Central Monitor
by LogMeIn

10 Things to Try in Central Monitor

NEW TO CENTRAL MONITOR? THIS GUIDE WILL HELP YOU GET STARTED.

Tip: For product support or feedback, please email: centralmonitor@logmein.com

Before doing anything else....

This is not number one. This is before number one.

- Create your Central Monitor Login ID by entering your email address and creating a password on monitor.logmein.com
- Install the Central Monitor agent onto at least one computer in your network. Learn the step-by-step process at documentation.logmein.com
- Make sure you are logged in to your account

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TASK #1:
DISCOVER YOUR DEVICES

5 MINS
TASK TIME

How will it help me?

Seeing all the devices on your network will allow you to get a single pane of glass view into your endpoint infrastructure.

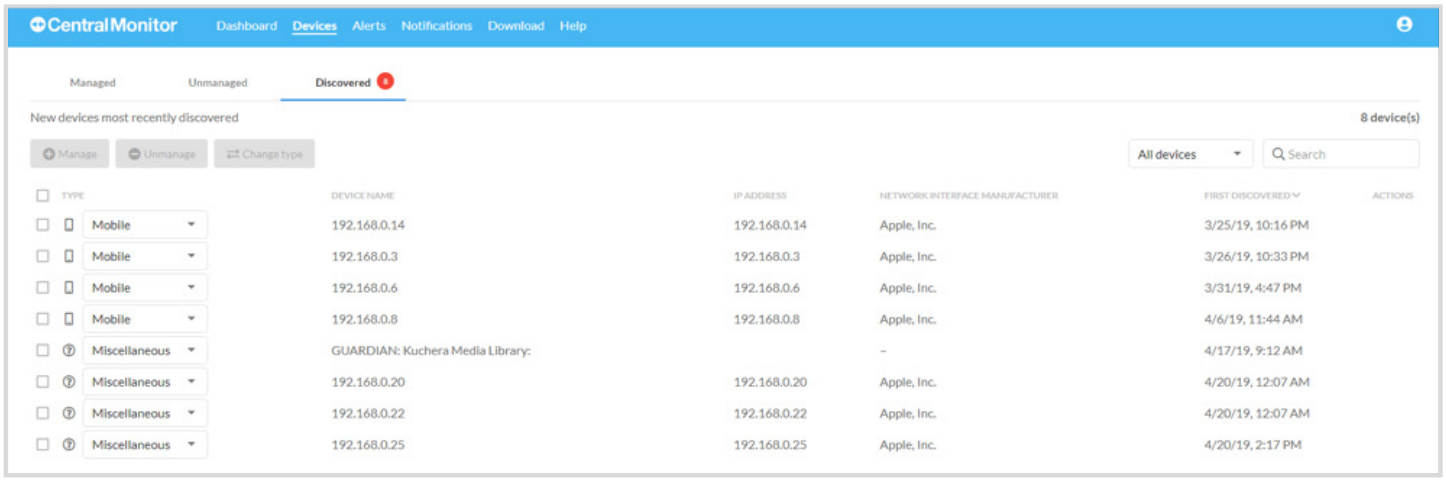
TRY IT YOURSELF...

1. Join your network

Central Monitor automatically will begin to discover the devices on the network you're connected to as soon as you log-in. Therefore, it's important to be connected to the correct network!

2. Discover your devices

Your devices will begin automatically displaying on the **Devices** tab. Each device appears with additional information including IP address and manufacture to help you place the device.



Tip: In order to organize your discovered devices, you can search by IP address or manufacture and classify those devices as a certain type (i.e. computer, router, printer, server, switch, etc.)

TASK #2:
CHOOSE WHICH DEVICES TO MANAGE

10 MINS
TASK TIME

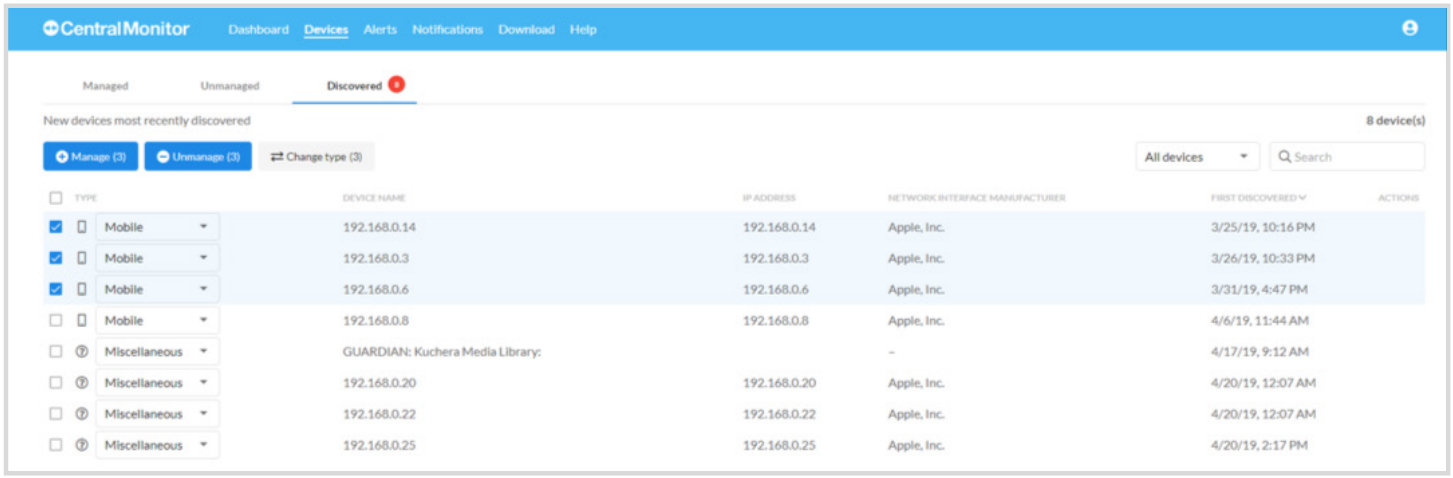
How will it help me?

Managing your devices will help you keep a constant pulse on your IT infrastructure and ensure that you're a step ahead of any potential problems.

TRY IT YOURSELF...

1. Choose your devices to manage

On the **Discovered** tab, check the devices that you want to manage in the left-side boxes and then click **Manage** in the top left corner. After you choose to manage these devices, they will disappear from the **Discovered** tab and automatically appear under the **Managed** tab.



Tip: To find and select all devices by a manufacturer, search for that manufacture and then click the top column check box to select all those devices.

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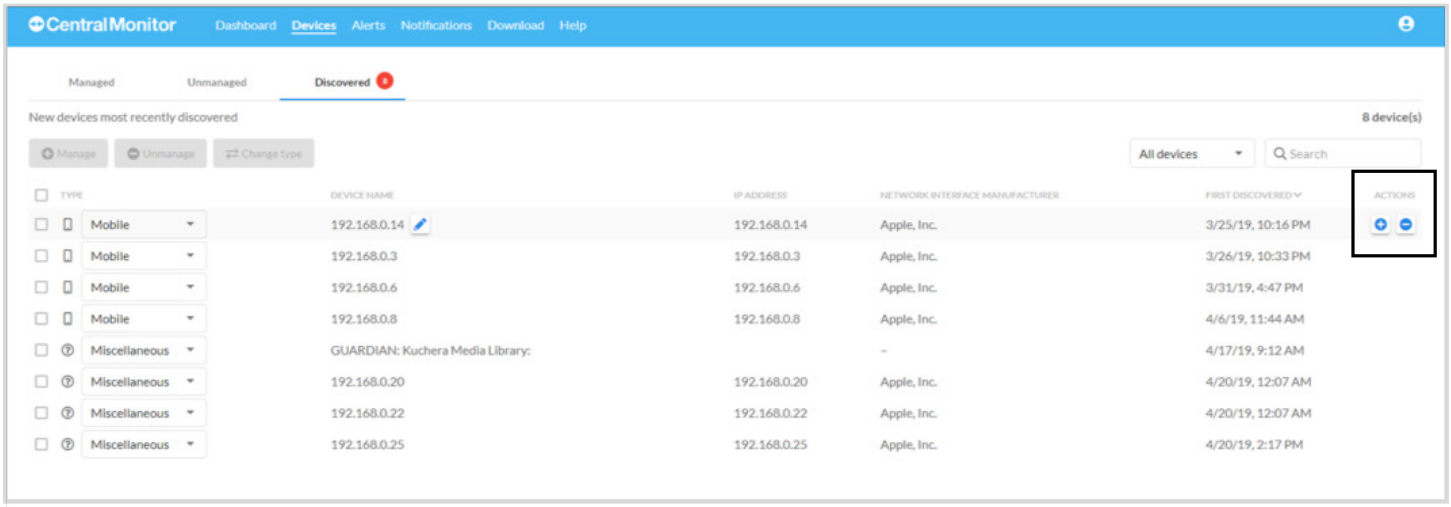
TASK #2:
CHOOSE WHICH DEVICES TO MANAGE

10 MINS
TASK TIME

Alternatively, you can manage a device by simply clicking the plus icon that appears when you hover-over the device. Once you click on the plus sign for a specific device, that device will automatically appear under the **Managed** tab.



If an agent-installed device (computer, server, etc.) is managed, you can:

- Start a remote-control session (The LogMeIn Control Panel must be installed, running and allocated to a Central or Pro account for this function to work).
- Run a Windows Command via Command Prompt
- Run a PowerShell script
- Send an HTTP request
- Send a single packet ping from the device and record roundtrip time
- Restart the machine (computers and services only)

If a non-agent-installed device (mobile, printer, etc.) is managed, you can:

- Send a single packet ping from the device and record roundtrip time

TASK #3:
CREATE A NOTIFICATION RULE

5 MINS
TASK TIME

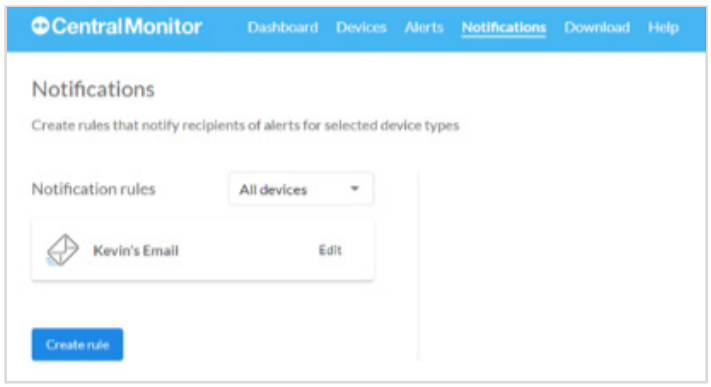
How will it help me?

Setting up notifications will allow your team to stay one step ahead when a key device goes offline so your team can mitigate the issue prior to any end-user interruption.

TRY IT YOURSELF...

1. Navigate to the Notifications tab

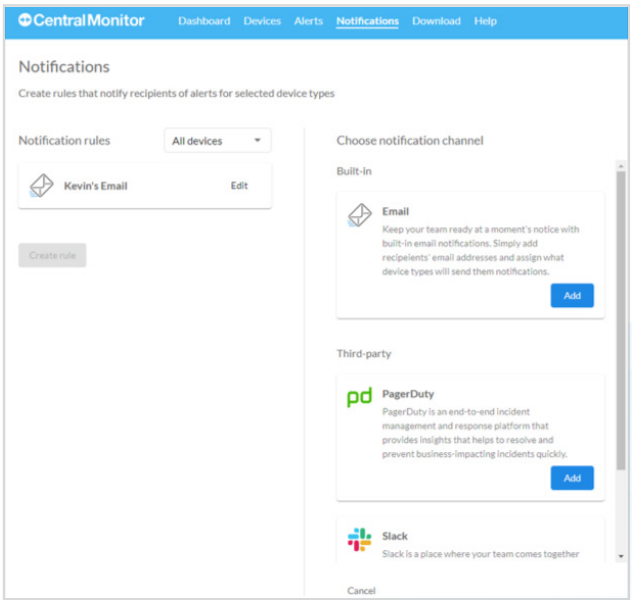
On this tab, you'll be able to create new notification rules as well as see all the notifications that you have in place.



2. Choose a notification channel

Once you select **Create rule**, you'll be able to choose how you would like to be notified for each rule. Choose to be notified via email, Pager Duty, or Slack.

Note: In order to be notified via Pager Duty or Slack, you must have a separate Pager Duty or Slack account. Both products do let you take out trials if you are interested in testing this functionality.



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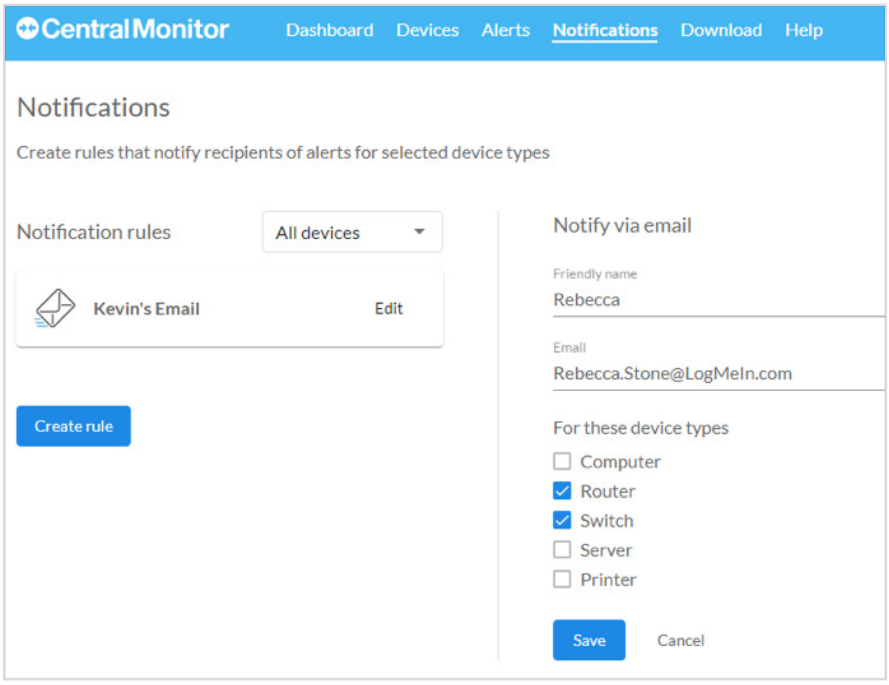
TASK #3:
CREATE A NOTIFICATION RULE

5 MINS
TASK TIME

3. Add notification details

Choose which devices to receive alerts on. With each device that you choose, you will receive an alert through your preferred channel when the selected devices go offline.



You'll now be notified whenever your selected devices go offline.

TASK #4:
ORGANIZE YOUR NOTIFICATIONS

1 MIN
TASK TIME

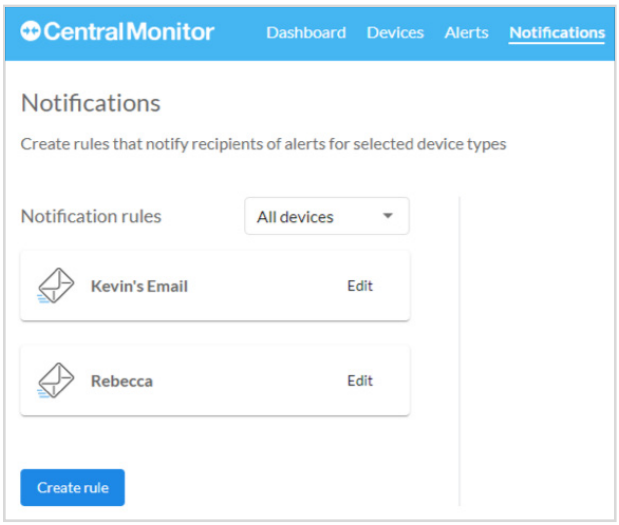
How will it help me?

This will ensure that the correct devices are being monitored by the correct individuals and that there are no gaps in coverage.

TRY IT YOURSELF...

1. Navigate to the Notifications tab

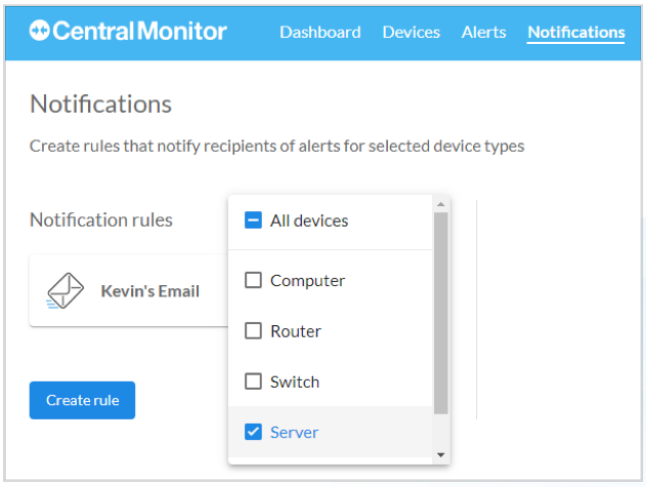
You're already familiar with this tab from task number 3. Now, we're going to focus on the **All devices** drop-down menu at the top of the page.



2. Sort by the notifications per each type of device

Sort by the different types of devices to see who will be notified for each device type.

In the below example, only Kevin has notifications set up for servers so he will be the only one to be notified when a server goes offline. Rebecca will not be notified for any alert relating to a server.



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TASK #5:
ACKNOWLEDGE AN ALERT

1 MIN
TASK TIME

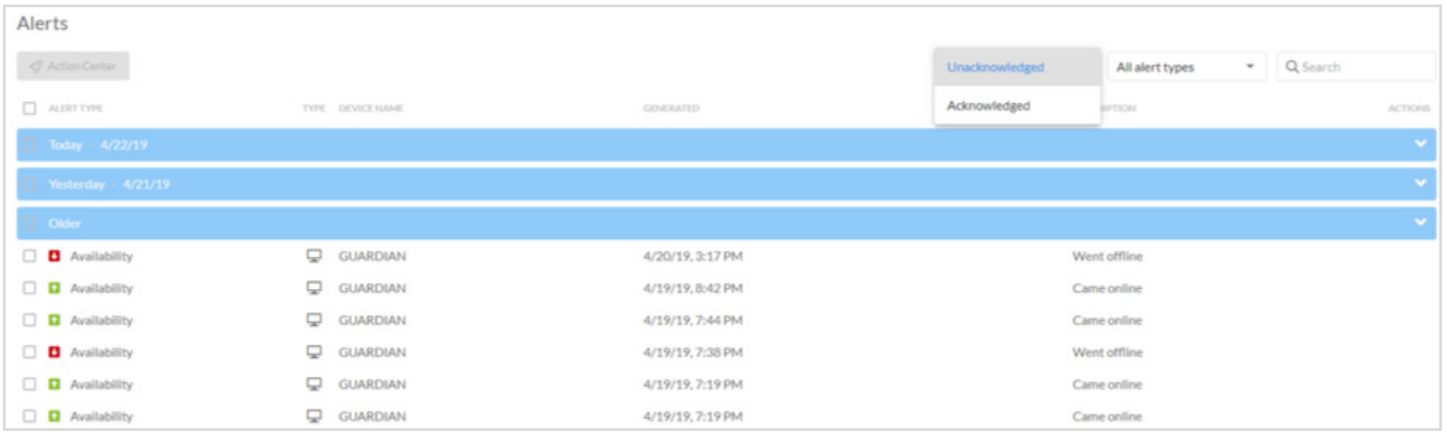
How will it help me?

Acknowledging alerts allows your team to keep track of what alerts have been addressed and which alerts have yet to be investigated.

TRY IT YOURSELF...

1. Sort unacknowledged notifications

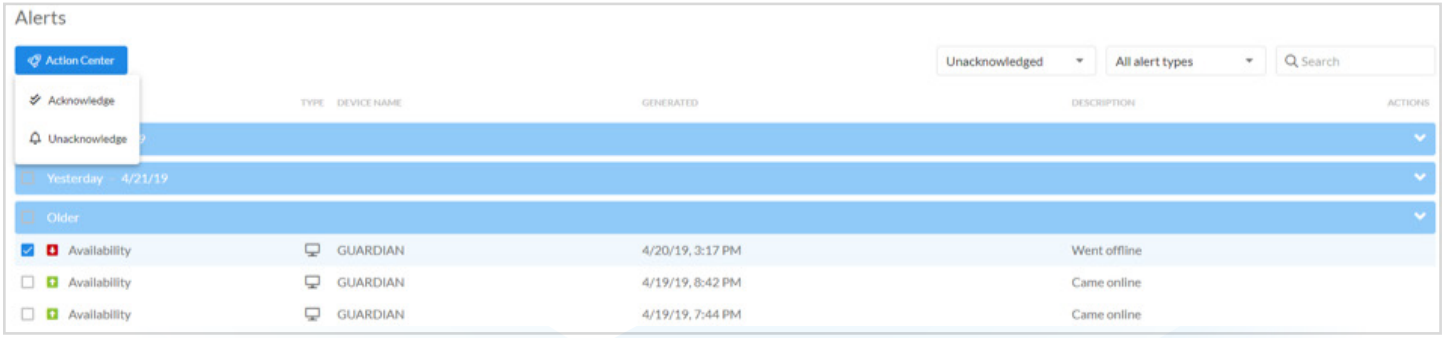
Sort by unacknowledged and acknowledged alerts in the top right-hand drop-down menu.



2. Acknowledge a notification

Choose to acknowledge a notification after you have had the opportunity to address it. To acknowledge a notification, click on the notification that you're interested in acknowledging and select **Acknowledge** from the left-hand drop-down menu.

This alert will now be considered acknowledged.



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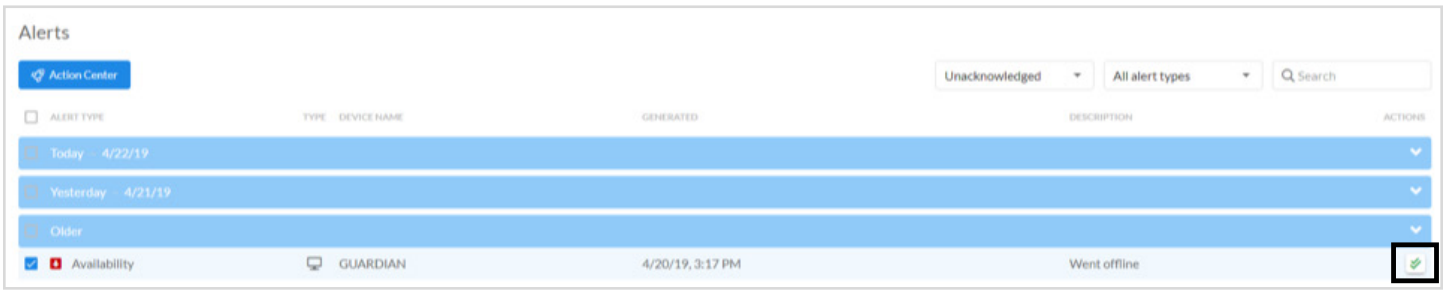
TASK #5:
ACKNOWLEDGE AN ALERT

1 MIN
TASK TIME

Another option for acknowledging an alert is to select the check icon that appears in the **Action** column when you hover-over the alert.



Note: To learn how to receive an email, Pager Duty, or Slack notification for a specific type of alert, read task number 4.

TASK #6:
CHECK YOUR LIVE COMPUTER/SERVER METRICS

5 MINS
TASK TIME

How will it help me?

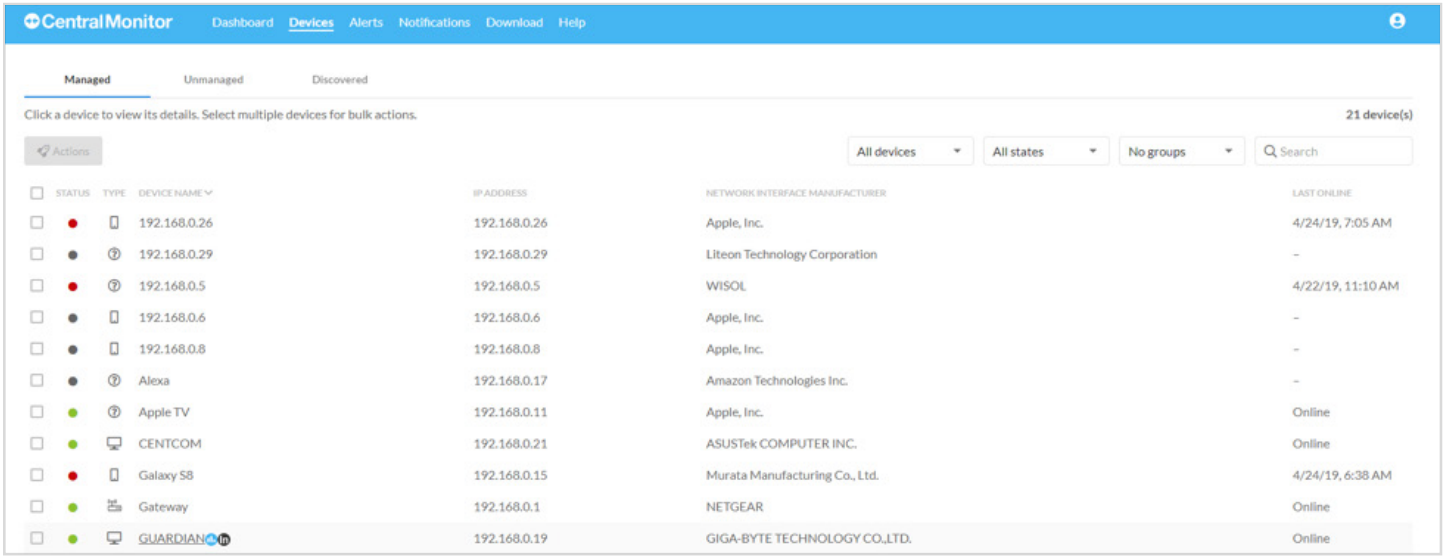
These metrics will help you diagnose issues when a device is experiencing problems. They will also provide insight into the overall health of the device.

TRY IT YOURSELF...

1. Select a device

On the **Devices** tab, select which device you would like to see additional information on by hovering your mouse over the device name and clicking when that device name is underlined.

Tip: On the Devices tab, make sure that you are looking at your Managed devices. You will not be able to drill down into the devices that you choose not to manage



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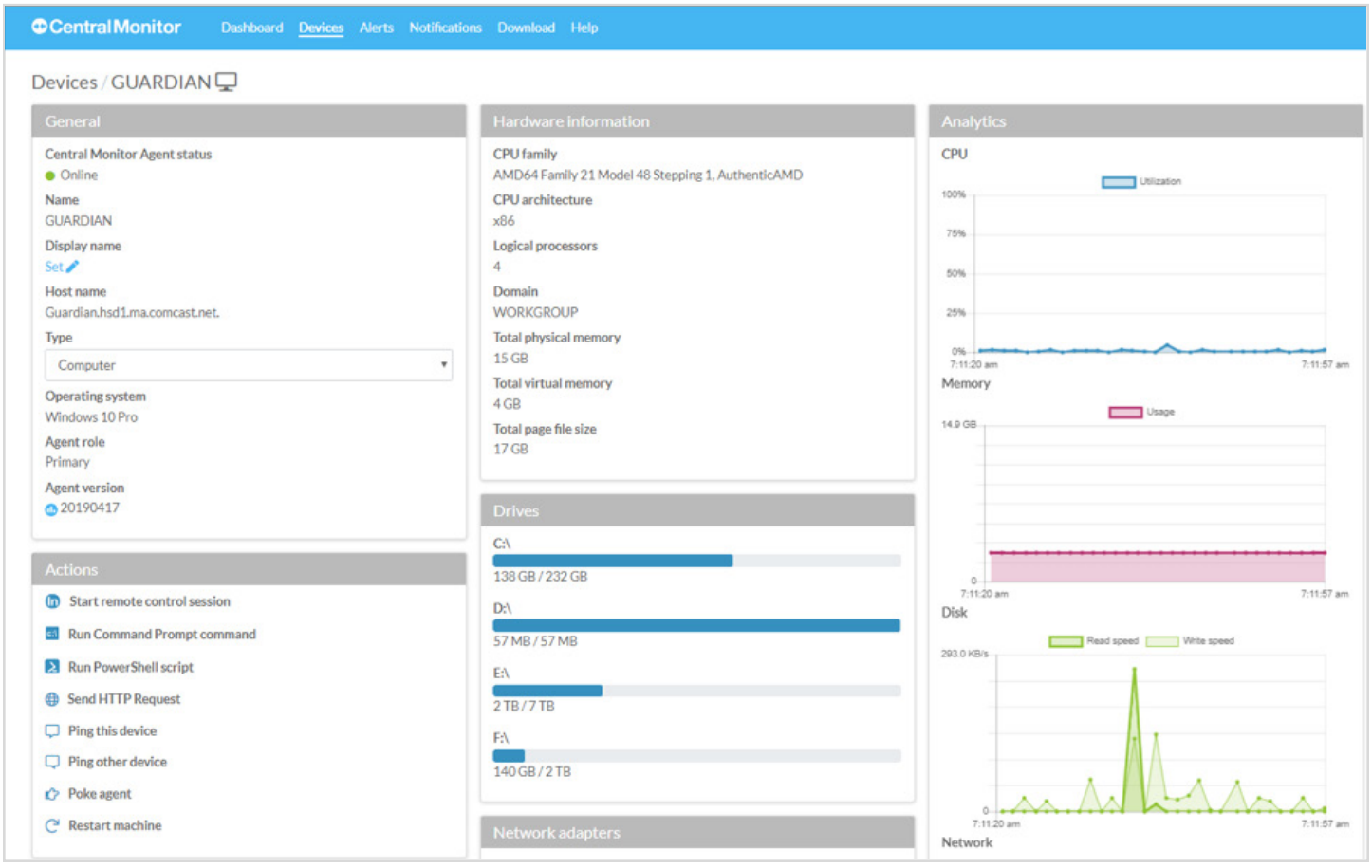
TASK #6:
CHECK YOUR LIVE COMPUTER/SERVER METRICS

5 MINS
TASK TIME

2. Review the metrics

Once you're in the device drill down dashboard, there are a lot of useful metrics for each device that you can explore. Take a look at each of the different categories and the data available to you.



TASK #7:
PING A DEVICE

1 MIN
TASK TIME

How will it help me?

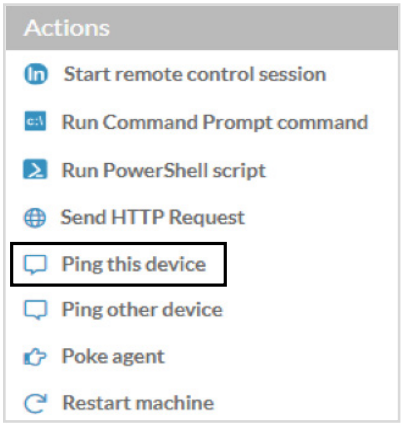
A ping test will allow you to troubleshoot when a device goes offline. It can help diagnose if a device is offline due to a network connection issue. This test is also able to be run on all devices (computers, routers, switches, printers, etc.).

TRY IT YOURSELF...

1. Select a device to ping

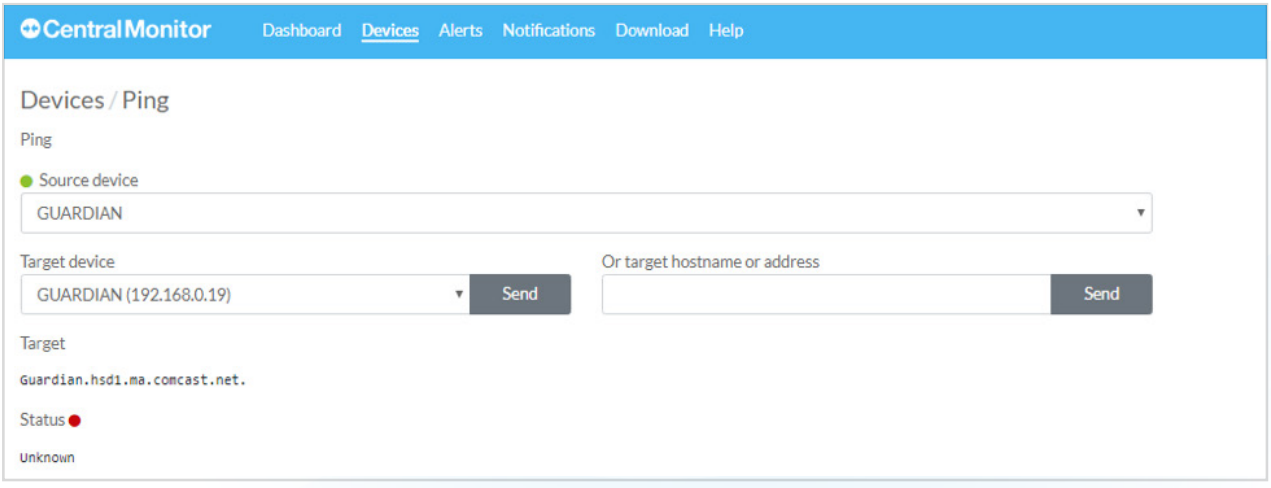
Similar to task number 6, choose a device that you would like to ping on the **Devices** tab and navigate to its drill down dashboard.

Once in the device drill down dashboard, select **Ping this device** from the Actions toolbar.



2. Send a ping

Once you've entered the Ping action page, simply select **Send** for the target device. You'll then be able to see network response time and diagnose if there is any latency or delay issues.



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TASK #8:
SEND A COMMAND PROMT OR POWERSHELL SCRIPT

5 MINS
TASK TIME

How will it help me?

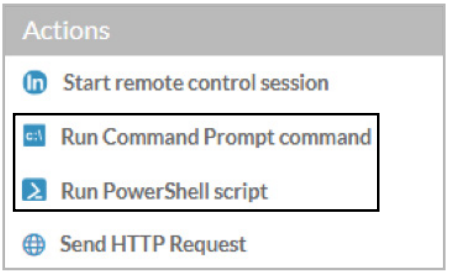
Command prompt and PowerShell scripts are powerful scripting tools that can help you to run windows updates, reset system restore, push software, retrieve log files, and more.

TRY IT YOURSELF...

1. Select a device to execute a script

Similar to task number 6, choose a device that you would like to execute a script for on the **Devices** tab and navigate to its drill down dashboard.

Once in the device drill down dashboard, select **Run Command Prompt command** or **Run PowerShell command** from the Actions toolbar.

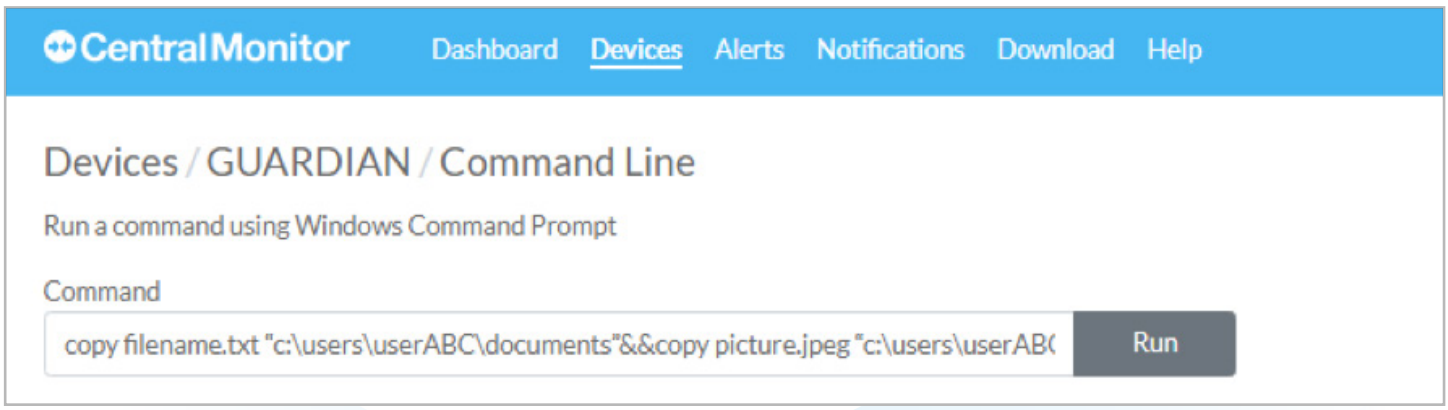


2. Try a command

For Command Prompt, try writing a script for this device. For this example, let's practice by writing a script that will copy a picture to your chosen device.

Below is a sample script to execute this task. Input the location of the picture you want to send and the location that you want to send it to where there is red text.

copy filename.txt "c:\users\userABC\documents"&&copy picture.jpeg "c:\users\userABC\pictures"



3. Run the script

Select **Run** and check to see if the chosen picture was copied to the correct location on your device.

For ideas of more scripts to run, visit our community thread **here**.

TASK #9:
REMOTELY ACCESS AN ENDPOINT VIA LOGMEIN CENTRAL

5 MINS
TASK TIME

How will it help me?

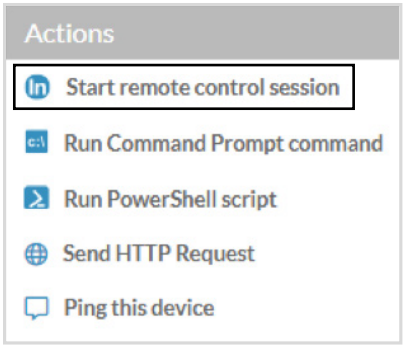
Remotely accessing a computer is the quickest way to diagnose or address an issue. Once you're in the computer, you have access to the same information that you do when sitting directly in front of the computer.

TRY IT YOURSELF...

1. Select a device to remotely access

Similar to task number 6, choose a computer that you would like to remotely access on the **Devices** tab and navigate to its drill down dashboard.

Once in the device drill down dashboard, select **Start** a remote control session from the **Actions** toolbar.



2. Log in to your LogMeIn Central account

If you are not already logged into your Central account, you'll be prompted to enter your Central credentials prior to remotely accessing the computer.

Tip: If you are already logged into your LogMeIn Central account, you can skip this step and directly access your computers.

3. Verify your identity

You'll be prompted to verify your identity prior to beginning the remote session. These credentials will remain consistent as if you were accessing this device from LogMeIn Central.

4. Begin your remote session

After validation, you will see the desktop that you are attempting to access and can begin to use the desktop similar as if you were sitting directly in front of it.

TASK #10:
GET A SNAPSHOT OF YOUR NETWORK VIA CENTRAL

5 MINS
TASK TIME

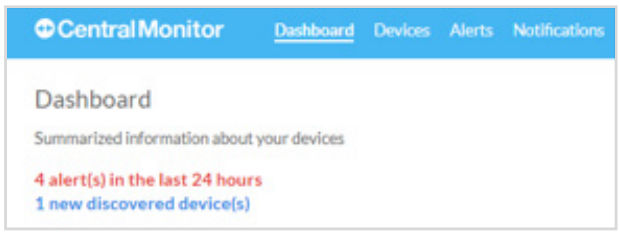
How will it help me?

The dashboard will allow you to quickly get a snapshot of the health of your entire network. You'll be able to quickly see available devices, new alerts are, printer status, and more.

TRY IT YOURSELF...

1. Navigate to the dashboard menu at the top of your menu

This screen will provide an overview of the metrics



2. Explore the different options