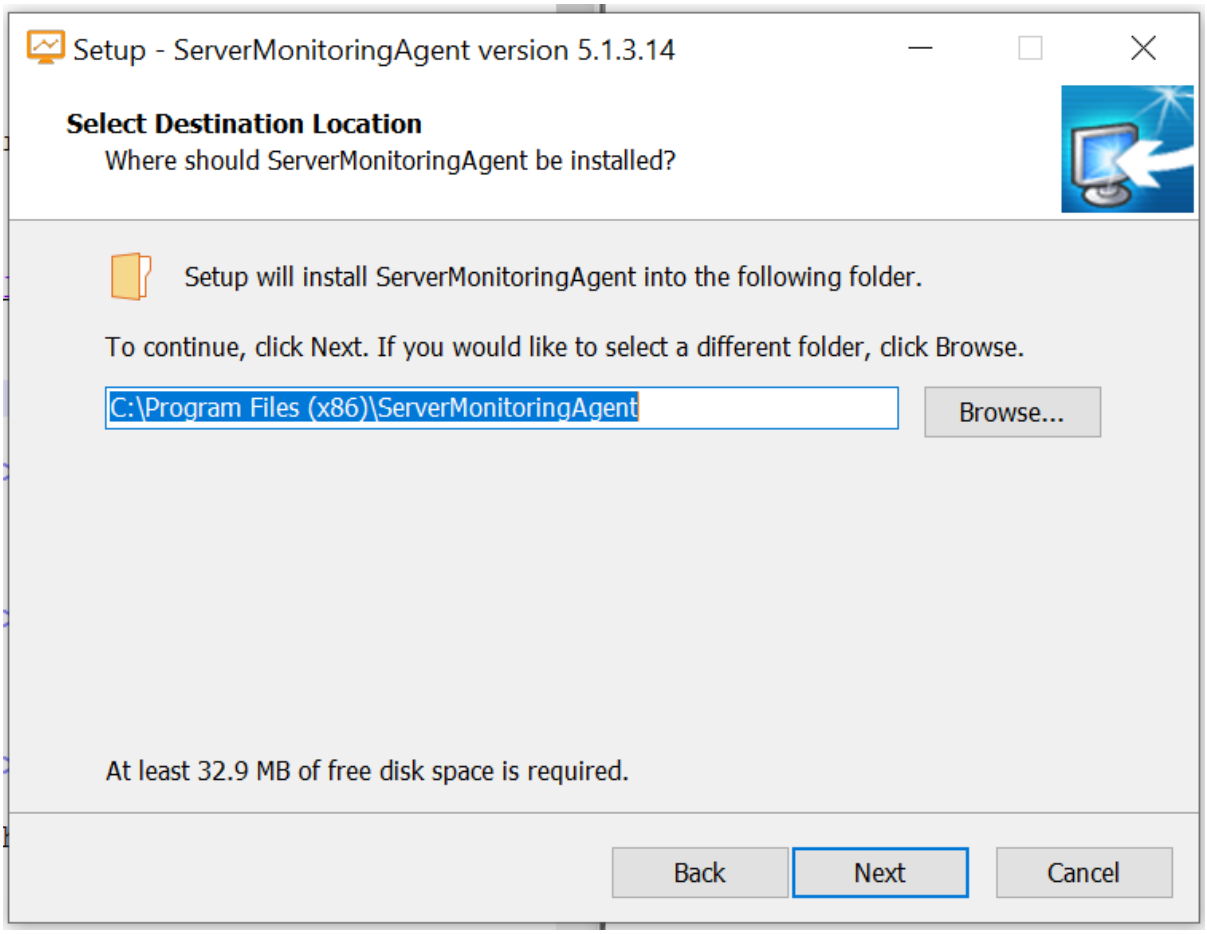
You have two different ways of adding a new Windows server to monitor:

- Log in to the server you would like to monitor and browse to: http://YourMonitoringServerUrl:7778/download/Setup-Agent.exe
- you also can directly download the agent and send it to the server you would like to monitor.

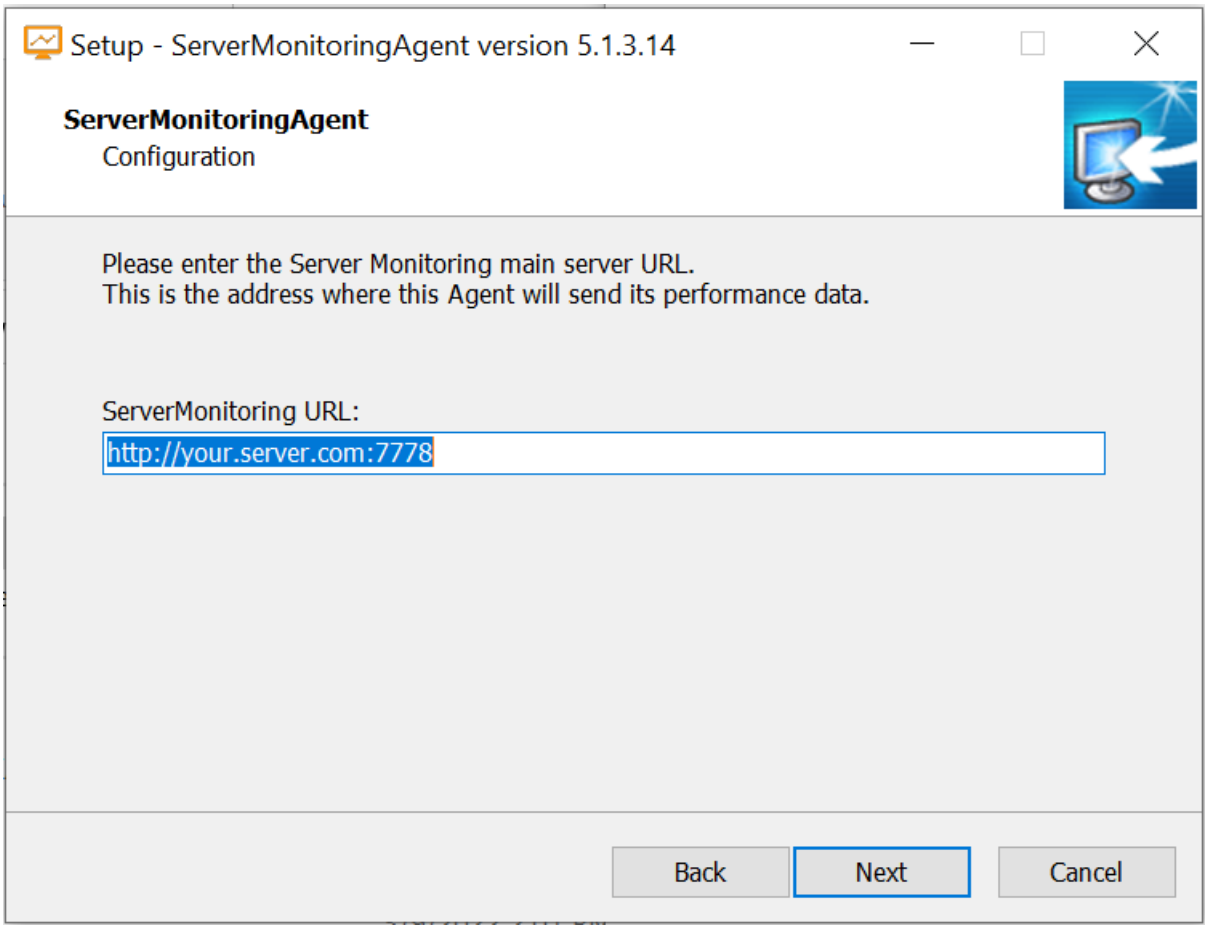
You can now launch the Setup-Agent.exe file, and install it.



Accept the license and click on next

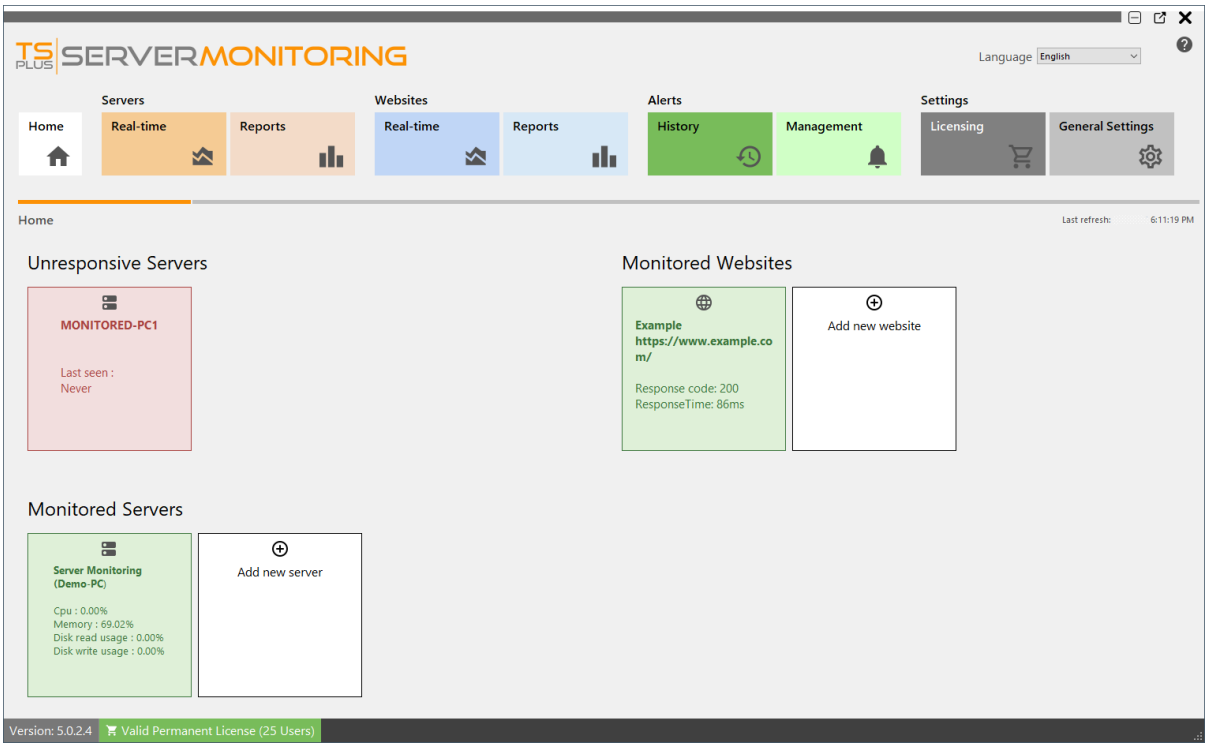


Here you can change the location of the files installed.

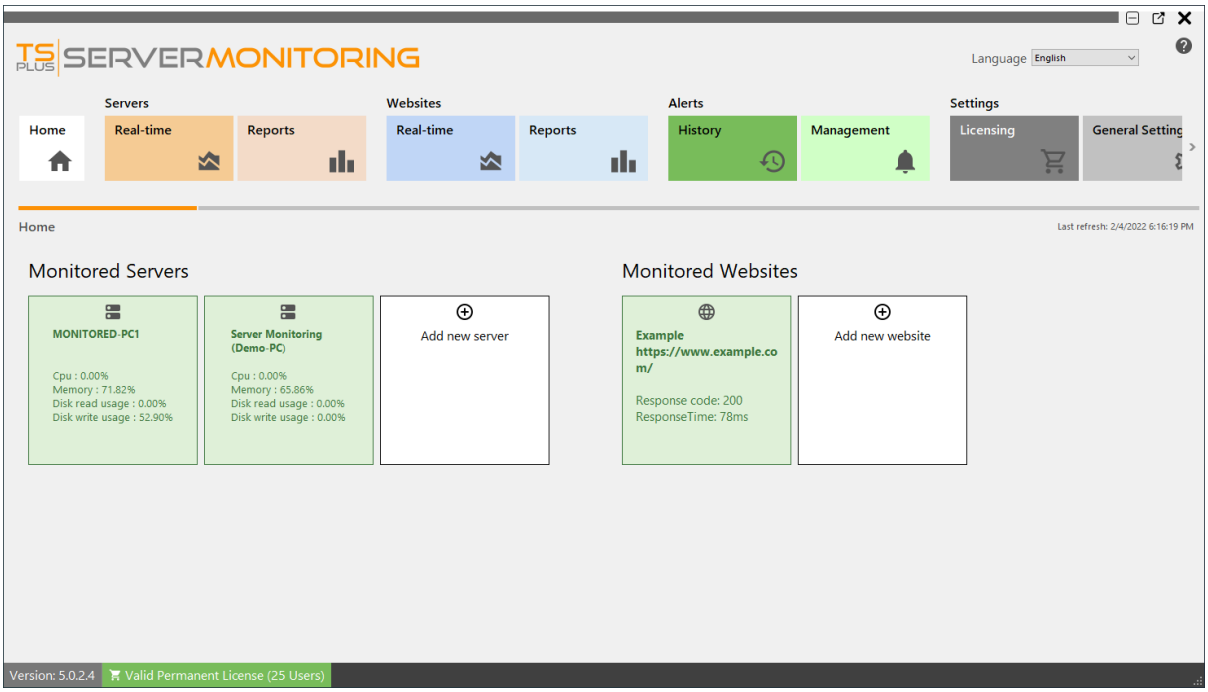


Enter the url of the main server where Server Monitoring is installed. Do not change the port number (7778). Then click on next. The Agent install only takes a moment.

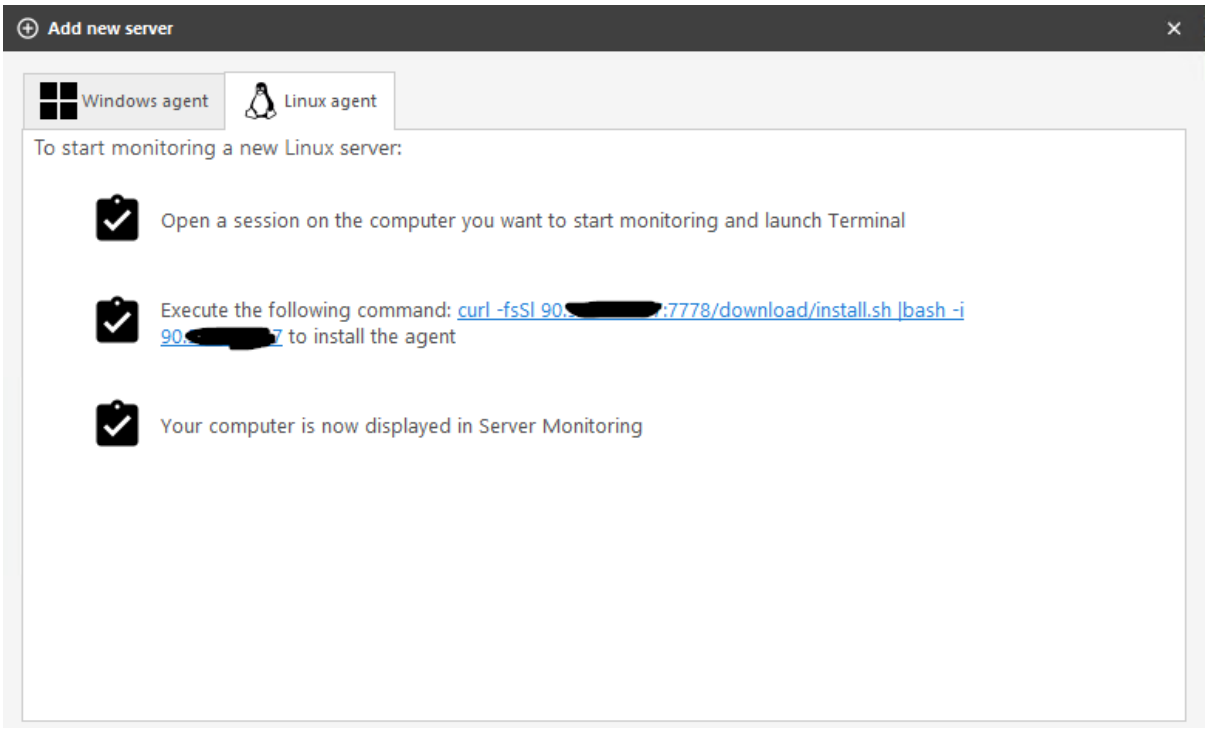
The server you just added will appear in your monitored servers list shortly. Don’t be alarmed if the new server appears offline.



After a few moments of data collection on the new server, it will appear active and online in Server Monitoring



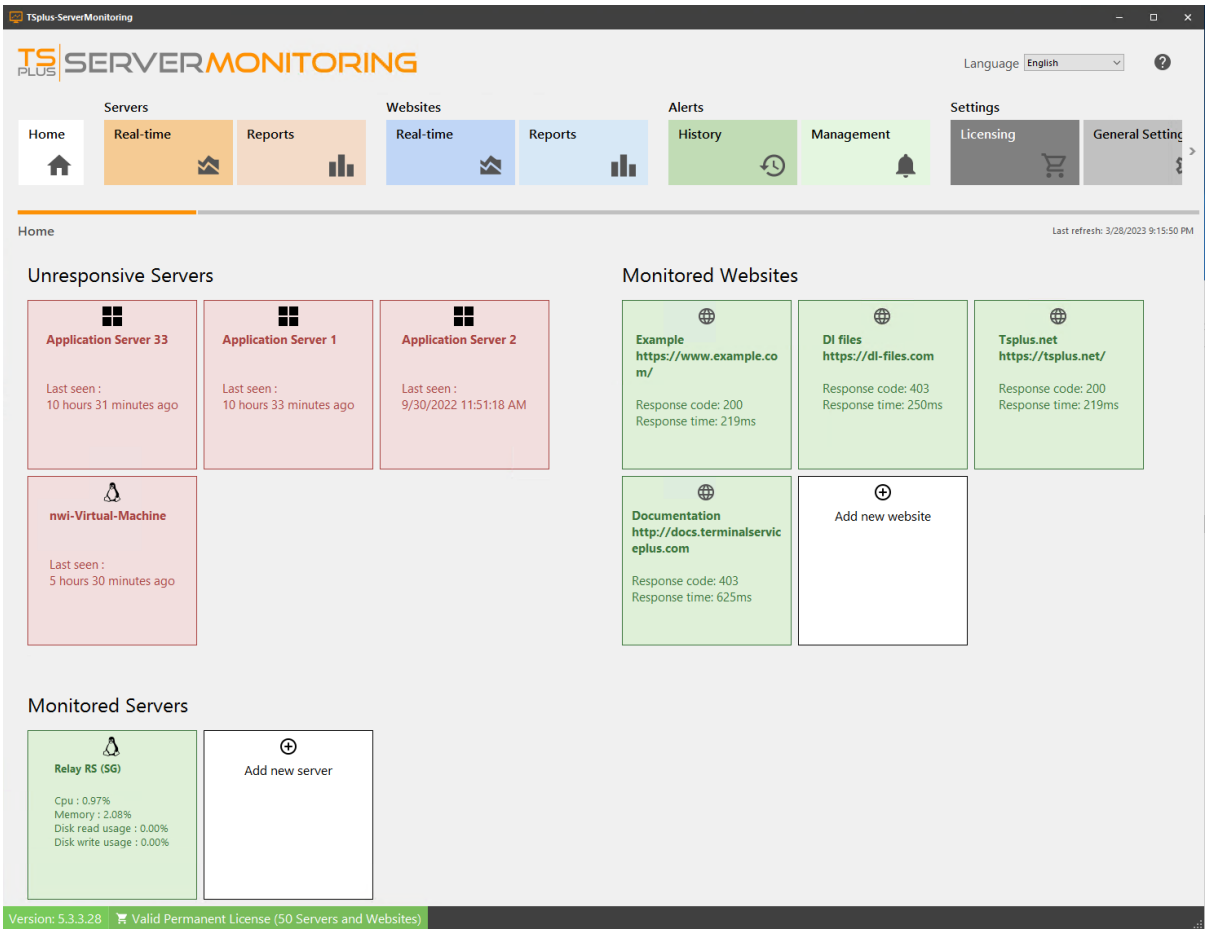
You also can monitor a Linux server:



As indicated, you only have to:

- launch a Terminal on the Linux server you want to monitor
- copy the command and execute it on the Terminal

Then your new Linux server should appear:



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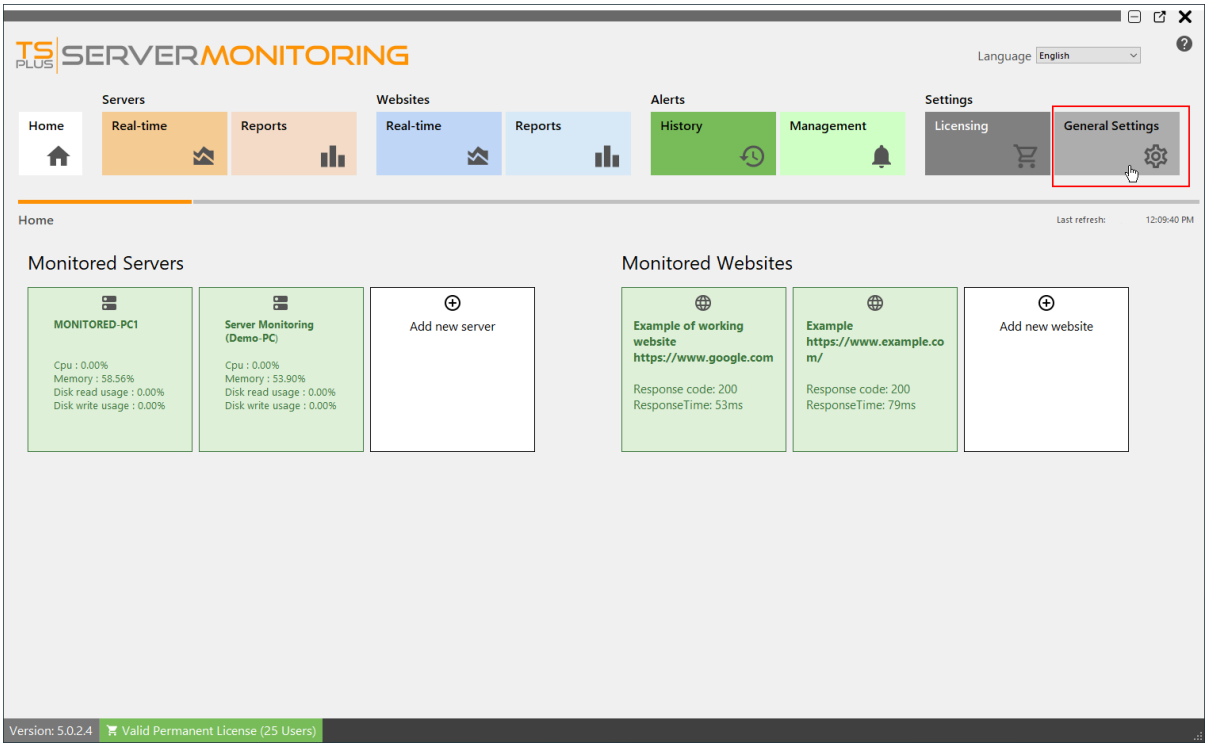
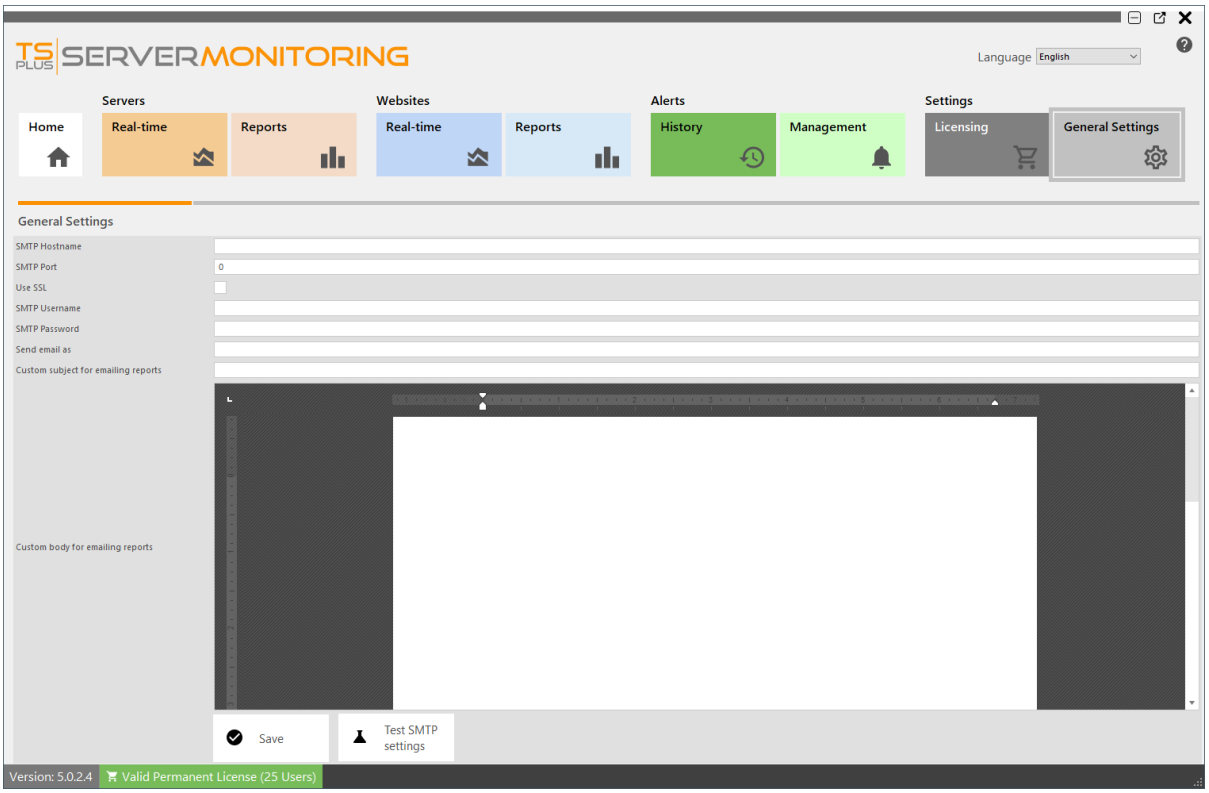
Settings

You can manage Server Monitoring settings by clicking on the “General Settings” tile:



The following settings will be displayed:



- You can configure an SMTP server in order to be able to send automatic emails (for reports and alerts)
- You can define a custom subject and body for emailing reports.
- Use the “Test SMTP Settings” button to be sure your SMTP information is correct.

For more information about alerts, go here) For more information about report emailing, go here)

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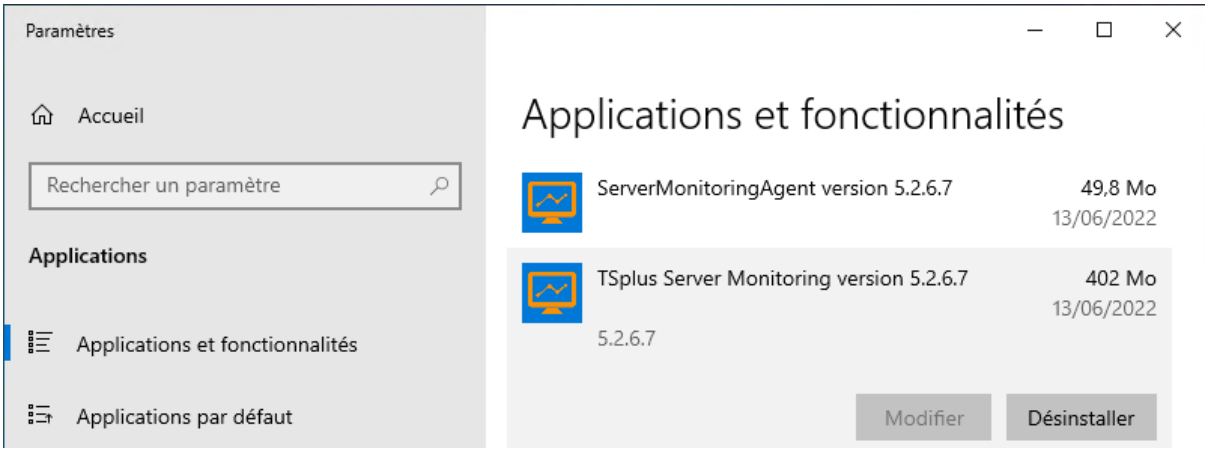
Uninstall

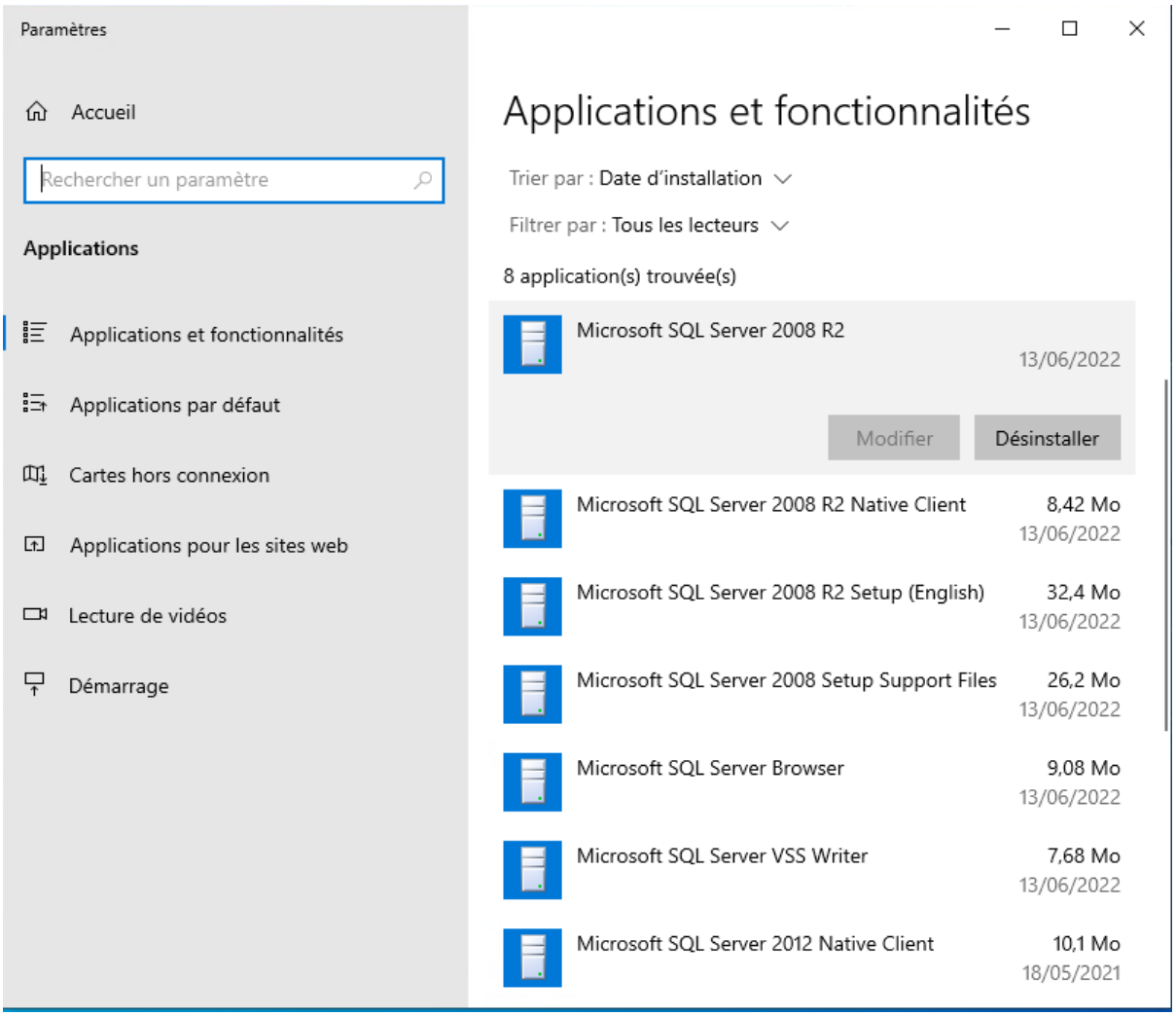
If you want to uninstall Server Monitoring, you may do so by following the steps below:

1. **Go to Application and settings**, and search for Server Monitoring.

2. Uninstall both **TSplus ServerMonitoring** and **ServerMonitoringAgent**.



3. TSplus ServerMonitoring uses a **SQL Server** database to store its data. During ServerMonitoring uninstallation, SQL Server instances and databases are **not** deleted, because you may want to keep your data, and you also may use SQL Server instances for other purposes. If it is not the case, and you want to **uninstall also the SQL Server instances and databases**, you can do so by searching for Microsoft SQL Server and uninstall the following :

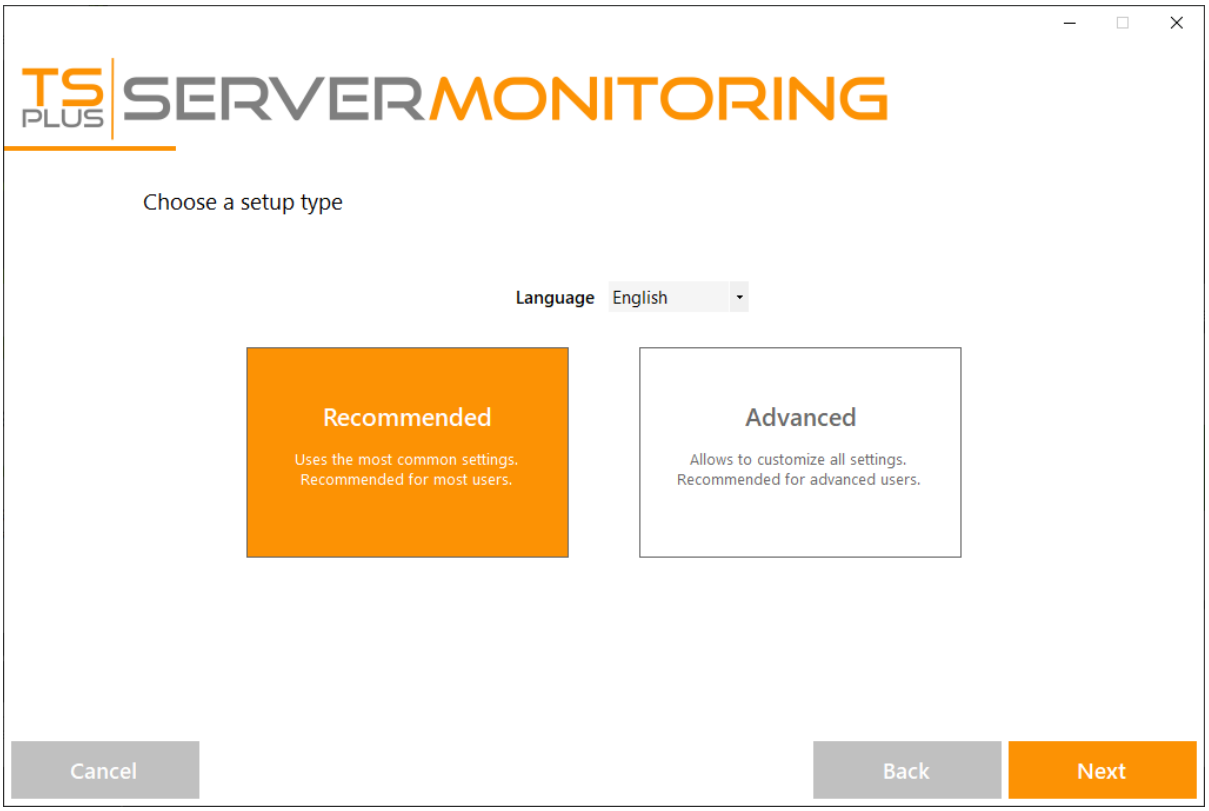

Paramètres
Accueil
Rechercher un paramètre
Applications
Applications et fonctionnalités
Applications par défaut
Cartes hors connexion
Applications pour les sites web
Lecture de vidéos
Démarrage
Applications et fonctionnalités
Trier par : Date d'installation
Filtrer par : Tous les lecteurs
8 application(s) trouvée(s)
Microsoft SQL Server 2008 R2
13/06/2022
Modifier
Désinstaller
Microsoft SQL Server 2008 R2 Native Client
8,42 Mo
13/06/2022
Microsoft SQL Server 2008 R2 Setup (English)
32,4 Mo
13/06/2022
Microsoft SQL Server 2008 Setup Support Files
26,2 Mo
13/06/2022
Microsoft SQL Server Browser
9,08 Mo
13/06/2022
Microsoft SQL Server VSS Writer
7,68 Mo
13/06/2022
Microsoft SQL Server 2012 Native Client
10,1 Mo
18/05/2021

Updating Server Monitoring

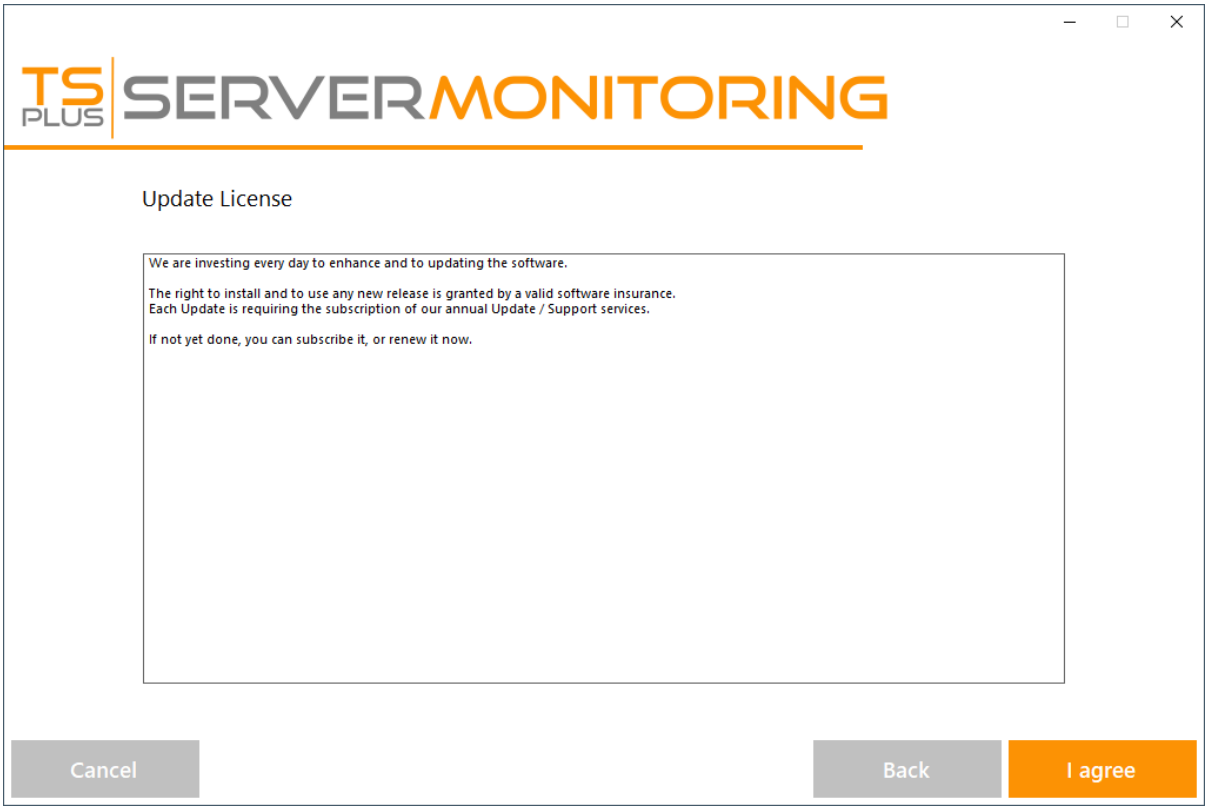
Run the Server Monitoring Update Release program, available here and **follow the installation steps**.

NOTE: Windows will prompt you to install the update as Administrator.

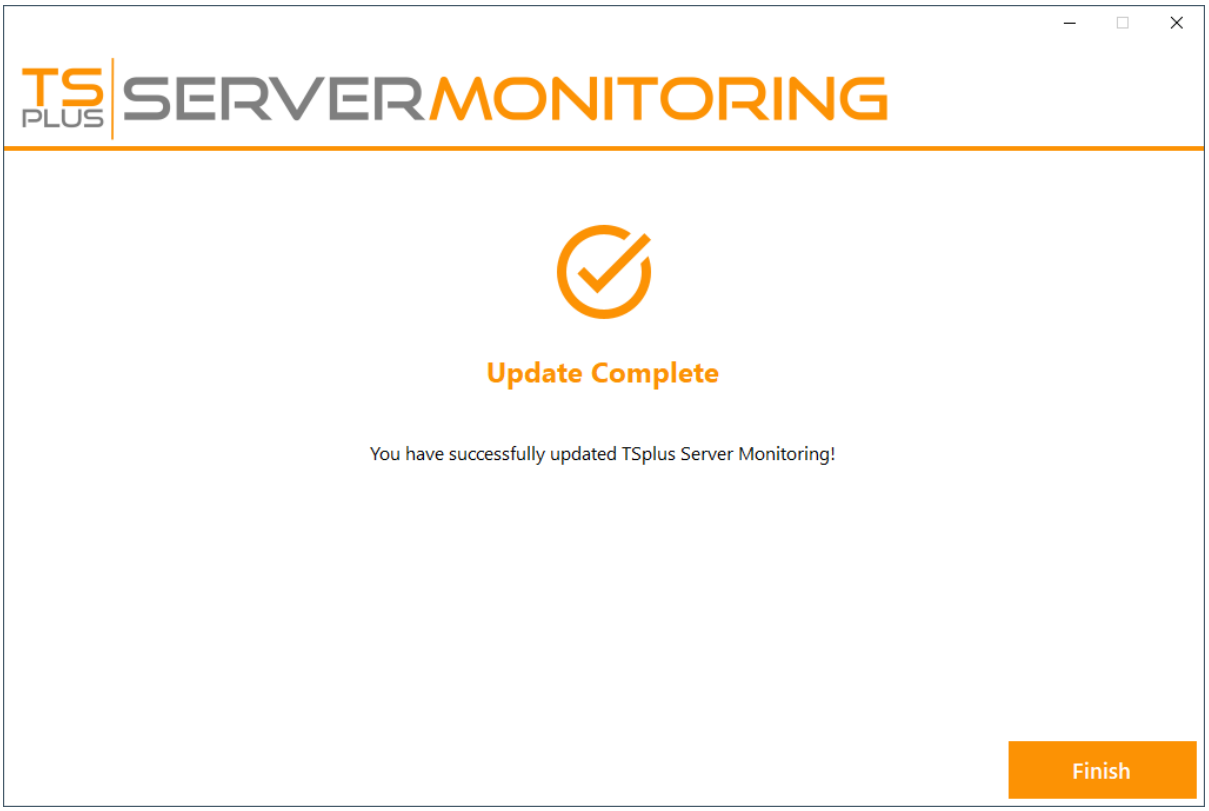
Click on “Next”.



Choose the appropriate installation method for your deployment.



Click “I agree” to accept the the license agreement.

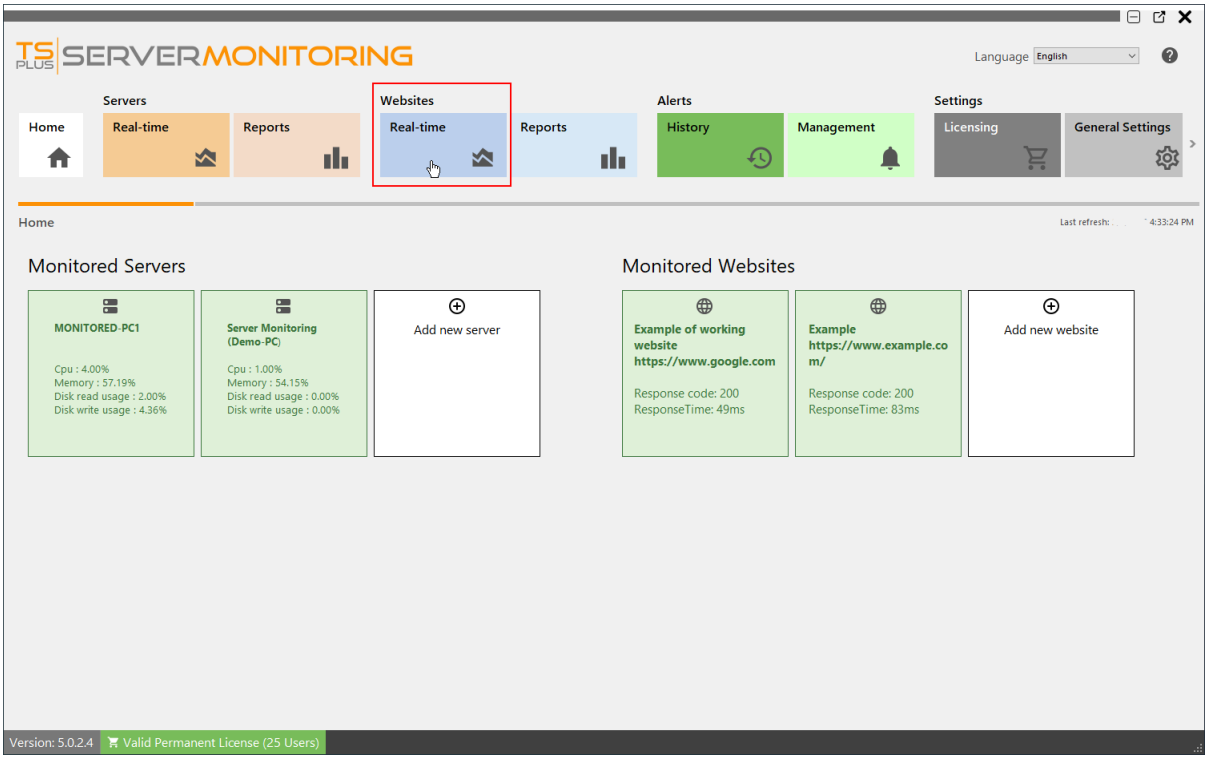


The update is now complete. You can start using the latest version of Server Monitoring.

NOTE: Depending on the content of the update package, you may be asked to restart your server.

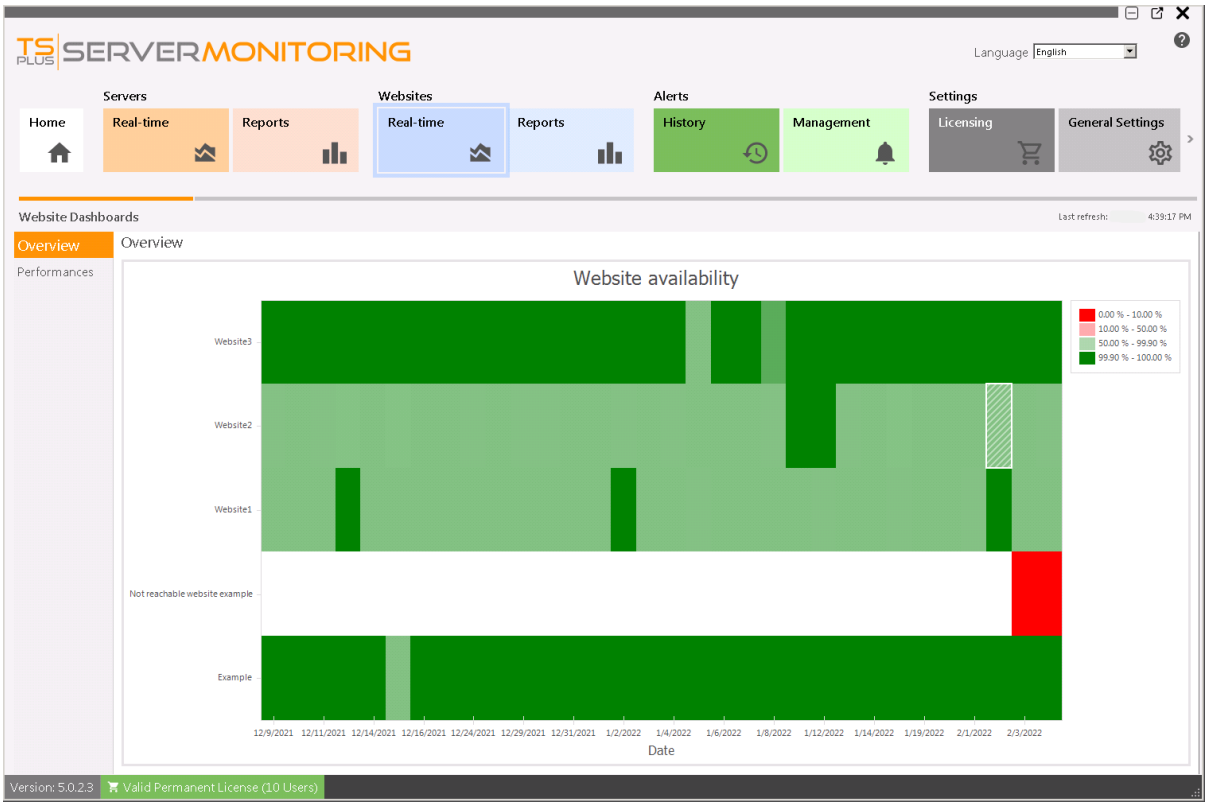
Website Real-time features

To have access to real-time features for websites, click on the “Real-time” tile in the Websites section:



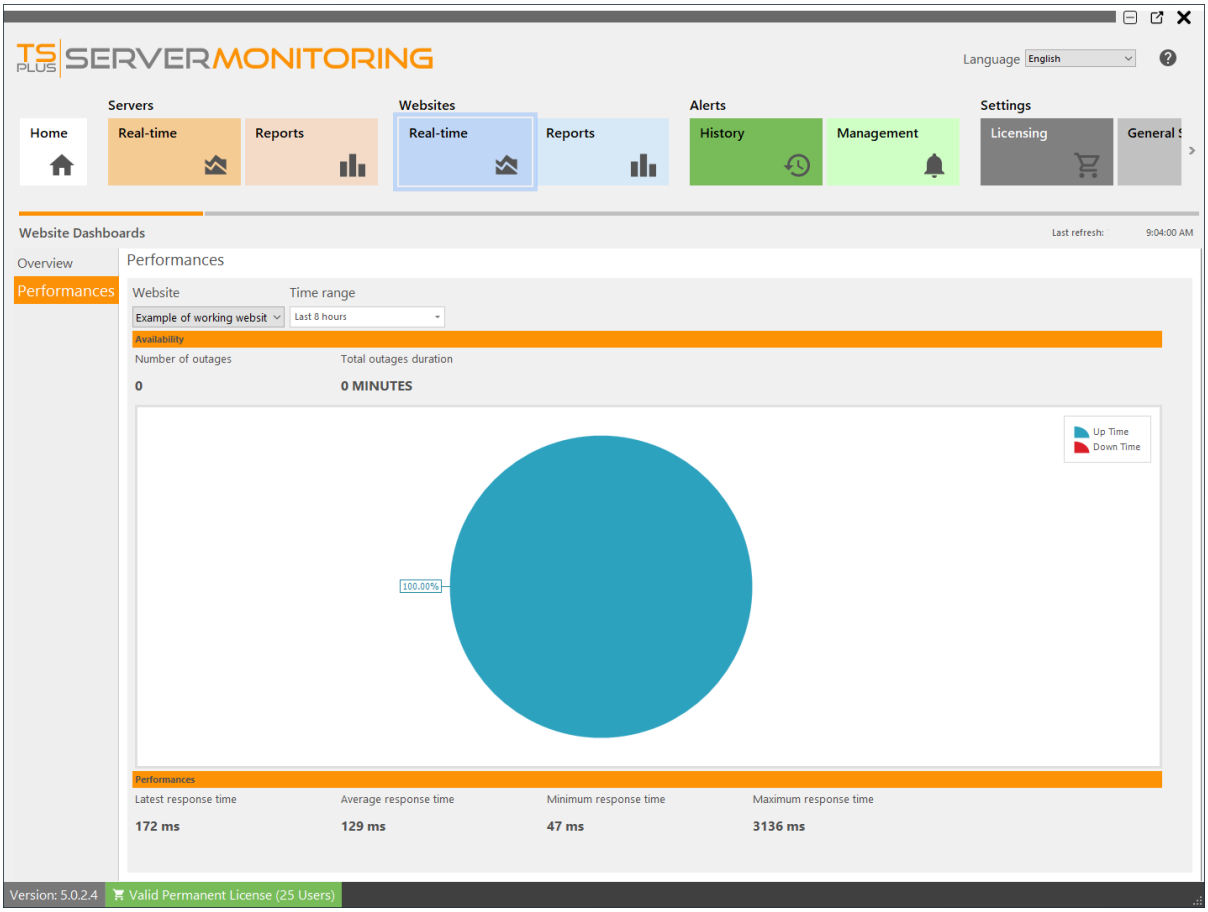
OVERVIEW

This displays an overview of your website uptime over the past 30 days:



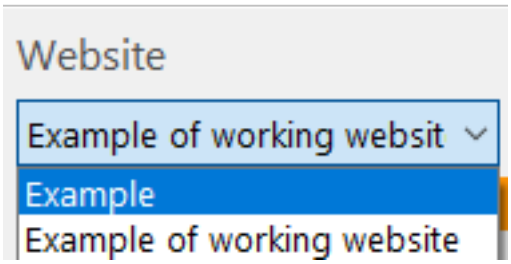
Performances

When clicking on “Performance” in the left menu, you will see a pie chart showing the uptime/ downtime of the selected website, and some key indicators:

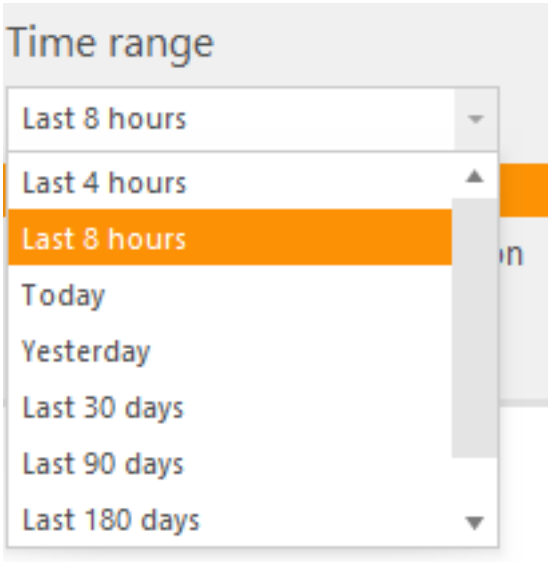


You can filter results by:

- Website name:

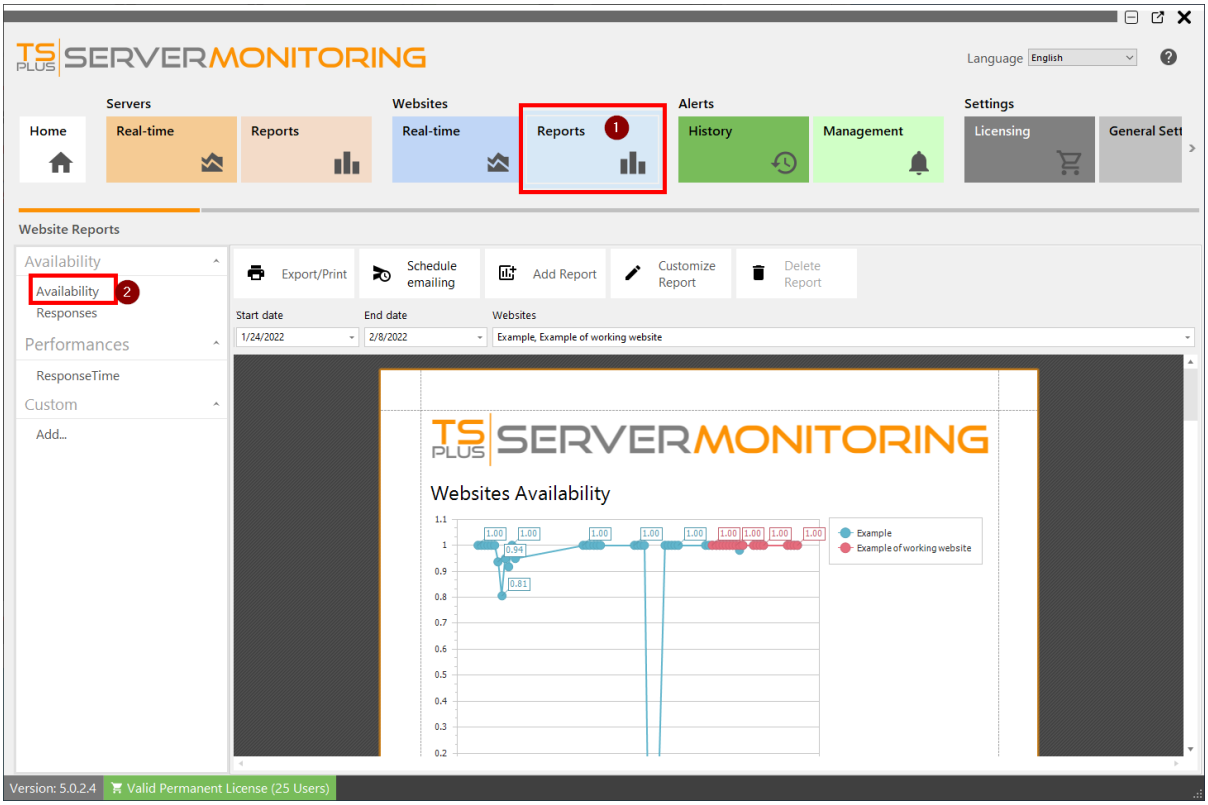


- Time range :



Website Availability Report

This report is available by clicking on **Websites > Reports** tile, then click on **Availability** in the left menu.

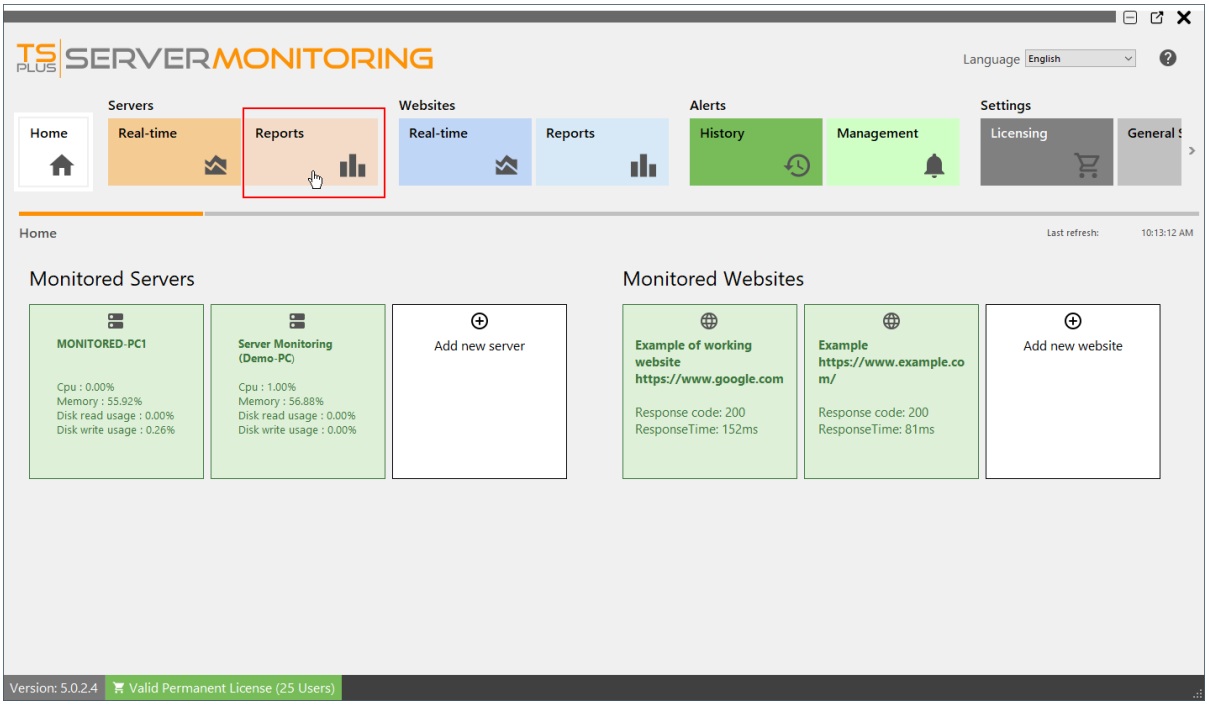


The **Website Availability Report** displays the uptime in percentage for the specified website and period of time.

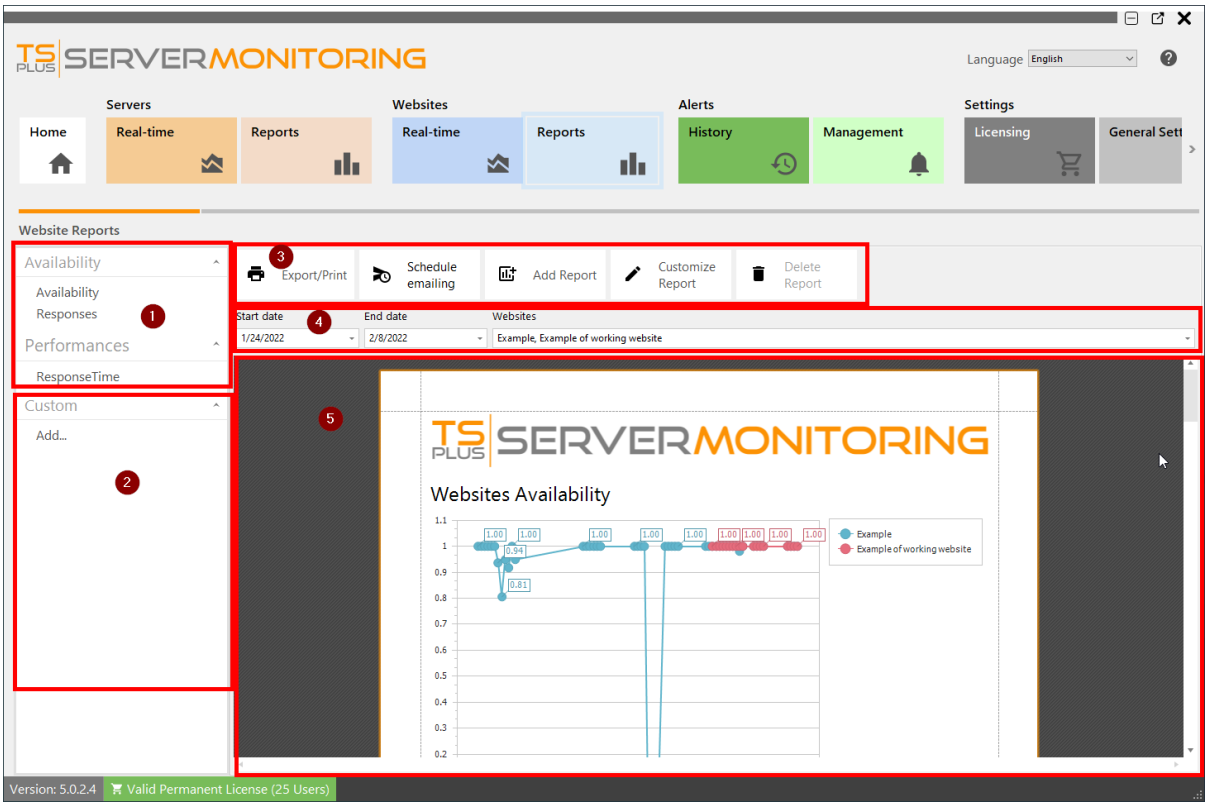
The data can be filtered by website name and date range.

Website Report features

To access the reporting feature for monitored websites, click on the “Reports” tile in Websites section:



You will see this screen:



You can see 5 different areas:

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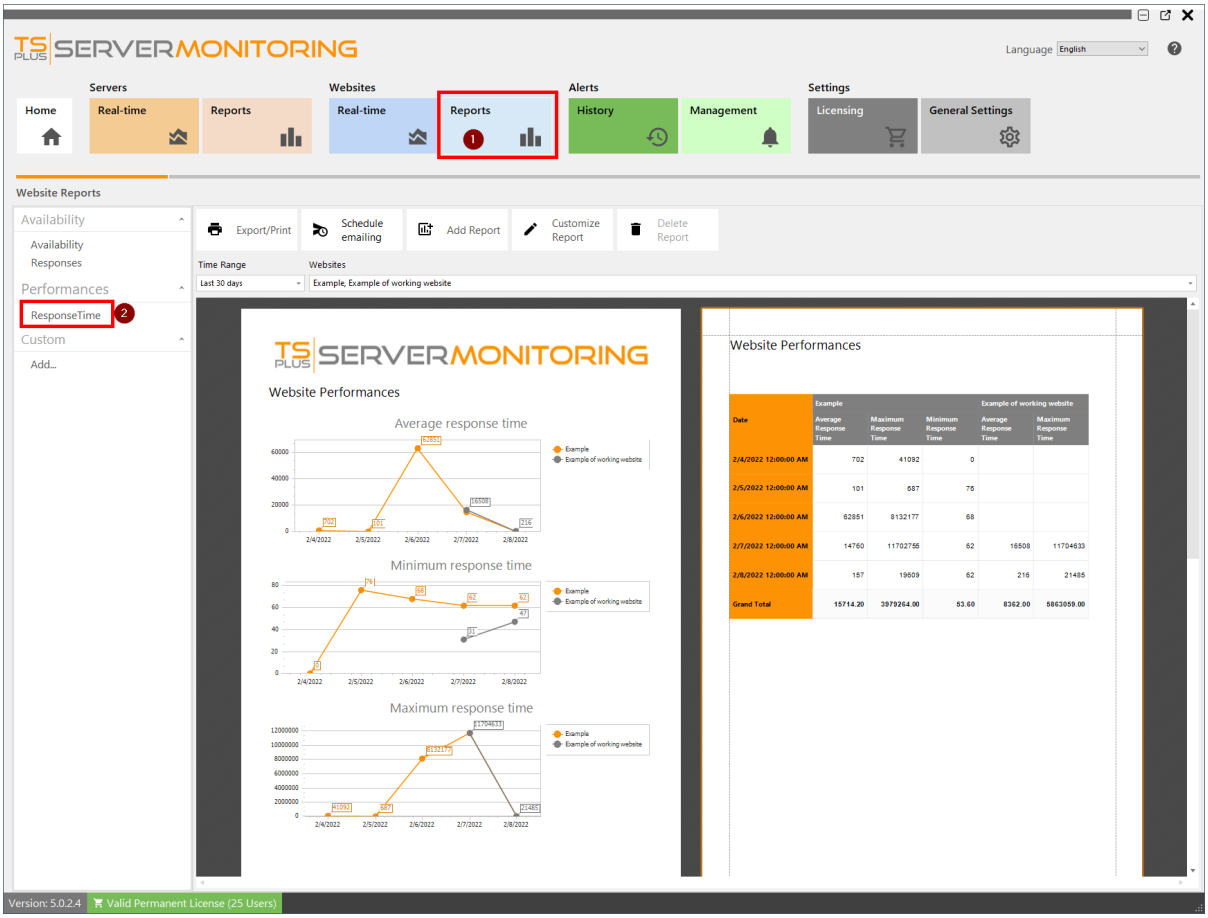
2. **Custom reports**: Here you can create your own reports, by adding new columns to the report, custom images etc. The report list is displayed here and you can click on any of them to see the report.
3. **Actions on reports**: You can export/print reports, customize them, schedule emailing or delete them.
4. **Filters**: Here you can filter the reports by website and by date.
5. **Report preview**: Preview the report currently selected.

To learn more about Server Monitoring reports, please read this documentation.

NOTE: The procedure is the same for server reports and website reports.

Website Response time codes Report

This report is available by clicking on **Websites > Reports** tile, then on the **Response time** link from the left menu

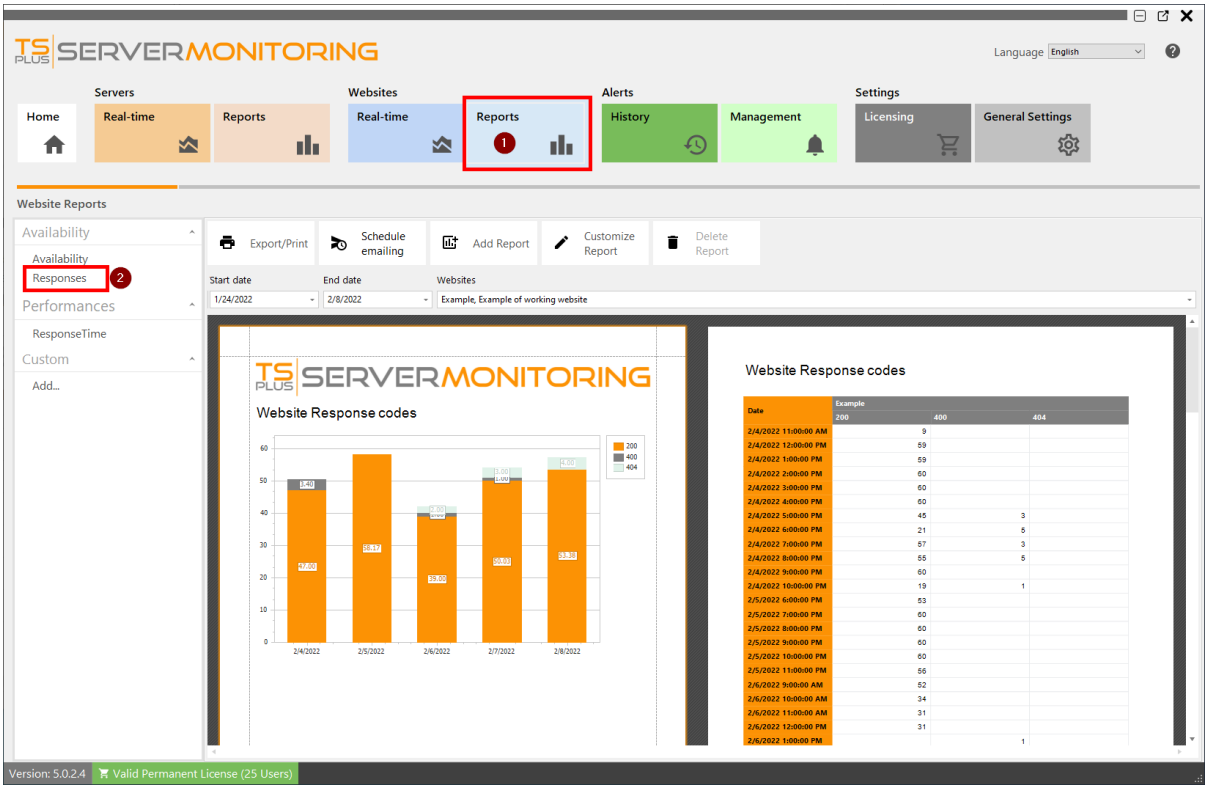


The **Website Response time Report** displays the maximum, average and minimum response time in milliseconds for the specified website and period of time.

The data can be filtered by website name and date range.

Website Response Codes Report

This report is available by clicking on the **Websites > Reports** tile, then clicking **Response** in the left menu

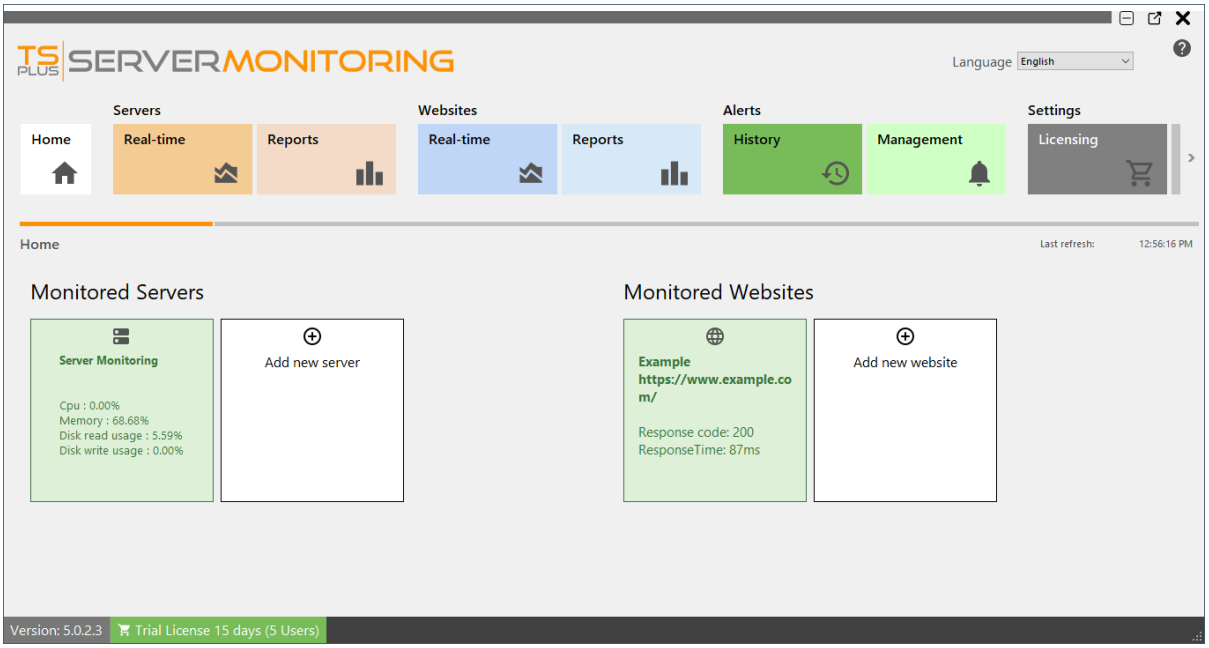


The **Website Response Report** displays the responses codes for the specified website and period of time.

The data can be filtered by website name and date range.

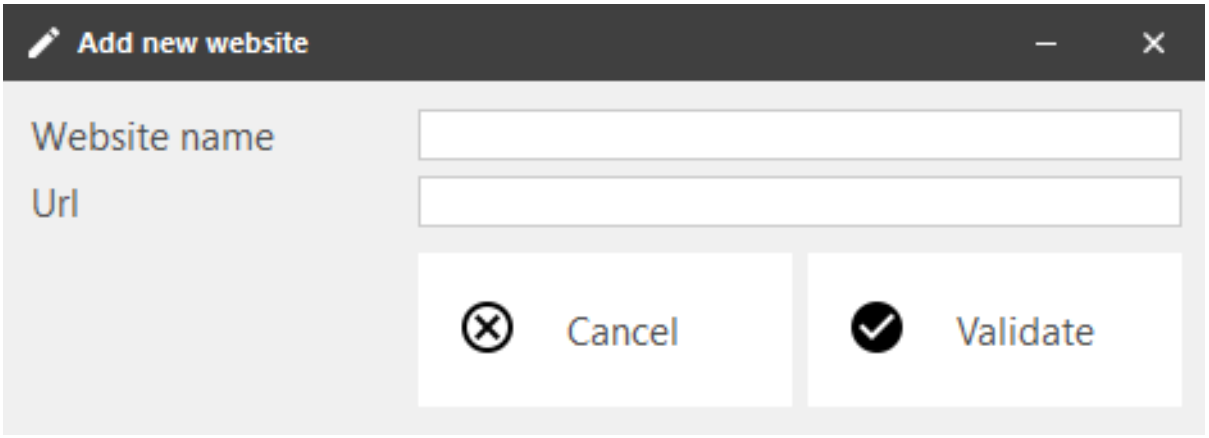
Website Management

The **Home screen** displays the list of monitored websites. It is also where you **add a new website** to monitor, **edit** or **remove** websites from the monitoring platform.

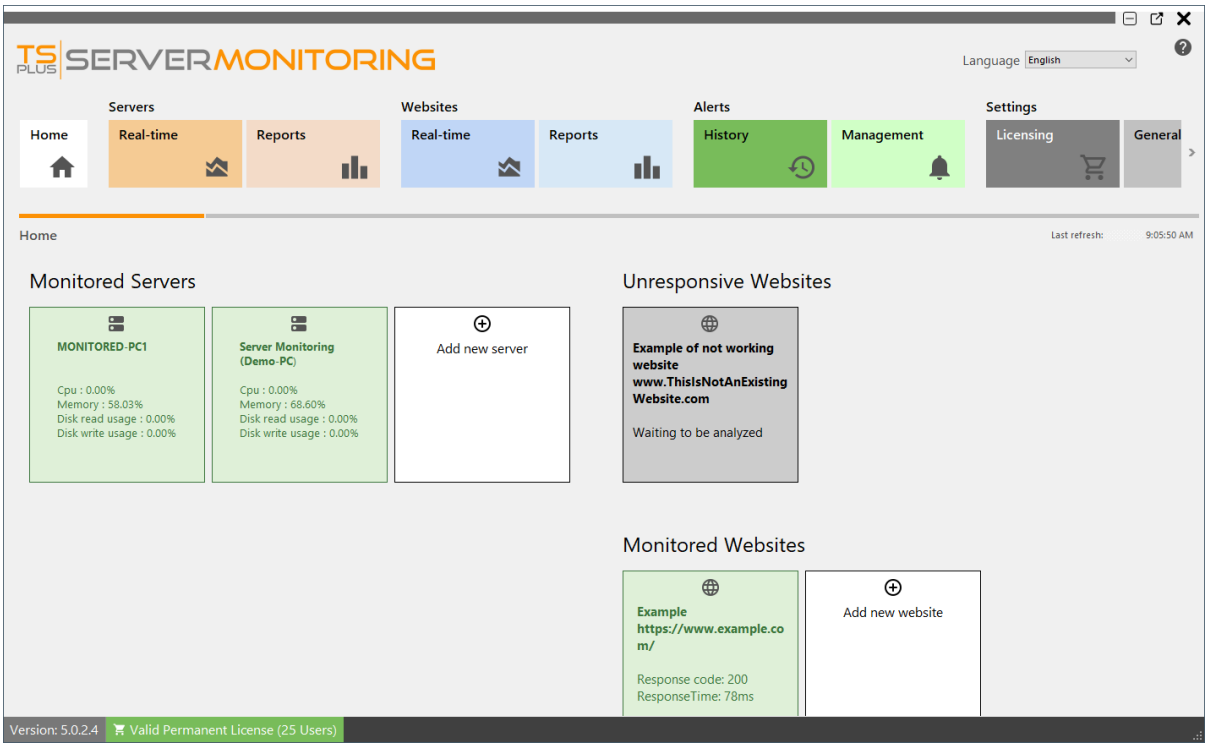


To add a new website to monitor, click on **“Add new website”**.

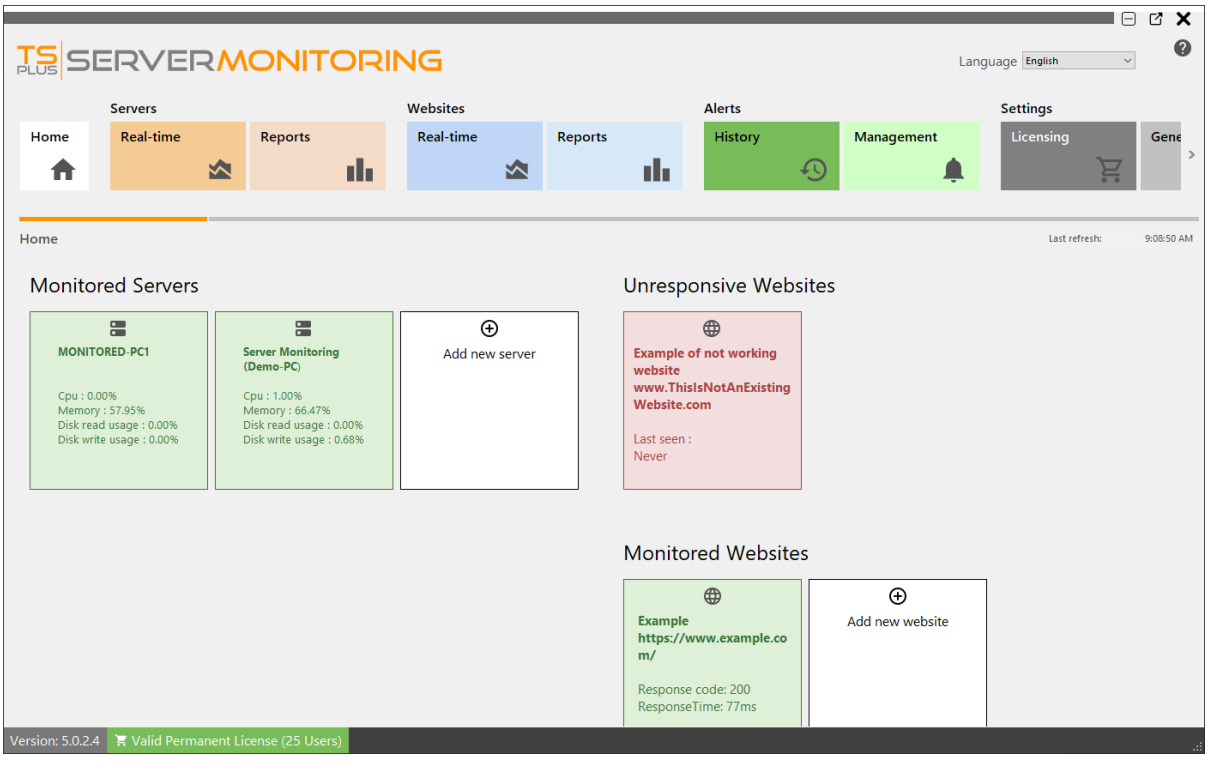
In the doalog box that appears, enter the friendly name for the website, and its Url.



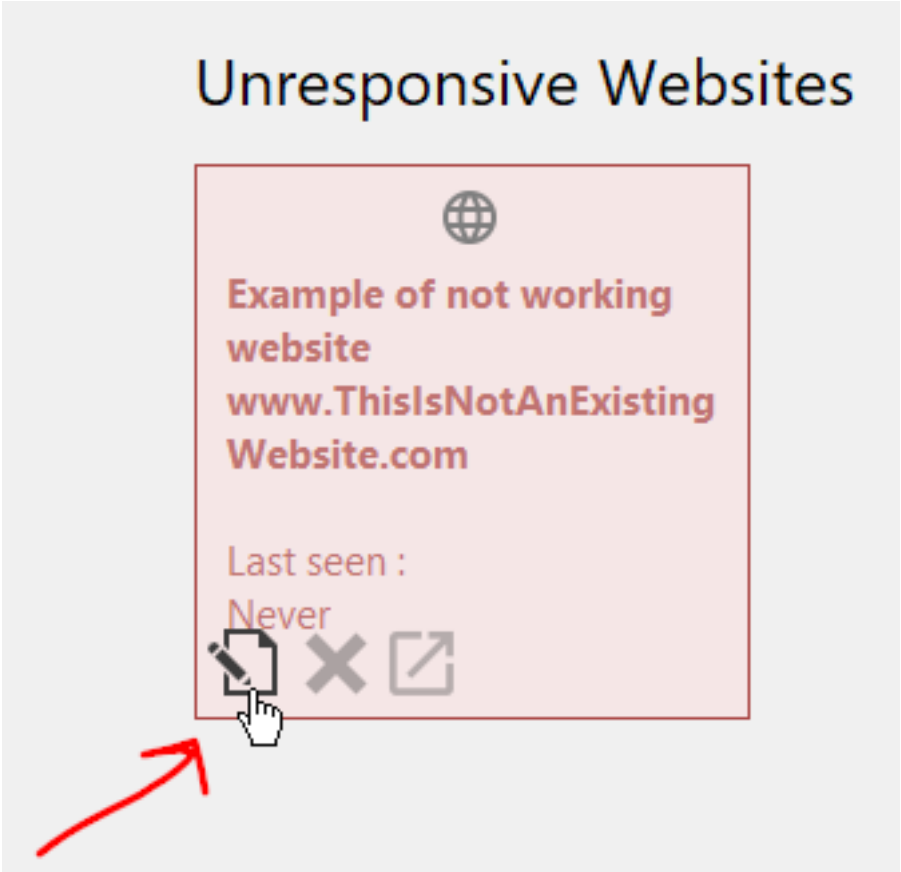
Click Validate to continue. You will see the new website appear in the list of monitored sites:



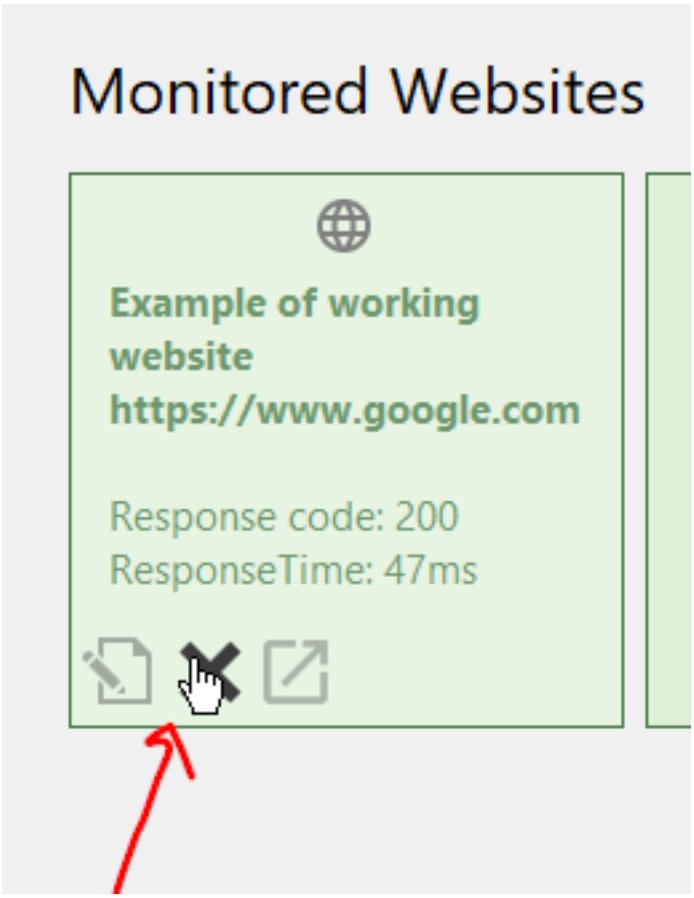
After a short moment, the new website will be analyzed, and will appear green (responsive) or red (unresponsive):



To edit an existing website, hover over the website tile, and click on Edit button :

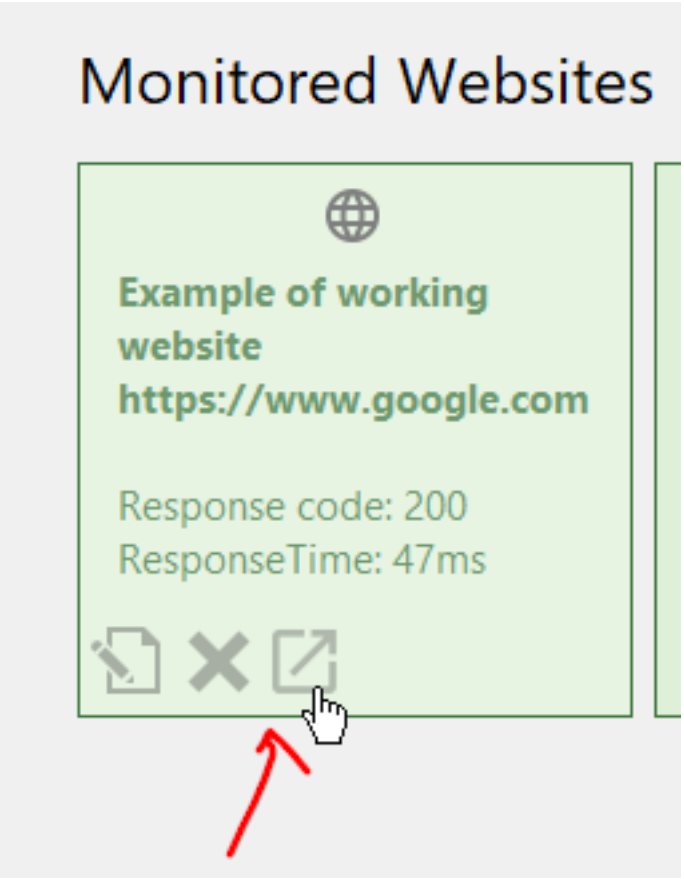


You also can delete an existing website: just hover over the website tile, and click on the Delete button :



NOTE: This will delete any data associated with this website (alerts, response time, etc.)

You can also go to the website, by clicking to the third button:



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