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 Burstone Animal Hospital with PetPartners so ppbahny001. Click on the Monitoring tab:

	📀 ppbahny	/001							
		Intel(R) Xeon(R) CPU E	5-2697 v3 @ 2.600	SHz			Unknown		
	🗐 DISK:	104.99 GB					Servers - Windows		
	MEMORY:	8.00 GB					10.4.2.175		
		Microsoft Windows Se	rver 2008 R2 Data	acenter		🕹 LOGGED IN USER:	PETPARTNERS\ppt	ahny-009	
	🕹 CUSTOMER NAME:	Pet Partners - 401 N B	road - Datacenter				PRO 🚺 🐧	88 📀	41
	Overview Tools	Monitoring	Asset	Notes	Settings	Remote Control Settings	Reports		
t.		<u> </u>			0	0			
									· · · · · · · ··

2. Select CPU monitoring service:

Overview	Tools	Monitoring	Asset	Notes	Setti	ngs	Remo	te Control Settings
Status	Association	ns Service	Templates	Security Events	;			
ADD DE	ELETE CREATE	SERVICE TEMPLAT	E SERVICE MC					
Servi	ce				▲ ▼	Status	T	Transition
Ag	ent Status					0		2017-Aug-17 02:35
AV	Defender Behav	ioral Scan Events	i			0		2017-Aug-17 02:35
AV	Defender Securi	ty Event				0		2017-Aug-17 02:35
AV	Defender Status					0		2017-Aug-17 02:35
Clo	ock Drift					0		2017-Aug-19 03:35
C .	nnectivity					0		2017-Aug-19 01:08
CP	u -					0		2017-Aug-17 02:35
Di	sk - C:					0		2017-Aug-17 02:35
Dis	sk - D:					0		2017-Aug-17 02:35
Di	sk I/OTotal					0		2017-Aug-25 01:21

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

Status	Service Details	Thresholds	Self-Healing	Reports	
SERV	ICE STATUS				
Current S	atus: 🥝				
Scan Time Transition	: 2017-Aug-25	07:21			
🗟 STAT	US DETAILS				
					CPU Utilization by Top 5 Processes
20 -					
-					
10 -					
-					
o -				Ť	
2017-08-2	5 04:36 2017-08-25	04:51 2017-08-	25 05:07 2017-0	1-25 05:22 20	7-08-25 05:37 2017-08-25 05:52 2017-08-25 06:06 2017-08-25 06:21 2017-08-25 06:36 2017-08-25 06:51 2017-08-25 07:07 2017-08-25 07:22
CPU Ut	lization Top 5 Pro	cesses			
					CPU Utilization by Top 5 Processes
3 -					
2 -					
0	2017-08-25 04:36 201	7-08-25 04:51 20	17-08-25 05:07 20	17-08-25 05:22	2017-08-25 05:37 2017-08-25 05:52 2017-08-25 06:06 2017-08-25 06:21 2017-08-25 06:36 2017-08-25 06:31 2017-08-25 07:07 2017-08-25 07:22

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

St	atus S	ervice Det	ails	Thresholds	Self-Healing	Reports
Avail	ability Of One S	Service On N	Aultiple	e Devices		
	Company N	lame:	401 N	l Broad - Datace	nter	
	Report:		Availa	ability Of One Se	rvice On Multiple D)evices
L	Created on:	:	2017-	Aug-25 07:35		
L	Start Date a	and Time:	2017-	Aug-24 08:34		
	End Date ar	nd Time:	2017-	Aug-25 08:34		
E	Service:		CPU			
₹ C	Devices:		ppba	hny001 - Local A	gent - CPU	
ONFIG	AVAILAB	ILITY O	FON	IE SERVICE	ON MULTIPL	E DEVICES

CDI Ι Δ\/ΔΙΙ ΔRII ITV (%)

Status	Servio	e Details	Thresholds	Self-He	aling	Reports		
Availability Of	One Servio	e On Multiple	Devices 🔽					
Start Date an	nd Time:	2017-Aug-24	-	at 08:36		•		
End Date and	Time:	2017-Aug-25	•	at 08:36		•		
Service:		CPU				•		
Device:		Available De	evices				Selected Devices	
		ppaaega001 PPAAHMA00 ppaahnj001 - PPAAHNY001 PPACAH002 - PPACWC002 PPACWC002 PPAM001 - Lo ppapecin001	- Local Agent - C 1 - Local Agent - C - Local Agent - C 1 - Local Agent - C - Local Agent - Local Agent - C ocal Agent - CPU - Local Agent - C	PU CPU PU CPU PU	Â	>> F	opbahny001 - Local Agent - CPU	
		noavani001 - Multiple	Local Agent - CF Graphs	PU -	*			

5. Click view report at bottom left:

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	41	V <mark>A</mark> VI_Logic	W <mark>miPrvSE</mark>	V <mark>e</mark> tLogicClient	agent	svchost	2280	6720	6236	4020	1040
2017-Aug-21 01:27	Normal	23	WmiPrvSE	VetLogicClient	agent	svchost	System	6720	6236	4020	1040	4
2017-Aug-21 01:42	Normal	4	SSCWindowsSer	VetLogicClient	agent	System	csinstallservice	3404	6236	4020	4	3896
2017-Aug-21 01:57	Normal	3	<mark>V</mark> etLogicClient	55CWindowsSen	agent	csinstallservice	svchost	6236	3404	4020	3896	1040
2017-Aug-21 02:12	Normal	4	VetLogicClient	SS <mark>C</mark> WindowsSen	agent	csinstallservice	services	6236	3404	4020	3896	912
2017-Aug-21 02:27	Normal	26	SSCWindowsSen	VetCollectProces	VetLogicClient	WmiPrvSE	System	3404	16680	6236	6720	4
2017-Aug-21 02:42	Normal	12	V <mark>e</mark> tLogicClient	agent	System	services	csinstallservice	6236	4020	4	912	3896

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

EXPORT						?		
Formati	CSV					-		
ronnat.	C3V							
Summary:	The repo	ort displav	s all of the u	unmodifie	d. raw data			
sanna ji	for a par	rticular ser	vice in table	e format.	a, i ani aata			
File Name: OK CA	Raw_Mo	nitored_Da	ta_2017-Aug	-25_07_39				
File Name: OK CA	Raw_Mo	nitored_Da	ta_2017-Aug	-25_07_39				
File Name: OK CA fo put in ticket:	Raw_Mo	nitored_Da	ta_2017-Aug	-25_07_39	Los	Sur	many	
File Name: OK CA fo put in ticket: Rest.log: > File: > > > > > > > > > > > > > > > > > > >	Raw_Mo	nitored_Da	ta_2017-Aug Date : 82517 08 44 24	-25_07_39	Iss Cuentore Q	<u>Sur</u> cau	rmary se it 1:30 am	
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File Name:	Raw_Mo	nitored_Da	ta_2017-Aug	-25_07_39		Surra cau dat	omary see it 1:30 am bus	
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