- 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

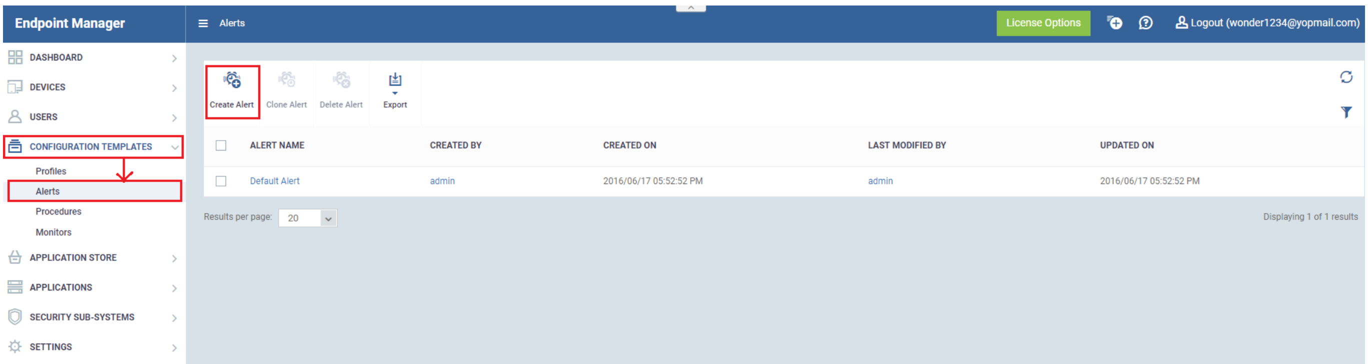
Create an alert template

- Login to ITarian

- Click 'Applications' > 'Endpoint Manager'

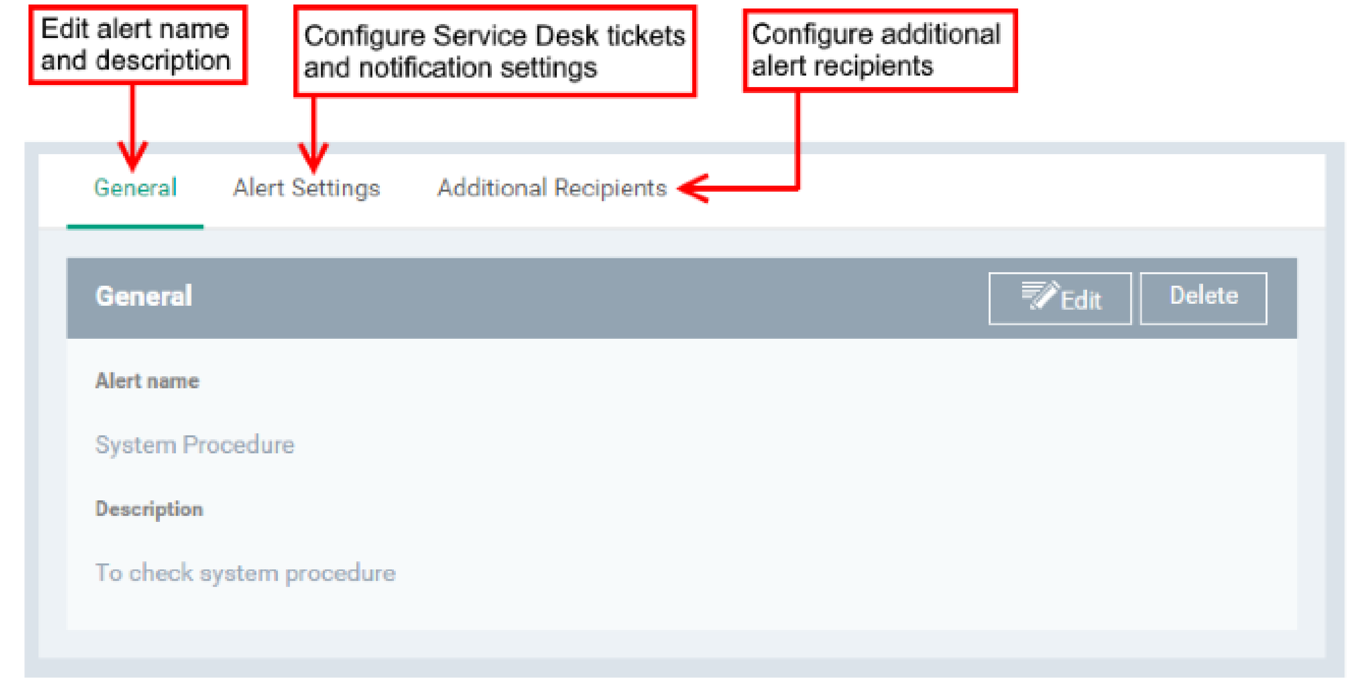
- Click 'Configuration Templates' > 'Alerts'
    - The 'Alerts' interface shows all existing alert templates. These templates contain the responses you want taken if the conditions of a monitor are met.
    - You can apply the same alert template to several monitors, or create different templates for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

- Click 'Create Alert':



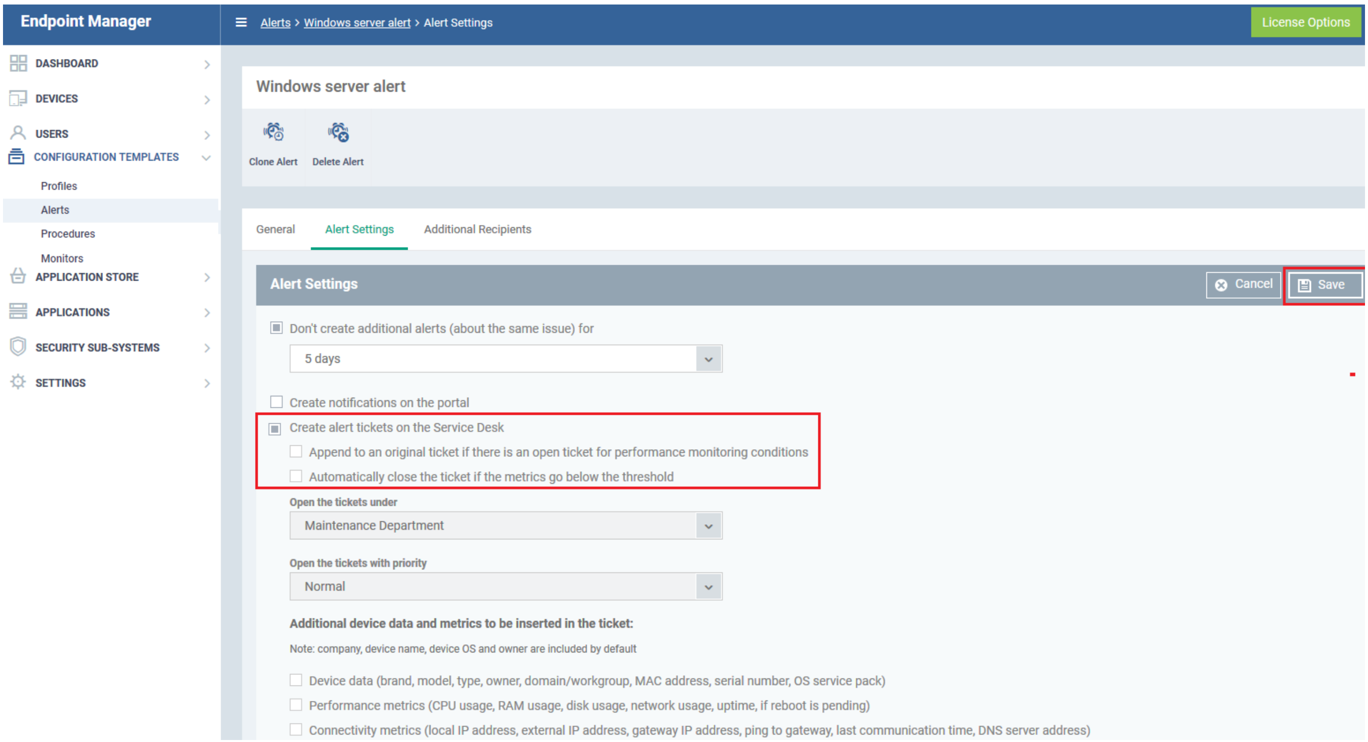
- Type a name and description for your alert then click 'Create':

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



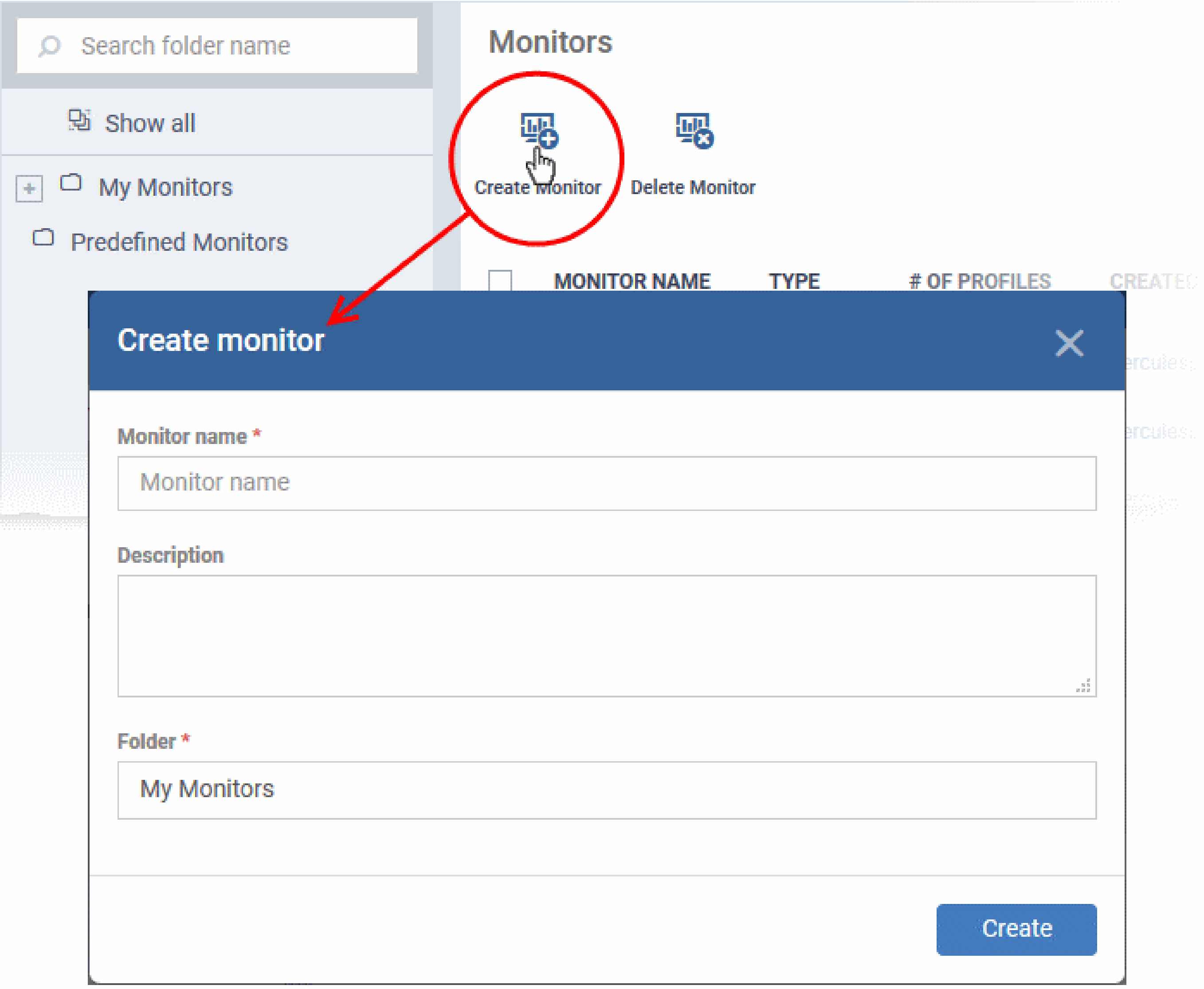
* Click the 'Alert Settings' tab

* 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.

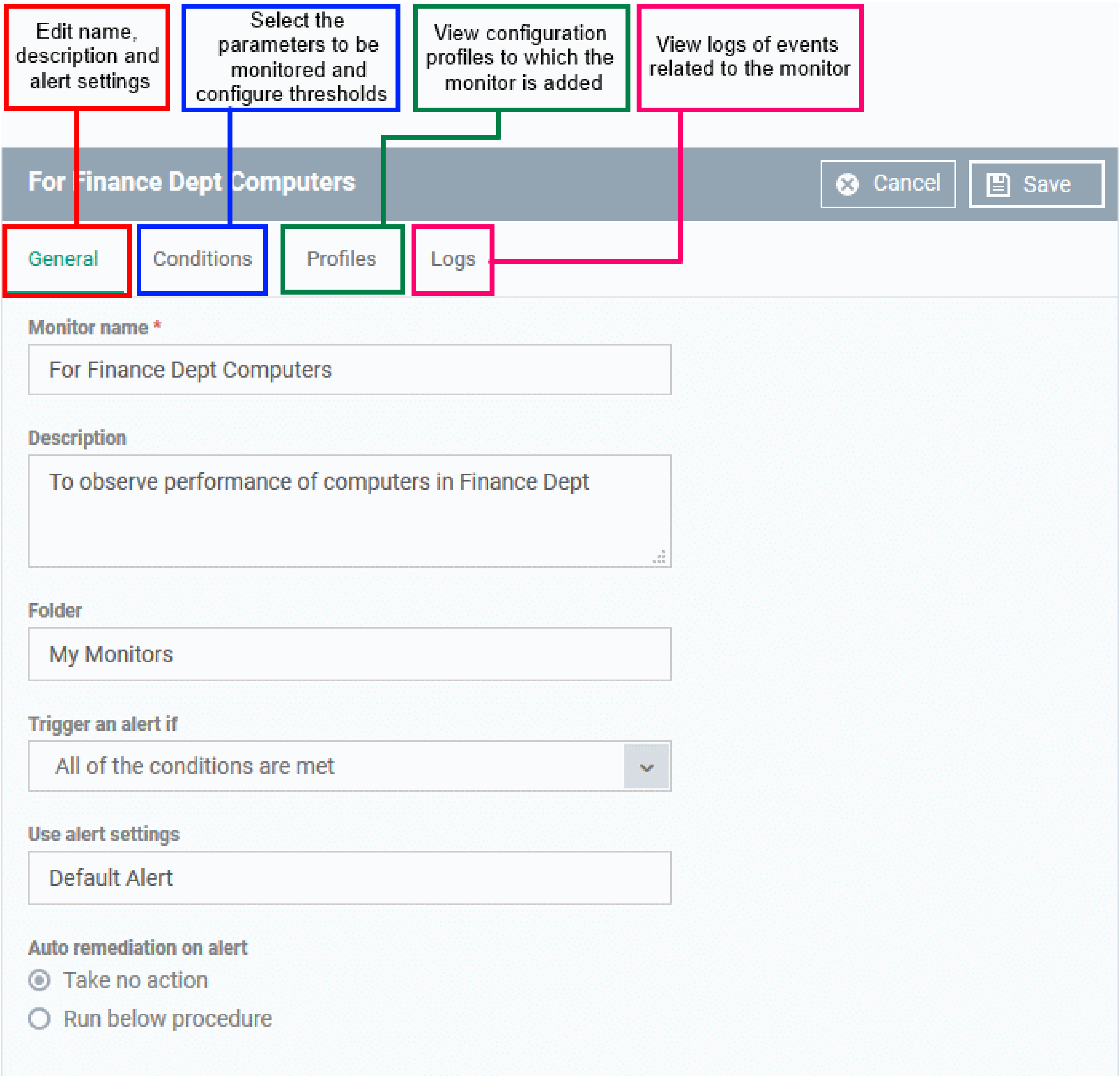


Configure your monitor:

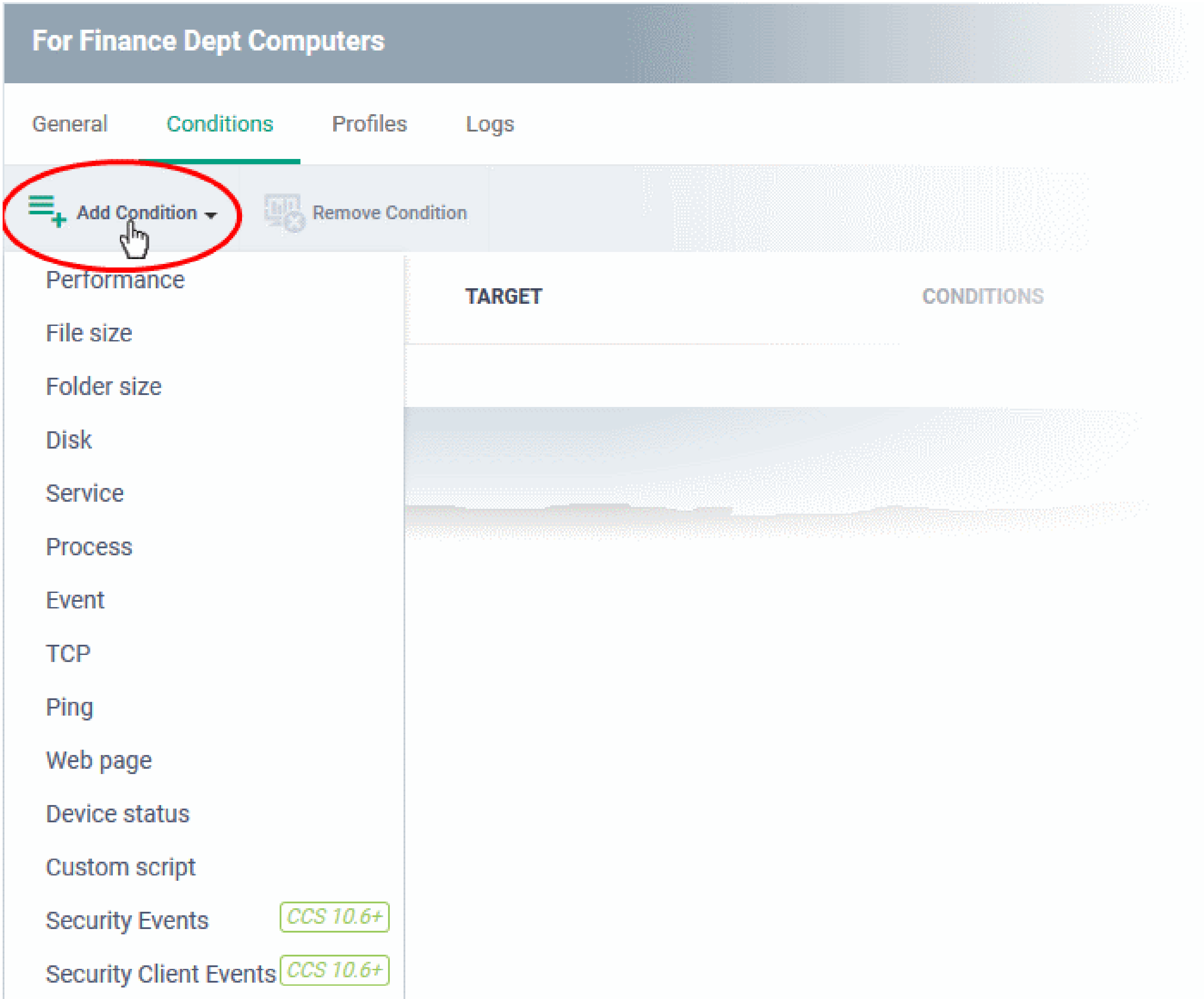
- Click 'Configuration Templates' > 'Monitors'
- Click 'Create Monitor'



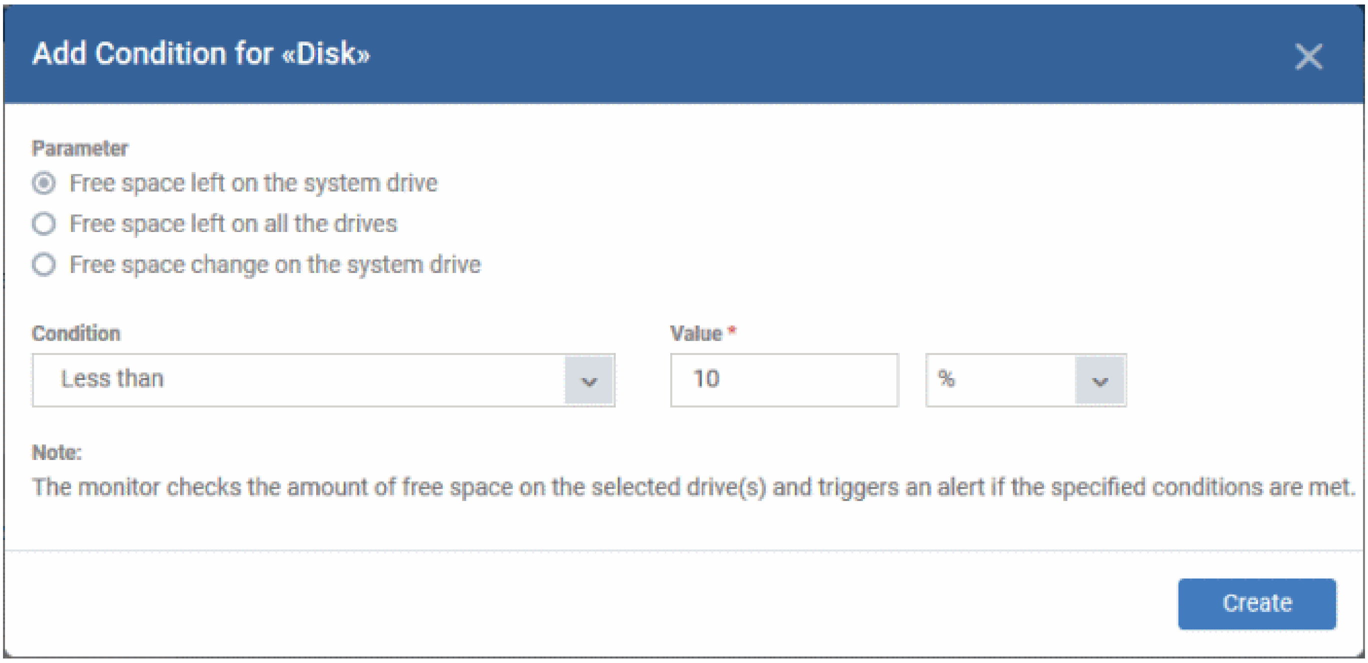
- Enter a label and description and specify where to save the new monitor. You can create new sub-folders under 'My Monitors' if required.
- Click 'Create'.
- You will be taken to the monitor configuration screen:



- 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:



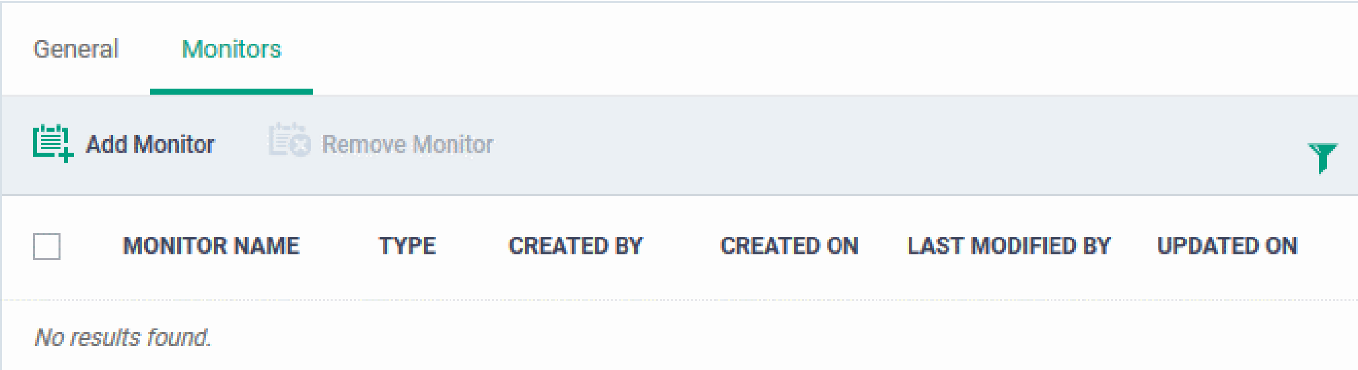
- Click 'Save'.

- 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.

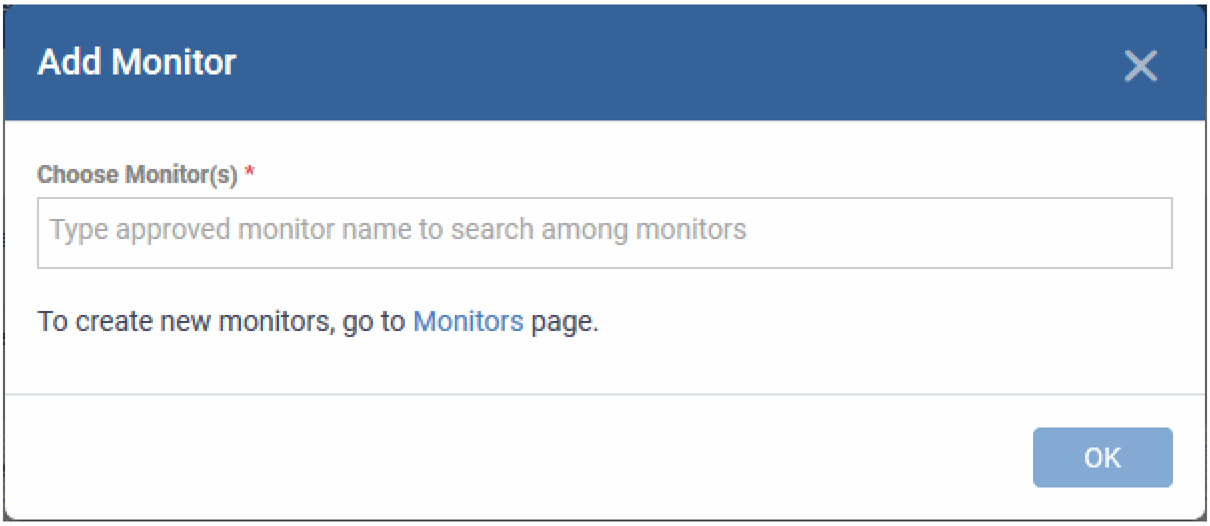
More details on monitors and alerts can be found at https://help.comodo.com/topic-399-1-786-12967-Create-Monitors-and-Add-them-to-Profiles.html

Add the monitor to a profile

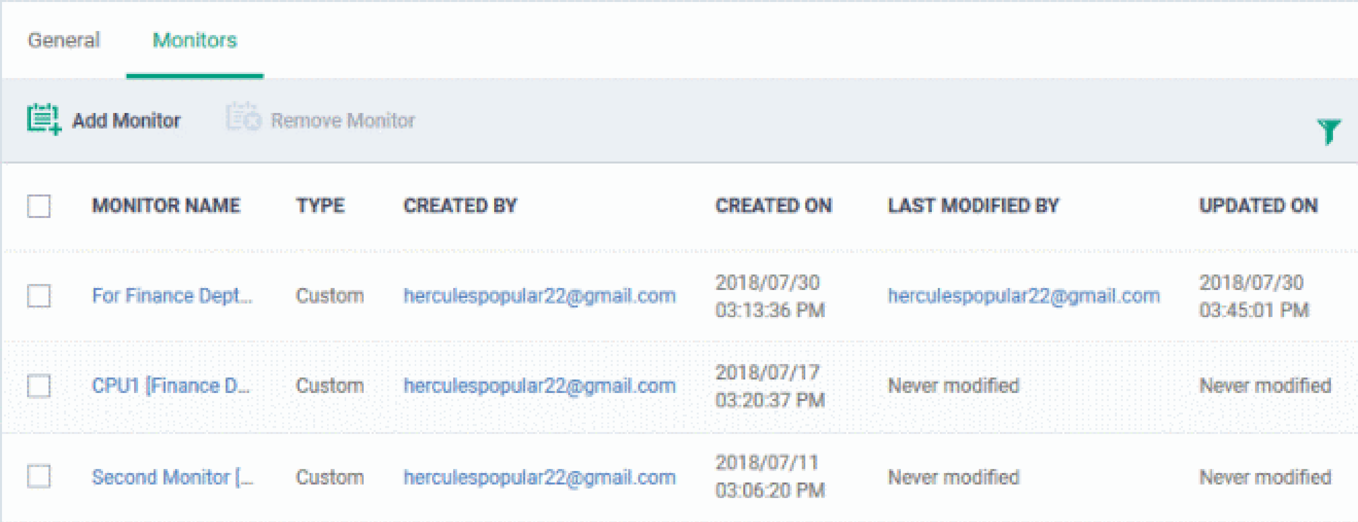
- Click 'Configuration Templates' > 'Profiles'
- Open the Windows profile you want to configure
- Click 'Add Profile Section' > 'Monitors'
- Click the 'Add Monitor' button



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



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



MONITOR NAME	TYPE	CREATED BY	CREATED ON	LAST MODIFIED BY	UPDATED ON
For Finance Dept...	Custom	herculespopular22@gmail.com	2018/07/30 03:13:36 PM	herculespopular22@gmail.com	2018/07/30 03:45:01 PM
CPU1 [Finance D...	Custom	herculespopular22@gmail.com	2018/07/17 03:20:37 PM	Never modified	Never modified
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.