

Run CPU Detail Report in N-Able

For when you get an alarm and you have to look at historical CPU usage data.

- 1. Go to server in mention from your alarm ticket. For ex this was Burststone Animal Hospital with PetPartners so ppbahny001. Click on the Monitoring tab:

ppbahny001

CPU:

DISK:

MEMORY:

OS VERSION:

CUSTOMER NAME:

Intel(R) Xeon(R) CPU E5-2697 v3 @ 2.60GHz

104.99 GB

8.00 GB

Microsoft Windows Server 2008 R2 Datacenter

Pet Partners - 401 N Broad - Datacenter

SYSTEM UPTIME:

DEVICE CLASS:

IP ADDRESS:

LOGGED IN USER:

FEATURES:

Unknown

Servers - Windows

10.4.2.175

PETPARTNERS\ppbahny-009

PRO

Overview

Tools

Monitoring

Asset

Notes

Settings

Remote Control Settings

Reports

- 2. Select CPU monitoring service:

Overview

Tools

Monitoring

Asset

Notes

Settings

Remote Control Settings

Status

Associations

Service Templates

Security Events

ADD

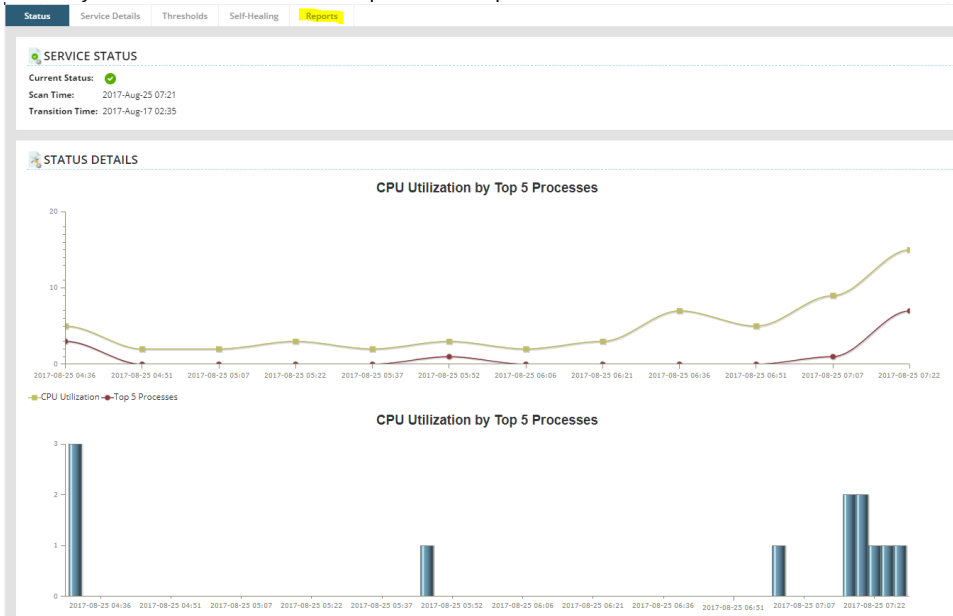
DELETE

CREATE SERVICE TEMPLATE

SERVICE MONITORING

Service	Status	Transition
☐ Agent Status	✓	2017-Aug-17 02:35
☐ AV Defender Behavioral Scan Events	✓	2017-Aug-17 02:35
☐ AV Defender Security Event	✓	2017-Aug-17 02:35
☐ AV Defender Status	✓	2017-Aug-17 02:35
☐ Clock Drift	✓	2017-Aug-19 03:35
☐ Connectivity	✓	2017-Aug-19 01:08
☐ CPU	✓	2017-Aug-17 02:35
☐ Disk - C:	✓	2017-Aug-17 02:35
☐ Disk - D:	✓	2017-Aug-17 02:35
☐ Disk I/O - _Total	✓	2017-Aug-25 01:21

3. If recent your data is on this screen if not proceed to Reports tab:



4. Next click Show Config to edit time-frame:

The screenshot displays the 'Reports' tab in a monitoring application. The top navigation bar includes 'Status', 'Service Details', 'Thresholds', 'Self-Healing', and 'Reports'. Below the navigation bar, a dropdown menu shows 'Availability Of One Service On Multiple Devices'. The main content area displays the configuration for this report:

- Company Name:** 401 N Broad - Datacenter
- Report:** Availability Of One Service On Multiple Devices
- Created on:** 2017-Aug-25 07:35
- Start Date and Time:** 2017-Aug-24 08:34
- End Date and Time:** 2017-Aug-25 08:34
- Service:** CPU
- Devices:** ppbahny001 - Local Agent - CPU

On the left side of the configuration area, there is a vertical button labeled 'SHOW CONFIG'. Below the configuration details, the title 'AVAILABILITY OF ONE SERVICE ON MULTIPLE DEVICES' is displayed, followed by a dashed line and the text 'CPU AVAILABILITY (%)'.

Status Service Details Thresholds Self-Healing **Reports**

Availability Of One Service On Multiple Devices

Start Date and Time: 2017-Aug-24 at 08:36

End Date and Time: 2017-Aug-25 at 08:36

Service: CPU

Device:

Available Devices

ppaaega001 - Local Agent - CPU
 PPAAHMA001 - Local Agent - CPU
 ppahnj001 - Local Agent - CPU
 PPAAHNY001 - Local Agent - CPU
 PPACAH002 - Local Agent
 PPACWC002 - Local Agent - CPU
 PPAM001 - Local Agent - CPU
 ppapecin001 - Local Agent - CPU
 ppavani001 - Local Agent - CPU
☐ Multiple Graphs

>>
 >
 <
 <<

Selected Devices

ppbahny001 - Local Agent - CPU

5. Click view report at bottom left:

[VIEW REPORT](#)
[EXPORT](#)
[EMAIL](#)

6. Change to raw data:

Raw Monitored Data

Company Name: 401 N Broad - Datacenter
Report: Raw Monitored Data
Created on: 2017-Aug-25 07:39
Service: CPU
Device/Service Instance: ppbahny001 - ppbahny001 - CPU

7. What we found:

2017-Aug-21 01:12	Normal	21	VerLogic	WmiPrivSE	VerLogicClient	agent	svchost	2280	6720	6236	4020	1040
2017-Aug-21 01:27	Normal	23	WmiPrivSE	VerLogicClient	agent	svchost	System	6720	6236	4020	1040	4
2017-Aug-21 01:42	Normal	4	SSCWindowsSen	VerLogicClient	agent	System	csinstallservice	3404	6236	4020	4	3896
2017-Aug-21 01:57	Normal	3	VerLogicClient	SSCWindowsSen	agent	csinstallservice	svchost	6236	3404	4020	3896	1040
2017-Aug-21 02:12	Normal	4	VerLogicClient	SSCWindowsSen	agent	csinstallservice	services	6236	3404	4020	3896	912
2017-Aug-21 02:27	Normal	26	SSCWindowsSen	VerCollectProcess	VerLogicClient	WmiPrivSE	System	3404	16680	6236	6720	4
2017-Aug-21 02:42	Normal	12	VerLogicClient	agent	System	services	csinstallservice	6236	4020	4	912	3896

8. Export if needed or just copy and paste text since its html formatted:

EXPORT EMAIL

EXPORT

?

Format:

CSV

Summary:

The report displays all of the unmodified, raw data for a particular service in table format.

File Name:

Raw_Monitored_Data_2017-Aug-25_07_39

OK

CANCEL

9. Info put in ticket:

Work Logs Filter 1 - 2 of 2

Record	Class	Created By	Date	Type	Summary
61010	SR	KBLANKENH	8/25/17 08:44:24	CLIENTNOTE	cause it 1:30 am
61010	SR	JKORDEK	8/25/17 08:34:03	CLIENTNOTE	status

Details

Record: 61010

Class: SR

Created By: KBLANKENH

Date: 8/25/17 08:44:24

Type: CLIENTNOTE

Viewable? ☒

Summary: cause it 1:30 am

Font

Size

Format

2017-Aug-21 00:42	Normal	3	VetLogicClient	agent	csinstallservice	Syst
2017-Aug-21 00:57	Normal	4	VetLogicClient	agent	EPSecurityServic	Syst
2017-Aug-21 01:12	Normal	41	VAVI_Logi	WmiPrivSE	VetLogicClient	agen
2017-Aug-21 01:27	Normal	23	WmiPrivSE	VetLogicClient	agent	svch
2017-Aug-21 01:42	Normal	4	SSCWindowsSer	VetLogicClient	agent	Syst
2017-Aug-21 01:57	Normal	3	VetLogicClient	SSCWindowsSer	agent	csin
2017-Aug-21 02:12	Normal	4	VetLogicClient	SSCWindowsSer	agent	csin
2017-Aug-21 02:27	Normal	26				SSCWin

Related articles

Error rendering macro 'contentbylabel'

parameters should not be empty