Webinar Guide: PRTG Basics
# Table of contents

<table>
<thead>
<tr>
<th>Part</th>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part 1</td>
<td>Preparation</td>
<td>3</td>
</tr>
<tr>
<td>Part 2</td>
<td>Introduction &amp; main topics</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>2.1 Introduction</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>2.2 PRTG architecture</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>2.3 Interfaces</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>2.4 Hierarchy</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2.5 Sensors</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2.6 Management tab</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2.7 Libraries</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>2.8 Notifications</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>2.9 Reports</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>2.10 Maps</td>
<td>6</td>
</tr>
<tr>
<td>Part 3</td>
<td>If there is time</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>3.1 Tickets</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>3.2 Mobile apps</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>3.3 Other aspects</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>3.4 Application Programming Interface (API)</td>
<td>8</td>
</tr>
<tr>
<td>Part 4</td>
<td>To end with</td>
<td>8</td>
</tr>
</tbody>
</table>
Part 1: Preparation

☐ Have a demo installation ready with all important sensor types configured.
☐ Make sure there is some data available you can show.
☐ Make sure your devices have location information stored, so Geo Maps can be displayed.
☐ Have some sample reports and sample maps prepared.
☐ Have all graphics you want to use at hand.
☐ Have PRTG Desktop installed and connected to your demo installation.

Watch our video tutorials for details on how to showcase PRTG Network Monitor:
https://www.paessler.com/learn/videos
Part 2: Introduction & main topics

2.1 Introduction

- Brief introduction of Paessler as a company
- Brief introduction of distributor company

2.2. PRTG architecture

PRTG is a comprehensive monitoring solution which you can use to monitor your entire network in a unified view, no matter what device manufacturers you have in your infrastructure. Using standard protocols, PRTG can query your devices and show all of your monitoring data at a glance.

Illustration: PRTG and monitoring of remote locations

- Explain the two software components of PRTG with their different functionalities:
  - PRTG Core Server: Webserver, own Database, Reports, Notifications
  - Probe: Communicates with devices, collects the actual data -> forwards data to PRTG Core Server
- Generally: agent-free monitoring; communication via standard protocols, e.g. SNMP, WMI, http, SSH, WBEM, etc.
- Explain how distributed monitoring of remote location with remote probes works
2.3 Interfaces

The main interface for PRTG is the AJAX web interface

- Open web interface and show login screen
- Talk about alternative interfaces: PRTG Desktop (Windows, macOS), mobile apps for iOS & Android

2.4 Hierarchy

A good hierarchy concept makes your PRTG installation both easy-to-use and clear

- Open pre-configured device tree
- Show hierarchy of Probes > Groups > Devices > Sensors
- Talk about the auto-discovery which can discover devices and create such a device tree automatically
- One device in PRTG represents a real device in the network
- One sensor monitors one aspect of a device, e.g. the port of a network switch, the availability of a Ping response, etc. (It is vital that the audience understands the sensor concept. Confirm their understanding and show examples if needed)
- Show the different tabs containing different time spans for data
- Switch device tree view and show sunburst view and the other views
- Show and explain the Geo Maps feature

2.5 Sensors

There are many pre-configured sensors that come with PRTG and that the user can use with their devices

- Show a list of sensor types (https://www.paessler.com/manuals/prtg/available_sensor_types)
- Possibility to create own sensors via script or executable files
- Support of Flow monitoring (all-inclusive, no extra costs)
- In your device tree, show examples of sensors
- In your device tree, show examples of sensors with multiple channels
- Show how a user can set limits in the sensor channel settings

2.6 Management tab

On the Management tab, the user can edit the device tree and configuration easily via drag & drop

- Open and show “Management” tab
- Move sensors within device
- Change order of devices
- Move devices from one group into another
- Show how to clone sensors
2.7 Libraries

Libraries enable the user to create additional views of sensors and devices

- Show a library of devices and sensors for one service (e.g. for Active Directory)
- Create a new library, add the entire Root group to it
- Create filters
- Show newly created library in “View” mode

2.8 Notifications

Notifications alert the user if there is an outage or limit breach

- Show how to create a notification template
- Show how to set notification triggers building a natural language sentence
- Show which sensor states can trigger an alarm (depending on the sensor type)
- Show the available notification types (e.g. e-mail, SMS, execute program, etc.)
- Discuss using notifications to open tickets in the PRTG ticketing system OR in external ticketing systems using HTTP actions, executable programs or email
- Discuss using notifications to run an executable file (e.g. to restart a process)

2.9 Reports

You can create extensive reports showing your monitoring data

- Have some sample reports ready (PDF) and show them
- Show the available report templates
- Show how to easily add devices/sensors to a report using drag & drop
- Show that reports can be scheduled and emailed automatically

Usually, a user needs to experiment a little with the reporting functions, as reports are very unique to the individual network and requirements for reports usually vary from company to company
2.10 Maps

Using Maps, you can create your own views of your monitoring data and freely arrange graphs, sensors, Geo Maps, etc., just as you want to view them

• Maps can be used to build dashboards for different user groups
• Maps can be used to make monitoring data available to people who do not have a PRTG login
• Show data as you want it to be viewed
• Some people, for example, put a world map in the background to show their different locations at a glance
• Others use graph overviews to show live traffic in the company’s intranet
• Open some previously created maps, go to “Design” mode and show how easy it is to add a new object and to move around existing objects
• Show the different icons and objects available
• Draw some new lines between objects and explain that the colour of the line shows the status of those objects

Tip:
Have some really nice maps prepared, as those really can impress your customer!

Part 3: If there is time

3.1 Tickets

Tickets can be used to manage issues in the network and keep track of tasks for the administrators.

• Explain the difference between the three types of tickets:
  - To Dos (opened by PRTG)
  - Tickets opened by users
  - Tickets opened as notifications
• Emails sent when a ticket is assigned to a user
• Explain ticket states (open, resolved, closed) and ticket lifecycle (Open, Assign, Edit, Resolve, Close)

3.2 Mobile apps

PRTG’s Apps permit administrators to access their monitoring from anywhere, anytime

• Show one of the PRTG mobile apps, connected to your demo installation (or screenshots of it)
• Show clicking through the app to see alarms, view graphs, etc.
3.4 Other aspects

- SNMP Trap Receiver Sensor and Syslog Receiver Sensor
- NetFlow/jFlow/sFlow/IPFIX sensors
- Toplists
- Virtual Machine monitoring
- PRTG can be connected with an existing Active Directory for easy user access
- There is an automatic software update available which enables you to update the software with just three clicks
- There is a Desktop application which enables you to view data from multiple independent core server installations in one single console
- There is a single failover cluster for fail-safe monitoring included with every PRTG license

Application Programming Interface (API)

- Very powerful interface to control PRTG via HTTP requests (HTTP REST Interface)
- Monitoring data can be accessed through the API, too
- Monitoring can be controlled via the API, e.g. you can pause sensors, etc.

Part 4: To end with

- There are 250+ different sensor types available to suit almost every need, with more being added all the time.
- If there are monitoring needs PRTG does not cover out-of-the-box, you can extend monitoring capabilities by using your own scripts or EXE / BAT files
- Easy scaling with our flexible license model: Upgrade by only paying the price difference
WE ARE PAESSLER

In 1997 Paessler revolutionized IT monitoring with the introduction of PRTG Network Monitor. Today over 200,000 IT administrators, in more than 170 countries, rely on PRTG to monitor their business-critical systems, devices and network infrastructures. PRTG monitors the entire IT infrastructure 24/7 and helps IT professionals to seamlessly solve problems before they impact users. Our mission is to empower technical teams to manage their infrastructure, ensuring maximum productivity. We build lasting partnerships and integrative, holistic solutions to achieve this. Thinking beyond IT networks, Paessler is actively developing solutions to support digital transformation strategies and the Internet of Things.