

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:

The screenshot shows the N-able interface for server 'ppbahny001'. The 'Monitoring' tab is highlighted in yellow. The server details are as follows:

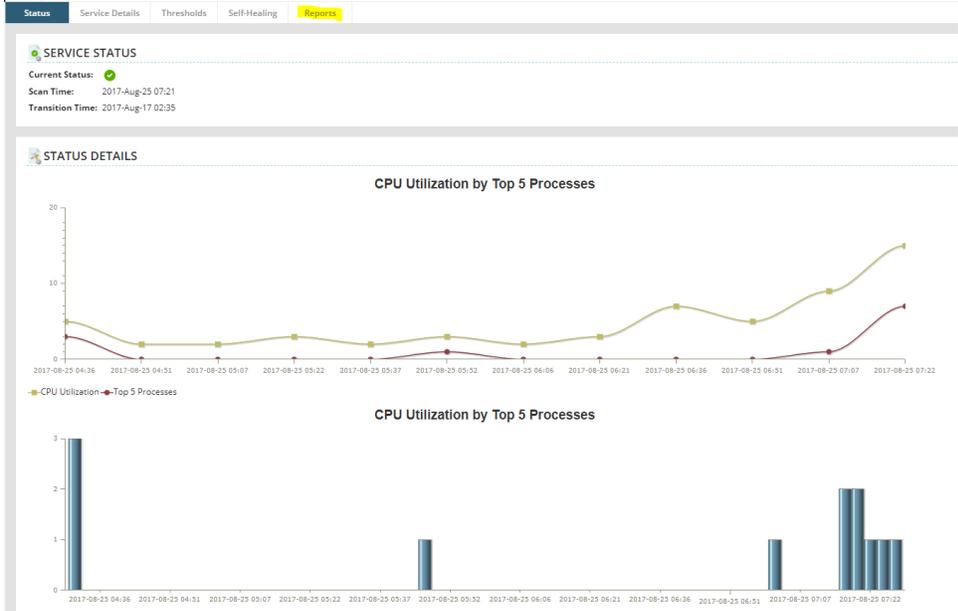
CPU:	Intel(R) Xeon(R) CPU E5-2697 v3 @ 2.60GHz	SYSTEM UPTIME:	Unknown
DISK:	104.99 GB	DEVICE CLASS:	Servers - Windows
MEMORY:	8.00 GB	IP ADDRESS:	10.4.2.175
OS VERSION:	Microsoft Windows Server 2008 R2 Datacenter	LOGGED IN USER:	PETPARTNERS\ppbahny-009
CUSTOMER NAME:	Pet Partners - 401 N Broad - Datacenter	FEATURES:	PRO [Icons]

2. Select CPU monitoring service:

The screenshot shows the 'Monitoring' tab in N-able. The 'Service Monitoring' dropdown is selected. The following table lists the monitoring services:

Service	Status	Transition
<input type="checkbox"/> Agent Status	✓	2017-Aug-17 02:35
<input type="checkbox"/> AV Defender Behavioral Scan Events	✓	2017-Aug-17 02:35
<input type="checkbox"/> AV Defender Security Event	✓	2017-Aug-17 02:35
<input type="checkbox"/> AV Defender Status	✓	2017-Aug-17 02:35
<input type="checkbox"/> Clock Drift	✓	2017-Aug-19 03:35
<input type="checkbox"/> Connectivity	✓	2017-Aug-19 01:08
<input type="checkbox"/> CPU	✓	2017-Aug-17 02:35
<input type="checkbox"/> Disk - C:	✓	2017-Aug-17 02:35
<input type="checkbox"/> Disk - D:	✓	2017-Aug-17 02:35
<input type="checkbox"/> 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:

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

Availability Of One Service On Multiple Devices ▼

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

SHOW CONFIG

AVAILABILITY OF ONE SERVICE ON MULTIPLE DEVICES

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
- ppaahnj001 - Local Agent - CPU
- PPAAHNY001 - Local Agent - CPU
- PPACAH002 - Local Agent
- PPACWC002 - Local Agent - CPU
- PPAM001 - Local Agent - CPU
- ppapecin001 - Local Agent - CPU
- nnavani001 - Local Agent - CPU

Multiple Graphs

Selected Devices

- ppbahny001 - Local Agent - CPU

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

Record	Class	Created By	Date	Type	Summary
61010	SR	KBLANKENH	8/25/17 08:44:24	CLIENTNOTE	cause # 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 # 1:30 am

Time	Level	Count	Source	Agent	Destination
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_Logic	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