

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

DISK: 104.99 GB

MEMORY: 8.00 GB

OS VERSION: Microsoft Windows Server 2008 R2 Datacenter

CUSTOMER NAME: Pet Partners - 401 N Broad - Datacenter

SYSTEM UPTIME: Unknown

DEVICE CLASS: Servers - Windows

IP ADDRESS: 10.4.2.175

LOGGED IN USER: PETPARTNERS\ppbahny-009

FEATURES: PRO

Overview Tools **Monitoring** Asset Notes Settings Remote Control Settings Reports

2. Select CPU monitoring service:

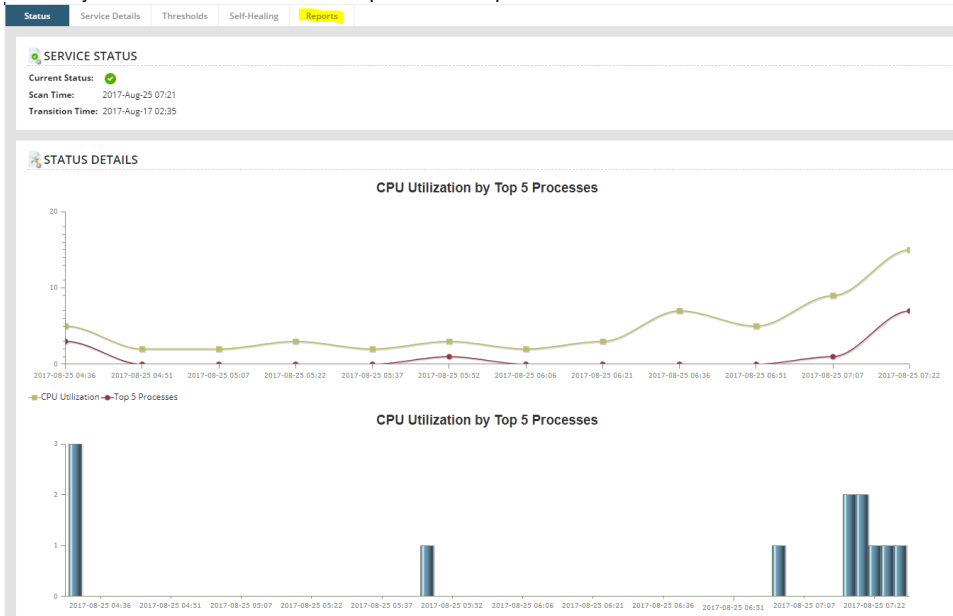
Overview Tools **Monitoring** Asset Notes Settings Remote Control Settings

Status Associations Service Templates Security Events

ADD DELETE CREATE SERVICE TEMPLATE SERVICE MONITORING

<input type="checkbox"/> 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:

The screenshot shows the 'Reports' tab with a dropdown menu open, displaying the report title 'Availability Of One Service On Multiple Devices'. Below the dropdown, a 'SHOW CONFIG' button is visible. The configuration details for the report are as follows:

Field	Value
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

Below the configuration details, the report title 'AVAILABILITY OF ONE SERVICE ON MULTIPLE DEVICES' is displayed, followed by the heading '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

- ppaega001 - Local Agent - CPU
- PPAAHMA001 - Local Agent - CPU
- ppaahny001 - 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

>> > < <<

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	EPSSecurityServic	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