

- Monitors track events on a managed endpoint and take specific actions if their conditions are met. For example, you could create a monitor to alert you if disk space on a device falls below 10%.
- You can also configure a monitor to create a Service Desk ticket if its condition are met.
- You add the monitor to a profile. The profile is, in-turn, deployed to devices to implement the monitor.
- This tutorial will take you through the following:
 - Create an alert template which generates [Service Desk](#) tickets
 - Create your monitor and apply the alert template
 - Add the monitor to a profile

Create an alert template

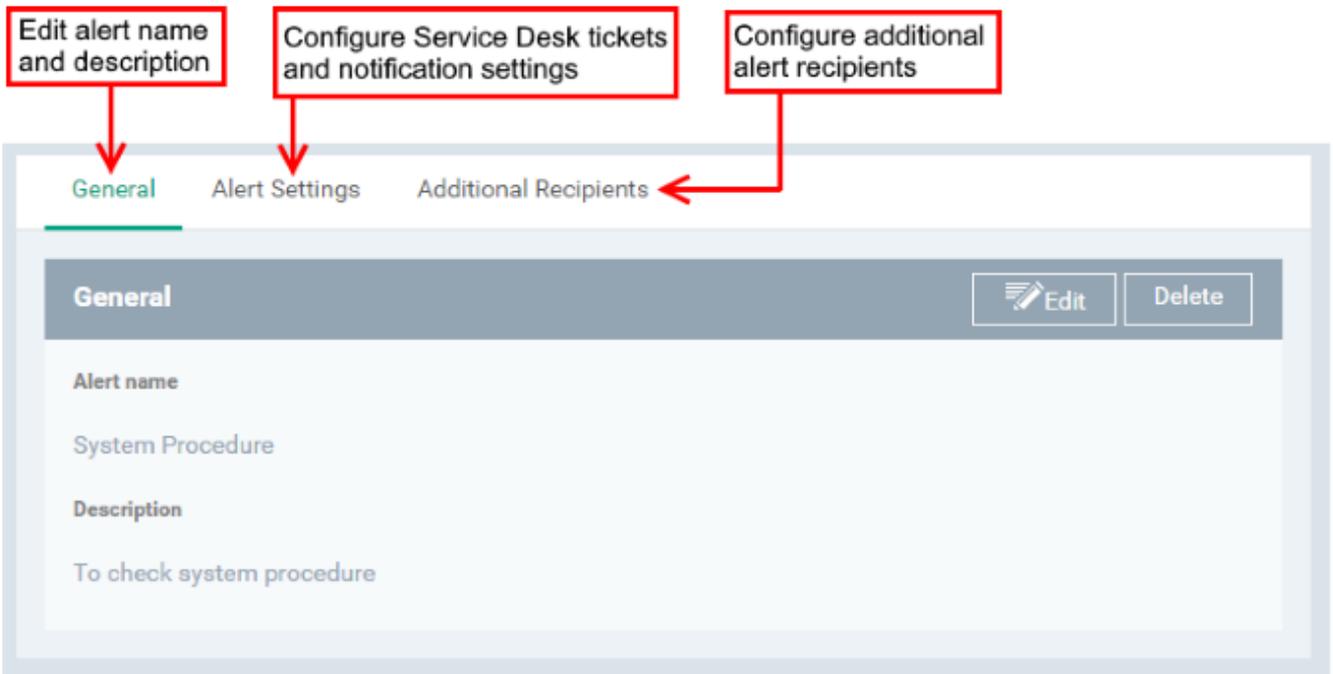
- Login to ITarian
- Click 'Applications' > 'Endpoint Manager'
- Click 'Configuration Templates' > 'Alerts'
 - The 'Alerts' interface shows all existing alert templates. These templates contain the responses you want taken if the conditions of a monitor are met.
 - You can apply the same alert template to several monitors, or create different templates for different monitors as required.
- Click 'Create Alert':

The screenshot shows the 'Alerts' management interface in the Endpoint Manager. The left-hand navigation menu has 'CONFIGURATION TEMPLATES' expanded, with 'Alerts' selected. The main content area displays a table of alert templates. A red box highlights the 'Create Alert' button at the top left of the table. The table contains one entry: 'Default Alert', created by 'admin' on 2016/06/17 05:52:52 PM. Below the table, there is a 'Results per page' dropdown set to 20 and a note 'Displaying 1 of 1 results'.

- Type a name and description for your alert then click 'Create':



- After saving, you will be taken to the alert configuration screen:



- Click the 'Alert Settings' tab



- Click 'Edit' and configure the following settings:
 - Enable **"Create alert tickets on the Service Desk"**
 - **'Append to an original ticket if...'** - If enabled, the monitoring breach data will be added to an existing ticket if one already exists for the breach. If unselected, a new ticket is created for each breach.
 - **'Automatically close the ticket if the metrics...'** - If enabled, the ticket is closed if/when the monitored conditions return to normal.
 - **'Open the tickets under'** - Select the department to which the ticket should be assigned.
 - **'Open the tickets with priority'** - Select the ticket severity level from normal, high or critical. The severity level depends on the importance you place on the monitored condition.
- Configure other alert settings as required, including extra recipients and additional data you want to include in the ticket.
- Click **'Save'**. The new alert template will be listed in the alerts interface. You can now apply this template to your monitor.

Endpoint Manager Alerts > Windows server alert > Alert Settings License Options

Windows server alert

Clone Alert Delete Alert

General **Alert Settings** Additional Recipients

Alert Settings

Cancel Save

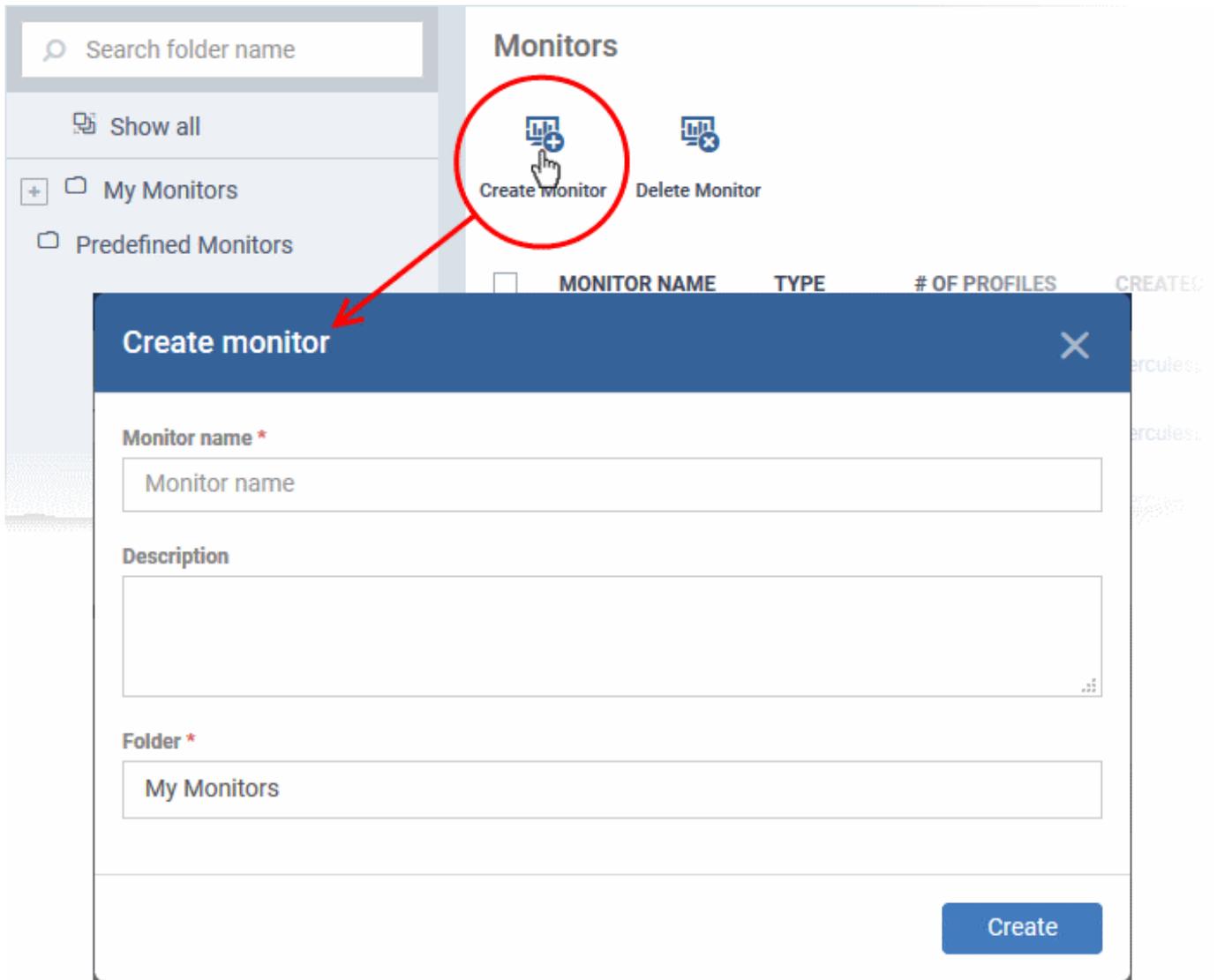
- Don't create additional alerts (about the same issue) for 5 days
- Create notifications on the portal
- Create alert tickets on the Service Desk
 - Append to an original ticket if there is an open ticket for performance monitoring conditions
 - Automatically close the ticket if the metrics go below the threshold
- Open the tickets under Maintenance Department
- Open the tickets with priority Normal

Additional device data and metrics to be inserted in the ticket:
Note: company, device name, device OS and owner are included by default

- Device data (brand, model, type, owner, domain/workgroup, MAC address, serial number, OS service pack)
- Performance metrics (CPU usage, RAM usage, disk usage, network usage, uptime, if reboot is pending)
- Connectivity metrics (local IP address, external IP address, gateway IP address, ping to gateway, last communication time, DNS server address)

Configure your monitor:

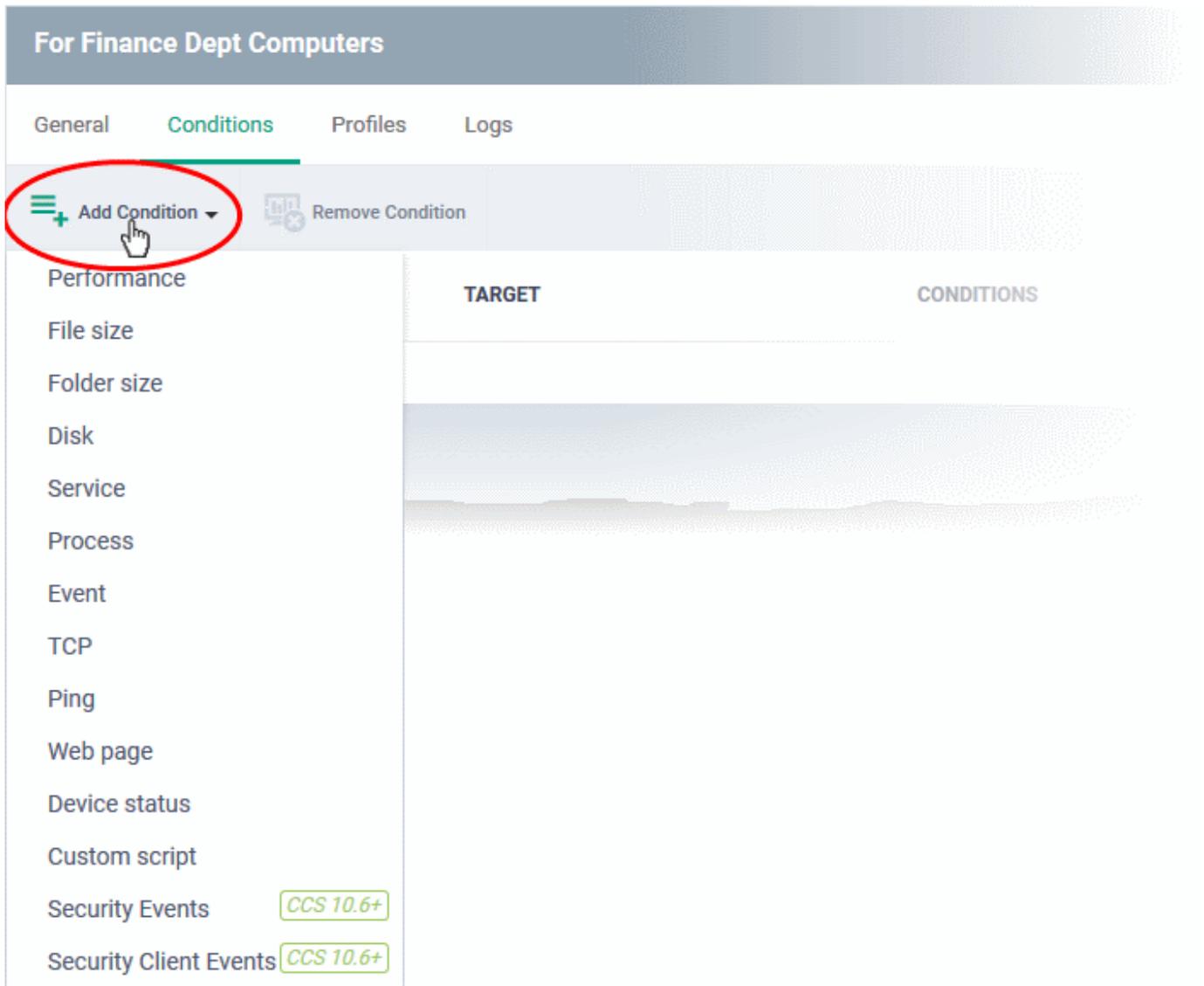
- Click 'Configuration Templates' > 'Monitors'
- Click 'Create Monitor'



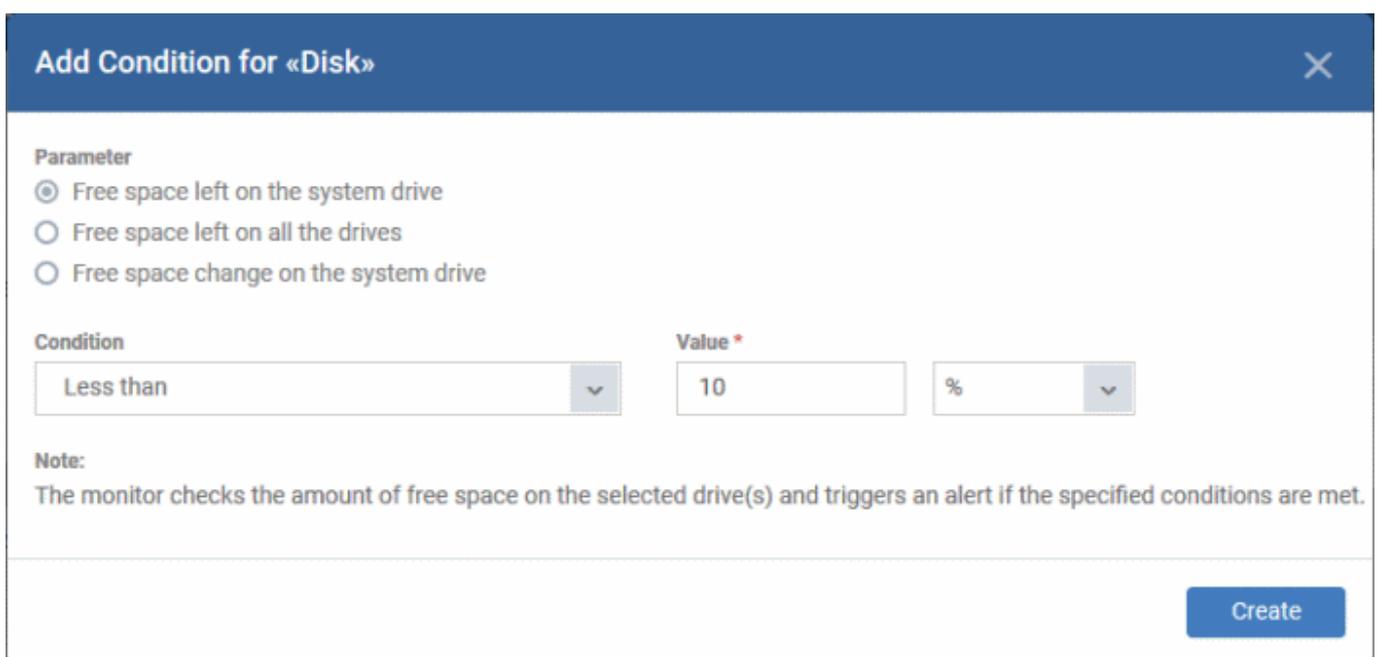
- Enter a label and description and specify where to save the new monitor. You can create new sub-folders under 'My Monitors' if required.
- Click 'Create'.
- You will be taken to the monitor configuration screen:

The screenshot shows a configuration interface for a monitor titled "For Finance Dept Computers". At the top, there are four callout boxes with colored borders: a red box for "Edit name, description and alert settings" pointing to the "General" tab; a blue box for "Select the parameters to be monitored and configure thresholds" pointing to the "Conditions" tab; a green box for "View configuration profiles to which the monitor is added" pointing to the "Profiles" tab; and a pink box for "View logs of events related to the monitor" pointing to the "Logs" tab. Below the tabs, the "General" tab is active, showing fields for "Monitor name" (For Finance Dept Computers), "Description" (To observe performance of computers in Finance Dept), "Folder" (My Monitors), "Trigger an alert if" (All of the conditions are met), "Use alert settings" (Default Alert), and "Auto remediation on alert" (Take no action).

- Click the '**Conditions**' tab
- Choose the event type that you want to monitor:



- Configure the conditions of the monitor. The example below shows the configuration screen for the disk space monitor:



- Click 'Save'.

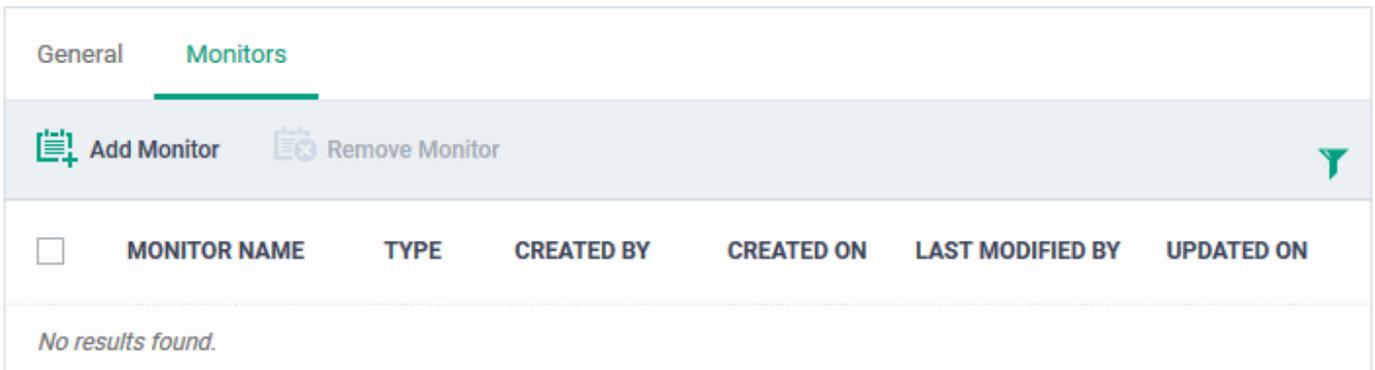
- The custom monitor will be added to the list of monitors under the 'Monitors' tab.
- The monitor can now be added to a profile which is deployed to your devices.

More details on monitors and alerts can be found at

<https://help.comodo.com/topic-399-1-786-12967-Create-Monitors-and-Add-them-to-Profiles.html>

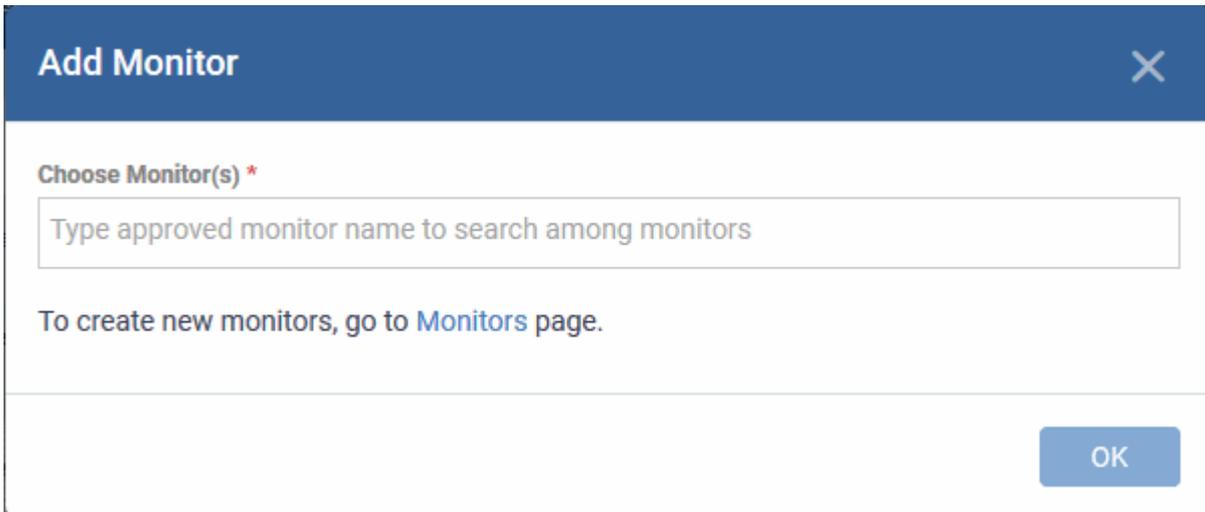
Add the monitor to a profile

- Click 'Configuration Templates' > 'Profiles'
- Open the Windows profile you want to configure
- Click 'Add Profile Section' > 'Monitors'
- Click the 'Add Monitor' button



<input type="checkbox"/>	MONITOR NAME	TYPE	CREATED BY	CREATED ON	LAST MODIFIED BY	UPDATED ON
<i>No results found.</i>						

- Type the name of the monitor you just created in the field provided:



Add Monitor [X]

Choose Monitor(s) *

Type approved monitor name to search among monitors

To create new monitors, go to [Monitors](#) page.

OK

- Click 'OK' to save your settings
- The monitor will be listed in the 'Monitors' tab of the profile:

General		Monitors				
<input type="checkbox"/> Add Monitor <input type="checkbox"/> Remove Monitor						
<input type="checkbox"/>	MONITOR NAME	TYPE	CREATED BY	CREATED ON	LAST MODIFIED BY	UPDATED ON
<input type="checkbox"/>	For Finance Dept...	Custom	herculespopular22@gmail.com	2018/07/30 03:13:36 PM	herculespopular22@gmail.com	2018/07/30 03:45:01 PM
<input type="checkbox"/>	CPU1 [Finance D...	Custom	herculespopular22@gmail.com	2018/07/17 03:20:37 PM	Never modified	Never modified
<input type="checkbox"/>	Second Monitor [...]	Custom	herculespopular22@gmail.com	2018/07/11 03:06:20 PM	Never modified	Never modified

- The monitor will be applied to whichever endpoints are targeted by your profile on next sync.