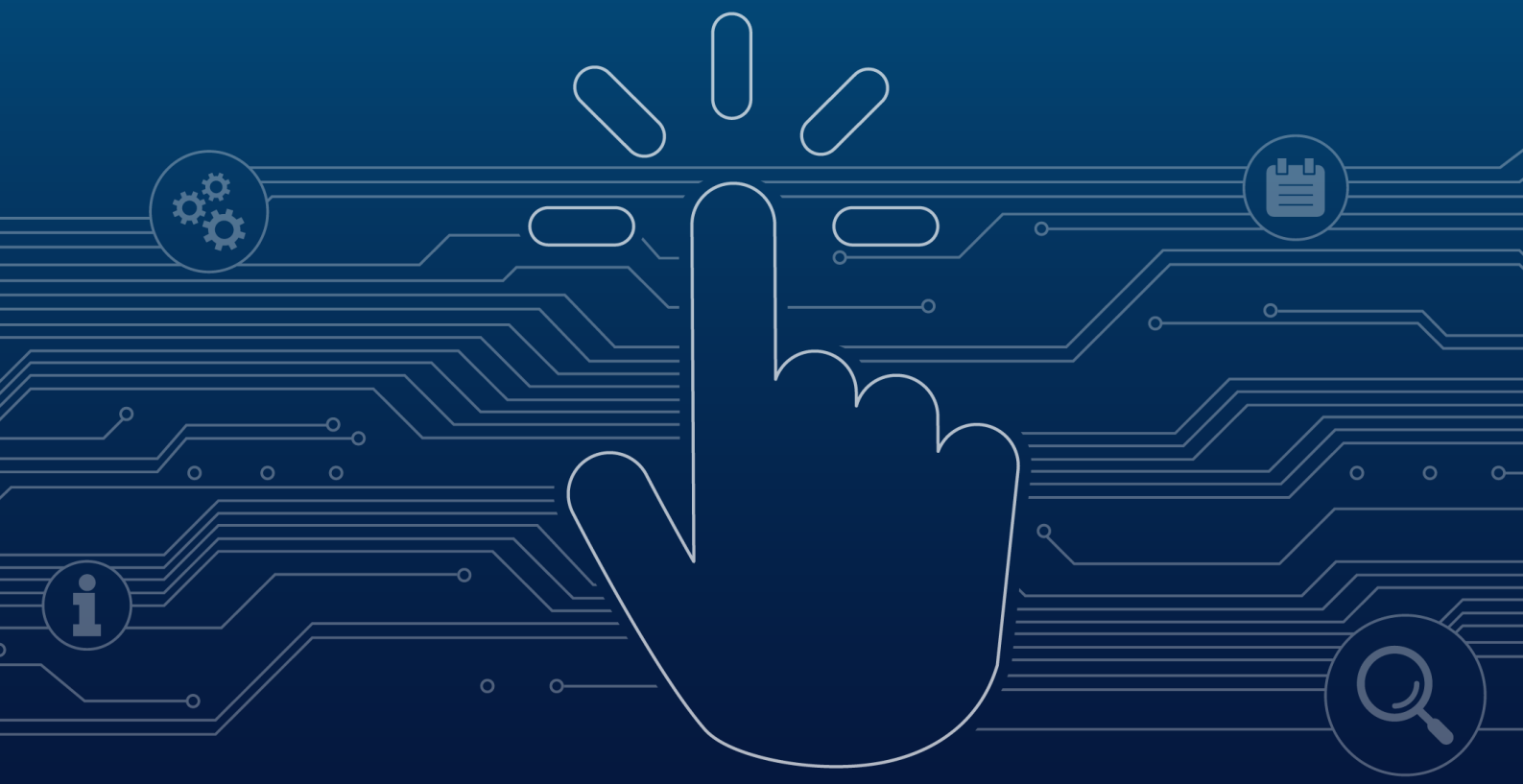
PAESSLER
THE MONITORING EXPERTS

USER MANUAL

PRTG Desktop

Cross-Platform Application for Comprehensive Network Monitoring



PRTG NETWORK MONITOR

PRTG Desktop Manual

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Part 1
Welcome to PRTG Desktop

1 Welcome to PRTG Desktop

PRTG Desktop is an alternative interface that you can use to connect to one or several independent PRTG core servers or PRTG Hosted Monitor instances (hereinafter referred to as PRTG servers if we mean both PRTG core servers and PRTG Hosted Monitor instances combined) to configure your setup, view monitoring results, and keep an eye on your network. It is a cross-platform application for fast access to data and monitoring management.

PRTG Desktop natively includes most PRTG functions. For a few options, PRTG Desktop opens an external browser window via your default browser, for example, for system setup.

PRTG Desktop also optionally displays a tray icon, taskbar notifications, or plays notification sounds to keep you up to date in the case of new alarms, log entries, or tickets.
For more information, see section Desktop notifications 62.

To use PRTG Desktop, download and install 14 it on your Windows or macOS computer.

Access several servers in one interface

Using the **Multi Server** functionality of PRTG Desktop, you can connect to several independent servers to view their data at a glance and centrally manage your monitoring.
For more information, see section Multi Server 65.

PRTG Desktop is mainly designed to review and manage PRTG installations that you have already set up. If you have just started with monitoring, we recommend that you first run through the **Smart Setup** in the PRTG web interface and add your network devices there. Once finished, you can seamlessly switch to PRTG Desktop.
For more information, see the PRTG Manual: Smart Setup.

PRTG Hosted Monitor supports connections from PRTG Desktop. For more information, see the PRTG Manual: Using PRTG Hosted Monitor.

More

PRTG MANUAL

- Smart Setup
- Using PRTG Hosted Monitor

Part 2
System requirements

2 System requirements

To install PRTG Desktop and work with it, you need to meet the following requirements:

- Supported operating systems 8
- Requirements for connections to PRTG web servers 8
- Restrictions for non-commercial editions

Supported operating systems

The following operating systems are officially supported for PRTG Desktop:

Operating system	Supported systems
Windows (32-bit or 64-bit)	▪ Microsoft Windows Server 2019 ▪ Microsoft Windows Server 2016 ▪ Microsoft Windows Server 2012 R2 ▪ Microsoft Windows 10 ▪ Microsoft Windows 8.1 ▪ Microsoft Windows 7 (convenience rollup for SP1)
macOS	▪ macOS 10.12 or later

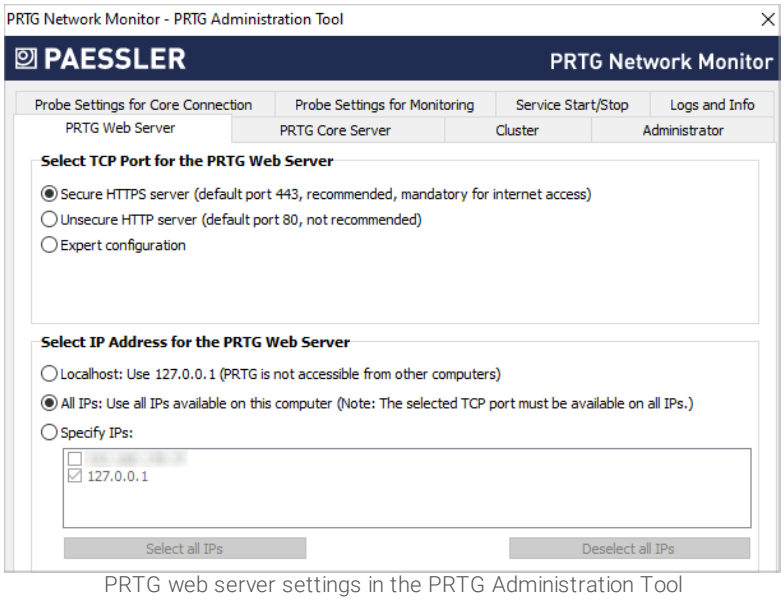
We also recommend that you keep your graphics card drivers up to date for best performance.

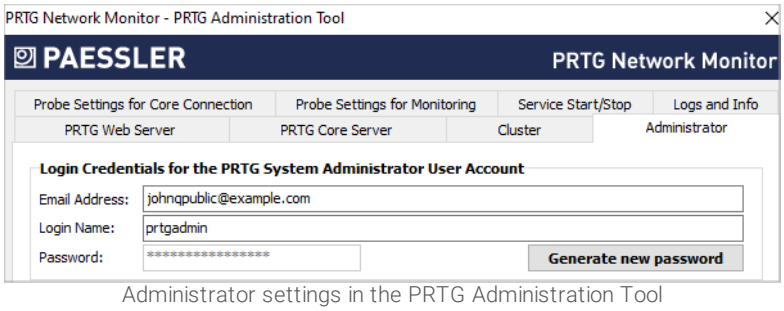
Requirements for connections to PRTG web servers

To show monitoring data of your PRTG setup, PRTG Desktop must be able to establish a connection to your PRTG web servers.

Make sure that the following account settings 73 in PRTG Desktop match the following settings in the PRTG Administration Tool:

PRTG Desktop account settings	PRTG Administration Tool settings
Server	**Select IP Address for the PRTG Web Server** on the **PRTG Web Server** tab

PRTG Desktop account settings	PRTG Administration Tool settings
	 PRTG web server settings in the PRTG Administration Tool For connections to PRTG Hosted Monitor instances, this is the domain name. For more information, see the PRTG Manual: PRTG Administration Tool on Core Server System
Port	**Select TCP Port for the PRTG Web Server** on the **PRTG Web Server** tab PRTG switches to port 8080 as a fallback after a restart when port 80 is already used, and to port 8443 if port 443 is not available. PRTG keeps the Secure Sockets Layer (SSL) connection in this case. If this port is also not available, PRTG tries from port 8081 (8444 for SSL) on until it finds an available port. Because PRTG Desktop cannot automatically recognize these ports (8080+, 8443+), manually enter the used port in the **Port** setting when you add or edit an account in PRTG Desktop. If you do not get a connection to the PRTG web server, also check the used port in the **Web Server** settings under **System Administration** | **User Interface** in the PRTG web interface. For connections to PRTG Hosted Monitor instances, this is 443 by default.
Login Name	**Login Name** on the **Administrator** tab

PRTG Desktop account settings	PRTG Administration Tool settings
	 Administrator settings in the PRTG Administration Tool For connections to PRTG Hosted Monitor instances, this is the **API Username** under **Account Settings** | **My Account** in the PRTG web interface. For more information, see the PRTG Manual: PRTG Administration Tool on Core Server System
Password	**Password** on the **Administrator** tab For connections to PRTG Hosted Monitor instances, this is the **API Passhash** under **Account Settings** | **My Account** in the PRTG web interface.

Also make sure that you meet the following requirements:

- No local software firewall blocks the connection.
- No local virus protection program blocks the connection.
- No other application uses the specified port.
- No (hardware) firewall blocks the connection when you connect through a network (LAN or WAN).
- The software version of the PRTG web server is **PRTG 17.4.35** or later.

Restrictions for non-commercial editions

You can connect to a maximum of two non-commercial installations (Trial Edition or Freeware Edition).

There are no restrictions for connections to commercial installations.

More

PRTG MANUAL

- PRTG Administration Tool on Core Server System

PAESSLER WEBSITE

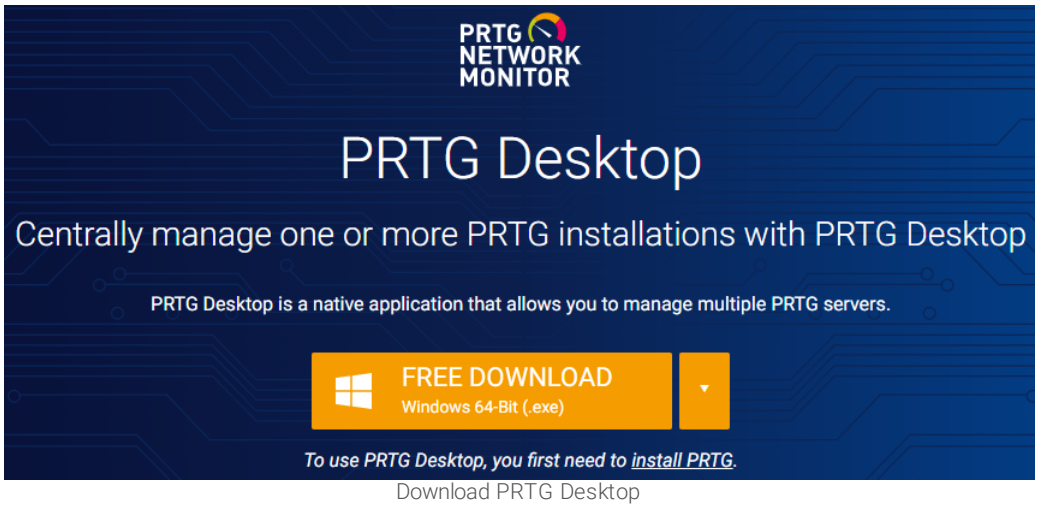
How to connect PRTG through a firewall in 4 steps

- https://www.paessler.com/support/how-to/firewall

Part 3
Download and installation process

3 Download and installation process

You can download the appropriate PRTG Desktop installer for your operating system from the Paessler website under https://www.paessler.com/prtg/prtg-desktop.



Download PRTG Desktop

The version of PRTG Desktop does not have to match the PRTG core server version to which you want to connect. PRTG Desktop can connect to a PRTG core server that is version **PRTG 17.4.35** or later.

To install or uninstall PRTG Desktop, see the following sections:

- Install PRTG Desktop 14
- Uninstall PRTG Desktop 20

3.1 Install PRTG Desktop

You can install PRTG Desktop on any computer with a supported operating system.

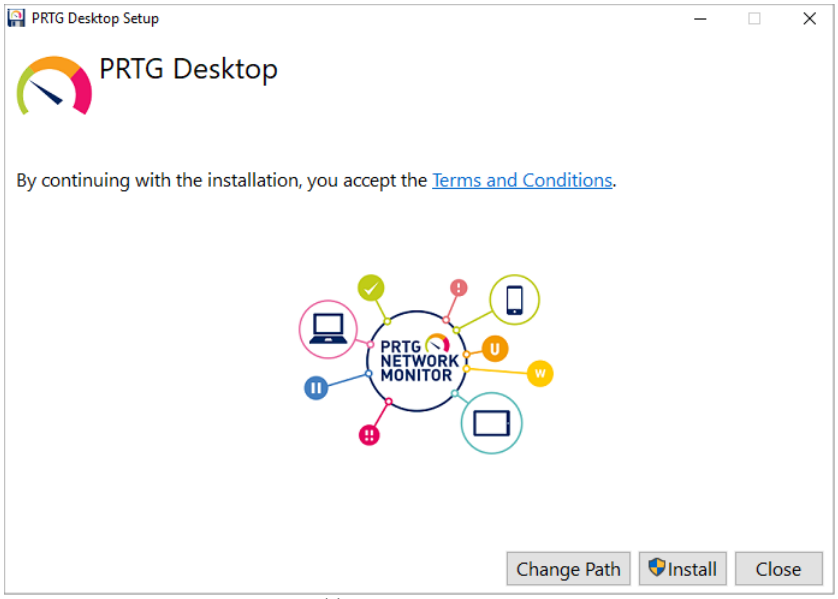
You need administration rights to install PRTG Desktop on all supported Windows Server 8 versions.

To install PRTG Desktop on macOS, open the PRTG Desktop disk image, and drag the PRTG icon onto the **Applications** folder icon.

Install PRTG Desktop on Windows

Take the following steps to install PRTG Desktop on Windows:

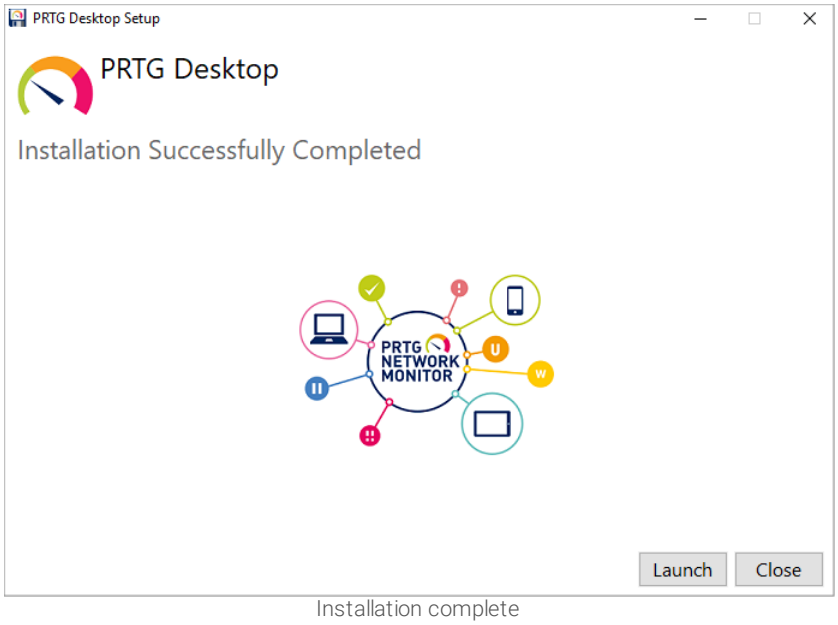
1. Execute the setup program **prtg-desktop.exe** that you have downloaded.



License agreement

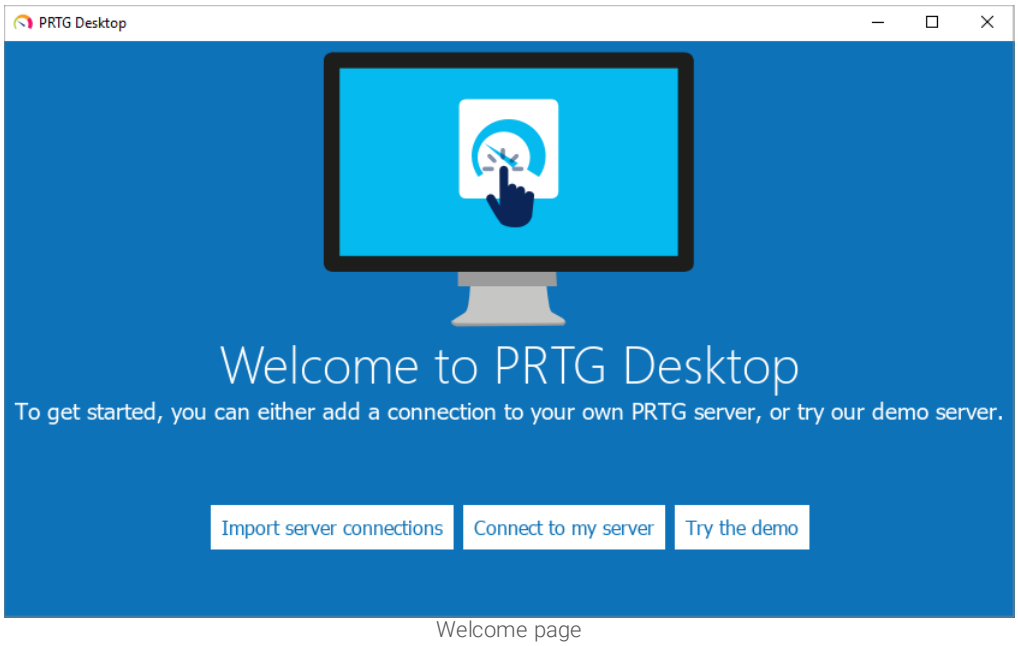
PRTG Desktop is automatically installed under C:\Program Files\Paessler\PRTG Desktop. Click Change Path to select a different folder. We recommend that you use the default path.

2. Click **Install** to accept the terms and conditions and to install PRTG Desktop.



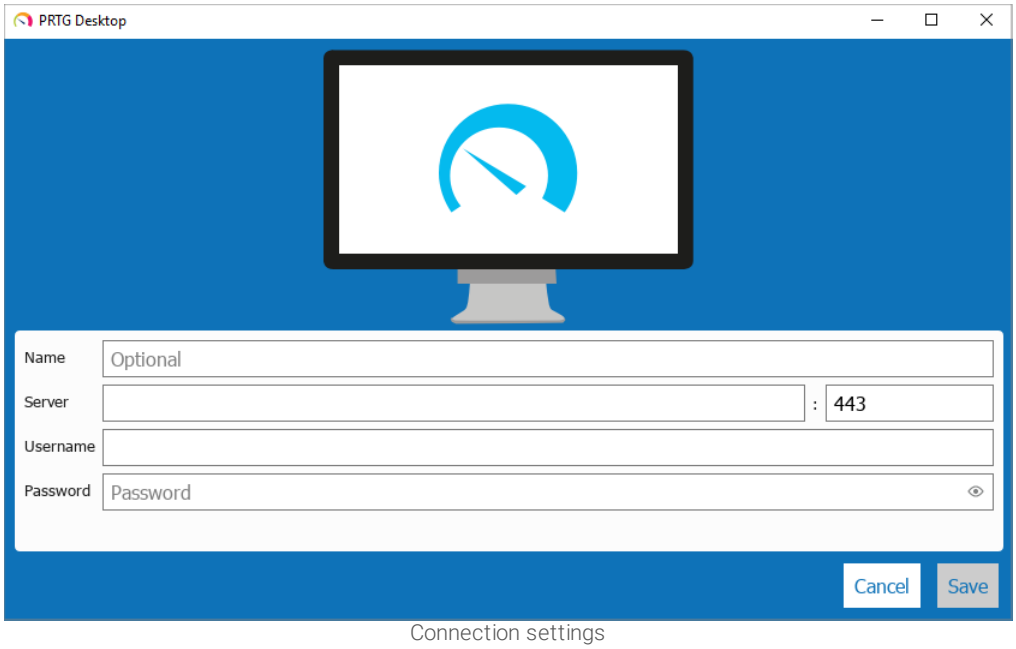
Installation complete

3. After installation, click **Launch** to start PRTG Desktop.
The welcome page is displayed.



Welcome page

4. Click **Connect to my server** to continue. Optionally, you can try the demo server.
   You can also import your server connections from the deprecated Enterprise Console. For more information, see section Import server connections from the deprecated Enterprise Console 181.

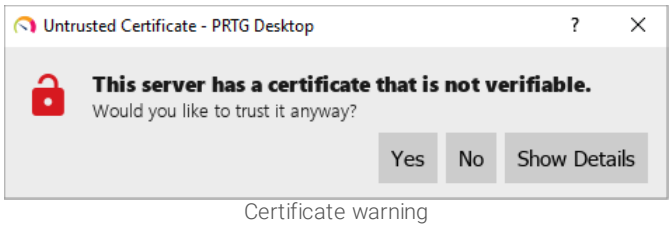


Connection settings

5. Enter the connection settings 8 for your PRTG servers and click **Save** to connect.

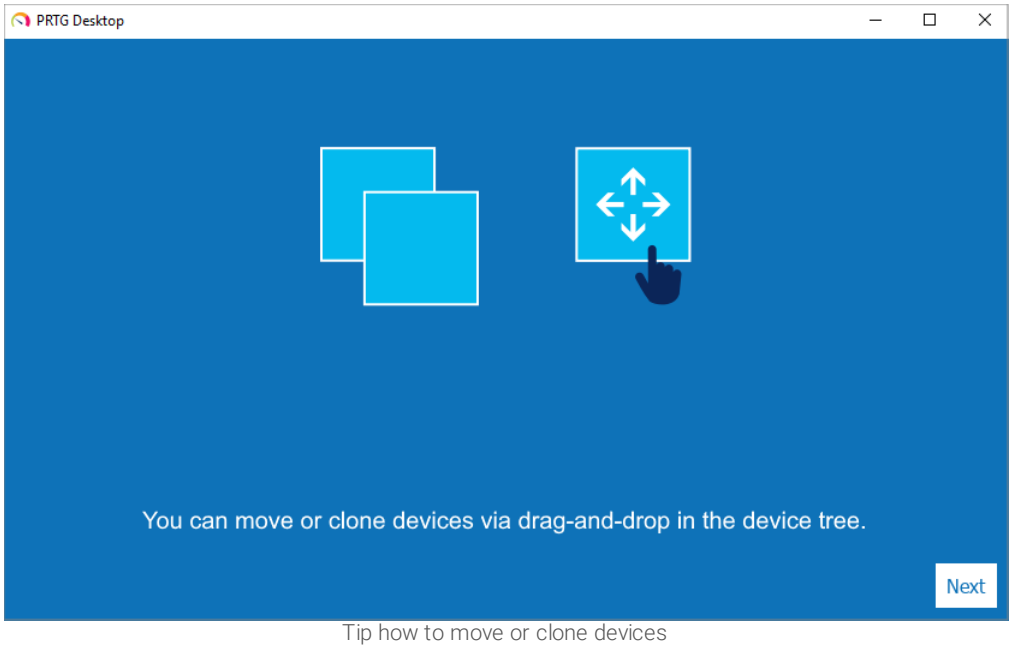
PRTG Desktop individually stores 90 the connection settings for each Windows user under **%allusers%\AppData\Roaming\Paessler\PRTG Desktop\data**.

If your PRTG core server uses Secure Sockets Layer (SSL), PRTG Desktop shows a certificate warning because the certificate that comes with PRTG cannot be signed by a valid authority.



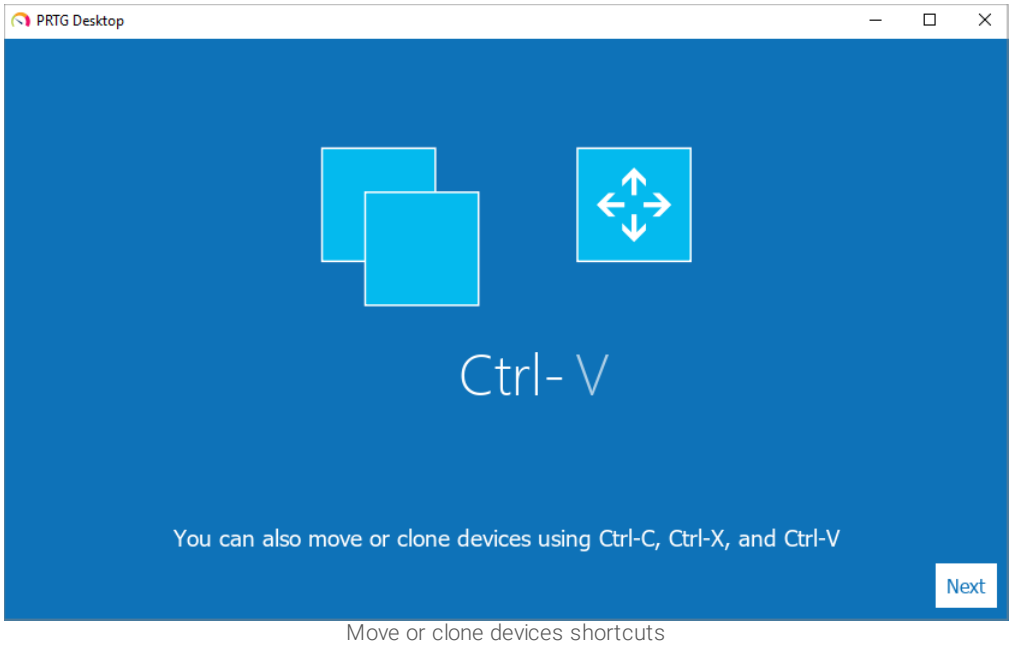
Certificate warning

6. Click **Yes** to continue.



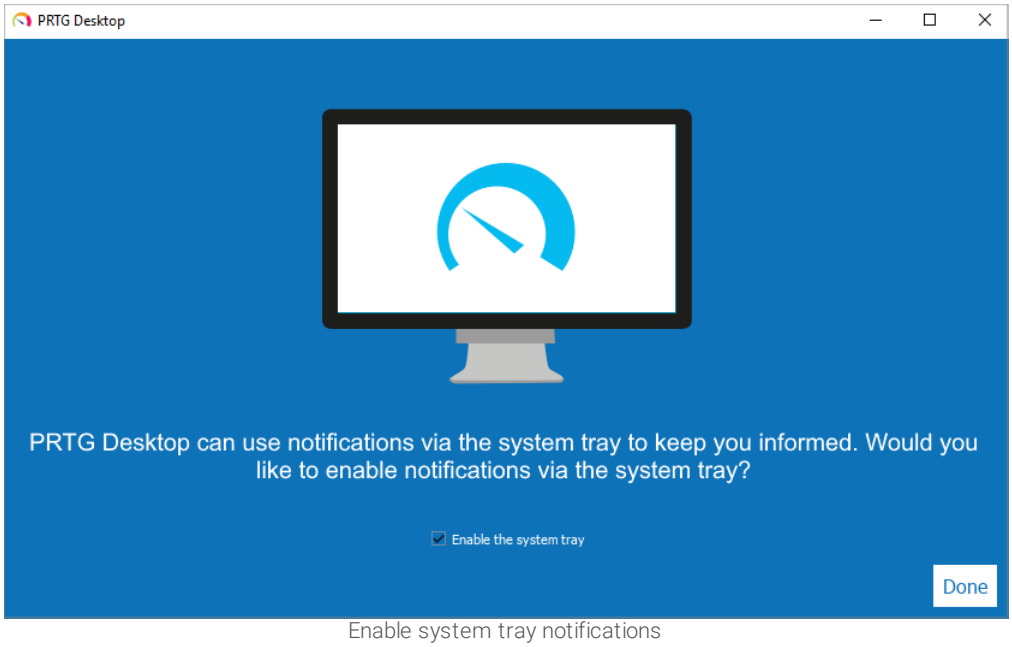
Tip how to move or clone devices

7. Click **Next** to continue.



Move or clone devices shortcuts

8. Click **Next** to continue.

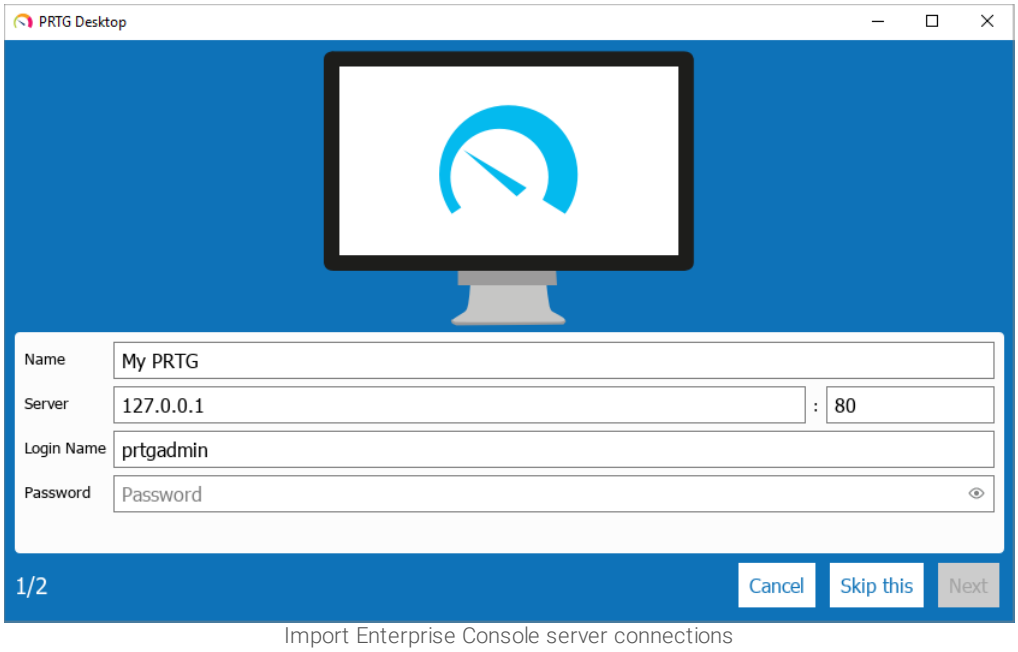


Enable system tray notifications

9. Enable or disable the check box next to **Enable the system tray** to receive desktop notifications 62 via the system tray or to deactivate notifications.
10. Click **Done** to start PRTG Desktop.

Import server connections from the deprecated Enterprise Console

With PRTG Desktop, you can also import server connections from the deprecated Enterprise Console. Click **Import server connections** in the welcome page 15 of the installation dialog.



Import Enterprise Console server connections

Enter the password for the server connection and click **Next** to continue. Click **Skip this** if you do not want to import this particular server connection and to move on to the next server connection. If the import was successful, the next installation dialog appears.

Open PRTG Desktop

Click the **PRTG Desktop** icon in the Windows **Start** menu to open PRTG Desktop. As soon as it opens, PRTG Desktop tries to connect to your PRTG installations via the defined server connection settings.

If you get an error message when you open PRTG Desktop, check the connection settings. This is necessary, for example, if you changed the IP address of your PRTG server.

For more information, see section Accounts 73.

More

KNOWLEDGE BASE

PRTG Desktop on macOS 10.15 Catalina cannot be opened. What can I do?

- https://kb.paessler.com/en/topic/87564

3.2 Uninstall PRTG Desktop

You can use the Windows uninstall routines to remove the PRTG Desktop software from your system.

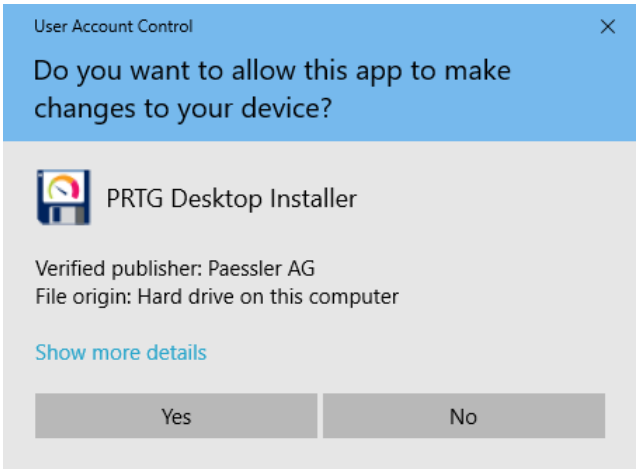
You need administration rights to uninstall PRTG Desktop on all supported Windows Server versions.

To uninstall PRTG Desktop on macOS, drag PRTG Desktop out of your **Applications** folder to the trash can.

Uninstall PRTG Desktop

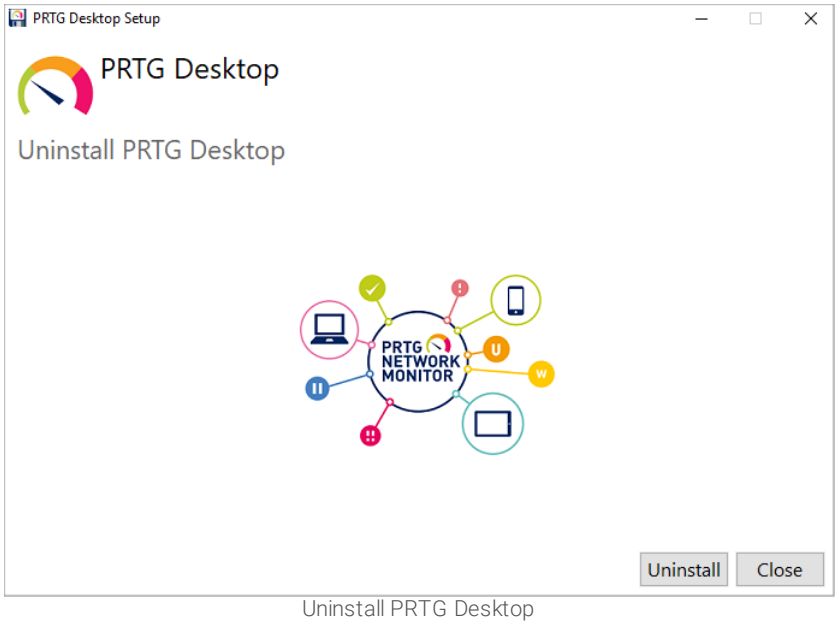
Take the following steps to remove PRTG Desktop from your system:

1. From the Windows **Start** menu, open the Windows **Control Panel** (the Windows **Settings** in Windows 10), go to the **Programs and Features** section (the **Apps** section in Windows 10), select **PRTG Desktop**, and click **Uninstall**.
2. If asked, confirm the question of the Windows **User Account Control** with **Yes** to allow the program to uninstall.



Allow uninstall

3. Click **Uninstall** to start the uninstall process.



Uninstall PRTG Desktop

4. Wait while the software is removed. The dialog shows you the uninstall progress. Click **Close** when the uninstall process is complete.
5. After the software is removed, there is still some custom data in the PRTG Desktop data directory. To completely remove all PRTG Desktop data from a Windows machine, delete the following folder in the data directory: **%allusers%\AppData\Roaming\Paessler**.

   ⌘ On macOS, delete /Users/<username>/Library/Application Support/Paessler/PRTG Desktop.

   For more information, see section Data storage 90.

More

KNOWLEDGE BASE

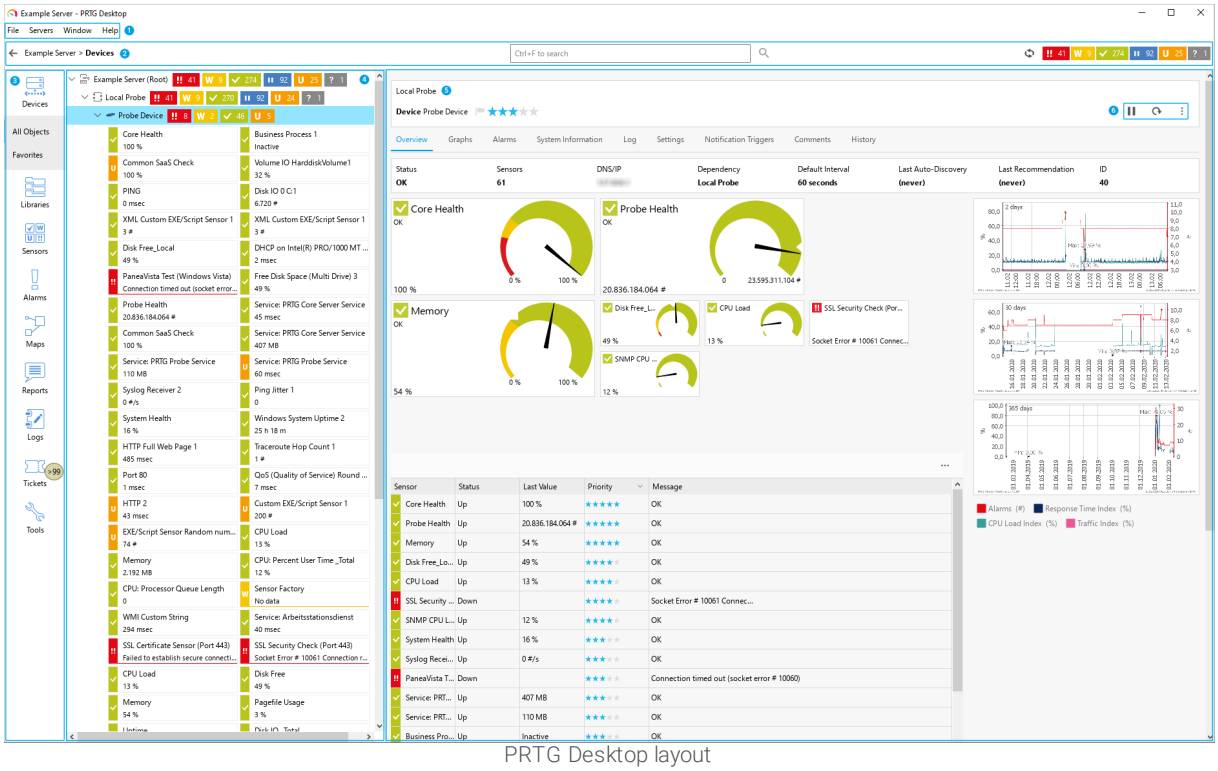
I have issues with PRTG Desktop. What can I do?

- https://kb.paessler.com/en/topic/88492

Part 4
General layout

4 General layout

The main layout of PRTG Desktop consists of different elements:



PRTG Desktop layout

Screen number	Page area name	Description
1	Main menu 24	The main menu gives access to general configuration and settings.
2	Page header bar 24	This area contains breadcrumbs, the search bar, the refresh button, and the sensor states overview.
3	Menu tabs 25	This area contains the main navigation tabs.
4	Device tree 55	This area contains the entire object hierarchy.
5	Page content 25	This area contains information about the current object, the object's status bar with command buttons, and several tabs with settings.
6	Command bar 25	This area contains several command buttons for the object selected in the device tree.

Often, PRTG Desktop displays data and settings directly. It also provides a seamless link to the PRTG web interface to access further functionalities such as reports, maps, and libraries.

Extended setup additionally requires a new window of the system's default browser where the PRTG web interface opens. In this case, you are logged in to the PRTG web interface automatically via login name and passhash. In your browser, it might be necessary to confirm the certificate that the PRTG core server uses.

ⓘ If your internal web server uses Secure Sockets Layer (SSL), your browser shows a certificate warning because the certificate that comes with PRTG cannot be signed by a valid authority. Anyway, the connection to your PRTG core server is secured via SSL, and you can confirm the claimed security risk.

If you configure PRTG Desktop for a connection with more than one server, use the Servers 28 menu to select which server's data you want to access.

Main menu

The main menu gives you access to general configuration and settings.

For more information, see section Main menu structure 28.

Page header bar

The page header bar consists of the following parts:

Part	Description
Previous viewpoint (←)	PRTG Desktop stores the different views that you navigate to in the application. Click ← to step back in the history, just as you know from your web browser. ⓘ You can also use the shortcut Ctrl+Left on Windows, ⌘+Left on macOS.
Breadcrumbs	The breadcrumbs show you the selected server and the menu tab that you are currently on.
Status information	This area shows, for example, if a new PRTG core server version is available. It also shows the maintenance or trial status, or if the overload protection is active. For more information, see also the Knowledge Base: What is Overload Protection?
Search bar	Enter a key word to search the respective server. In the **Search Results** dropdown list, PRTG Desktop displays matching monitoring objects and related objects. If you click a monitoring object, for example a sensor, in the search results, PRTG Desktop opens this object on the Devices 33 menu tab with the sensor overview on the right-hand side.

Part	Description
Refresh ( )	Click (or use the shortcut F5 on Windows, ⌘+R on macOS) at any time to refresh the current screen. This immediately queries data for the screen from the currently selected server just like the automatic refresh does.
Sensor status icons	This area shows the aggregated status of all sensors from the currently selected server, divided into different sensor states. Depending on the particular sensor states, you see boxes in different colors with numbers that represent the sensors. For example, you can see how many sensors are in the **Up**, **Down**, **Down (Acknowledged)**, **Down (Partial)**, **Warning**, **Paused**, **Unusual**, or the **Unknown** status. For more information, see the PRTG Manual: Sensor States.

Menu tabs and page content

You can navigate through your setup via the menu tabs. The page content varies depending on the selected menu tab. It shows various types of information about your monitored objects.

For a detailed description of all tabs, see section Menu tabs and page content 32.

Command bar

You can use several command buttons for different actions on the right side of the page content area. Depending on the object you select in the device tree, the following actions are available:

Command buttons	
Pause —or— **Resume**	**Pause** the object. If the object already is in the **Paused** status or in the simulated error status, **Resume** appears. Click to resume monitoring for this object.
Acknowledge alarm	Acknowledge an alarm for a sensor in the **Down** or **Down (Partial)** status. For more information, see section Alarms 46.
Scan now	Perform an immediate scan for the selected object. This queries the data for all devices and sensors underneath in the object hierarchy.
Open PRTG setup in a web browser	Open the **Setup** page in the PRTG web interface. This option is only available for the root group.

Command buttons

Add [Object]	Add a group, an auto-discovery group, a device, or a sensor. Click to open the respective dialog.
Add Ticket	Open the **New Ticket** dialog. For more information, see section Tickets 52.
Share	Hover over this option to see available options: ▪ **Send Link by Email**: Send the link to the selected object by email. Click to create a new email with your system's default email client. The email contains a direct link to the **Overview** tab of the selected object. ▪ **Open in a Web Browser**: Open the currently selected object in the PRTG web interface with your system's default browser.
Restart PRTG Core Server	Restart the PRTG core server service. Click **Yes** to trigger the restart. This option is only available for the root group. If you restart the PRTG core server service, all users of the PRTG web interface, of PRTG Desktop, and of the PRTG apps for iOS or Android are disconnected.
Restart PRTG Probe Service	Restart the PRTG probe service. Click **Yes** to trigger the restart. This option is only available for the local probe. You cannot restart disconnected probes here. Use the PRTG Administration Tool on the respective probe system to start a disconnected probe. For more information, see the PRTG Manual: PRTG Administration Tool on Remote Probe Systems

More

PRTG MANUAL

- Sensor States
- PRTG Administration Tool on Remote Probe Systems

KNOWLEDGE BASE

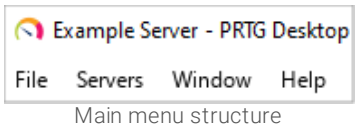
What is Overload Protection?

- https://kb.paessler.com/en/topic/25523

Part 5
Main menu structure

5 Main menu structure

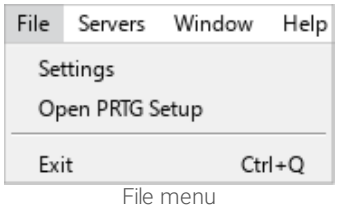
The main menu of PRTG Desktop includes the File 28 menu, the Servers 28 menu, the Window 29 menu, and the Help 29 menu.



Main menu structure

File

The **File** menu offers system-related options for PRTG Desktop.



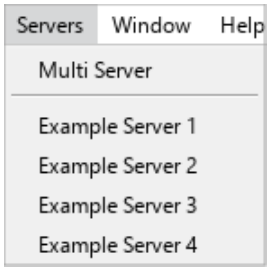
File menu

File	
Settings 72	Show settings for accounts 73, certificates 76, updates and themes 77, notifications 80, and device tools 83.
Open PRTG Setup	Open the system settings in the PRTG web interface.
Exit	Close PRTG Desktop.

Servers

The **Servers** menu displays a list of all configured servers.

This menu is only visible if you have more than one configured server.

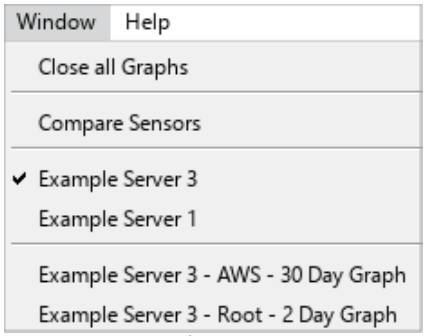


Servers menu

Servers	
Multi Server	Open the Multi Server 65 window to centrally view and manage all your configured servers.
[Name of Server]	Show a list of all configured servers. Click a server to view its data in a new window of PRTG Desktop.

Window

The **Window** menu lists all open windows of PRTG Desktop, for example, for different servers or graphs.

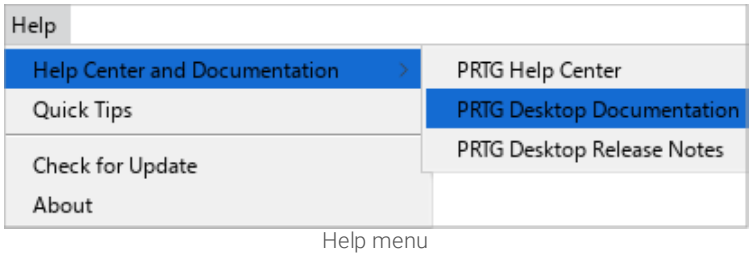


Window menu

Window	
Close all Graphs	Click to close all open graph windows at once.
Compare Sensors	This option is only visible if you add sensors to the Compare Sensors 60 window. Click to bring the **Compare Sensors** window to the foreground.
[Name of Non-Graph Window]	Show a list of all open windows that do not display graphs. Click an item in the list to jump to the respective window.
[Name of Graph Window]	Show a list of all open graph windows. Click a graph in the list to jump to the respective window.

Help

The **Help** menu provides links to help and information.



Help menu

Help

Help Center and Documentation	▪ **PRTG Help Center**: Open the PRTG Help Center in the PRTG web interface where you have access, for example, to the PRTG Manual or where you can contact the Paessler support team. ▪ **PRTG Desktop Documentation**: Download the PRTG Desktop Manual in PDF format. ▪ **PRTG Desktop Release Notes**: View the release notes for PRTG Desktop.
Quick Tips	Open the Quick Tips 87 window that gives you short tips on how to work with PRTG Desktop.
Check for Update	Check for new PRTG Desktop versions.
About	Open an information window about PRTG Desktop with version number and copyright and license information.

Part 6
Menu tabs and page content

6 Menu tabs and page content

PRTG Desktop has a tab-like interface. Using the tabs, you can navigate through various pages with information about your monitored objects, such as your network status and monitoring results, as well as access maps, reports, tickets, and settings.

PRTG Desktop menu tabs

The following menu tabs are available:

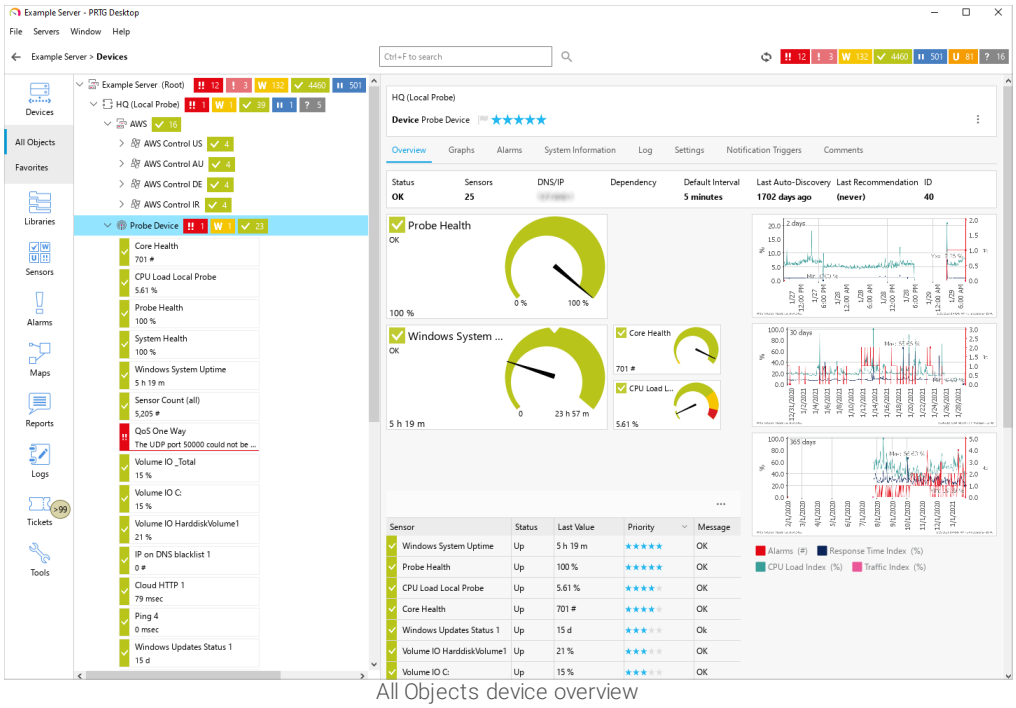
- Devices 33
- Libraries 38
- Sensors 41
- Alarms 46
- Maps 48
- Reports 50
- Logs 51
- Tickets 52
- Tools 53

6.1 Devices

The **Devices** menu tab is your starting point for everyday use. It has two subtabs: the All Objects subtab 33 and the Favorites subtab 33. Clicking the **Devices** tab automatically opens the **All Objects** subtab.

Devices: All Objects subtab

The **All Objects** subtab gives you an overview of all objects in your network. The page is split into two parts. On the left-hand side, it shows the device tree that lists the selected server with its probes, groups, devices, and the sensors on the devices. Next to each object, you see an overview of the number of sensors, grouped by their current status.



All Objects device overview

You can display the device tree in **Classic View** or in **Modern View**.
For more information, see section Updates & Theme 77.

PRTG Desktop arranges all objects in a hierarchical order. The object hierarchy defines common settings for groups of objects.

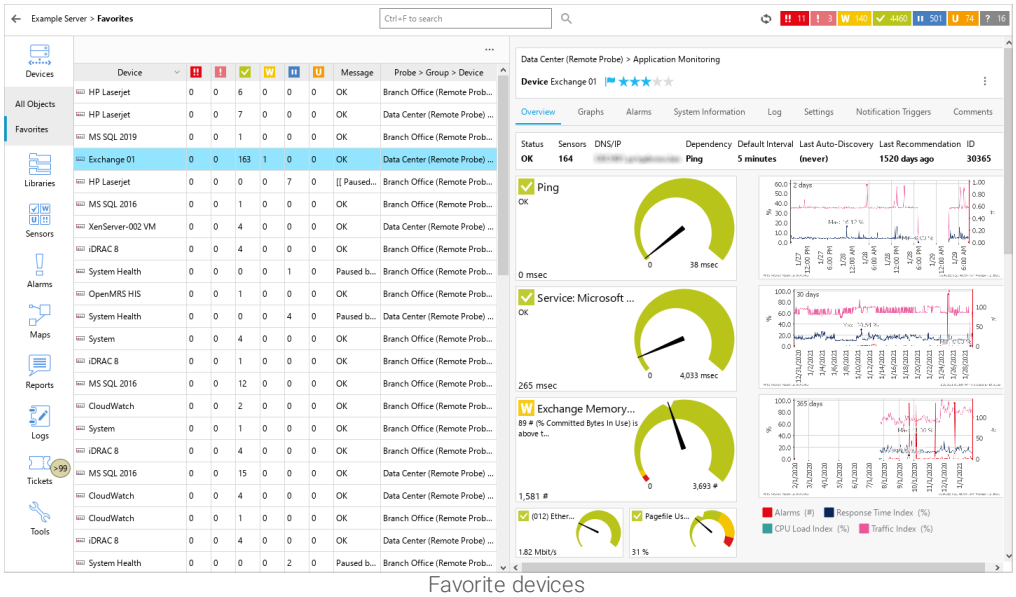
On the right-hand side, you see details about the object that you selected on the left-hand side. The information is spread over several tabs.

Above the object's name, you always see a path that you can use to navigate through the device tree. Click a breadcrumb item to directly access the parent device, group, or probe.

The **Devices** tab for the root group, probes, and groups shows a sunburst view 36.

Devices: Favorites subtab

The **Favorites** subtab displays all of your favorite devices at a glance. On the left-hand side, you can see a table that lists all favorite devices with their DNS name or IP address, their last message, their geographical location, the parent probe or group, and the number of sensors on a device sorted by sensor status.



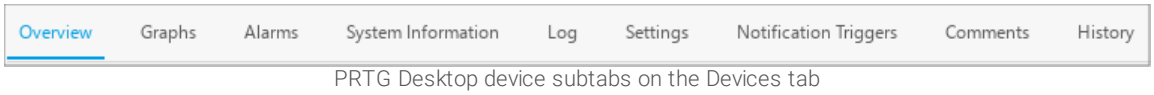
Favorite devices

Click ••• above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

Click a table row to see details of the selected device on the right-hand side. The information is spread over several tabs. Right-click a table row to open the selected device's context menu to access different important functions.

For more information, see the PRTG Manual: Priority and Favorites.

Overview tab



PRTG Desktop device subtabs on the Devices tab

The **Overview** tab shows general information about the selected object. Depending on the object that you select, you can see different information.

- For servers, probes, and groups, the **Overview** tab shows information such as **Status** and **Default Interval**, the object's details in the sunburst view, and graphs for different time spans.
- For devices, the **Overview** tab shows device details and graphs for different time spans, gauges, and a value table for all sensors on the respective device. Click ••• above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

Graphs tab

The **Graphs** tab shows graphs for different time spans and their corresponding value tables. Click **Hide Graphs** or **Hide Value Tables** to only display value tables or graphs. To show the graphs or the value tables again, click **Show Graphs** or **Show Value Tables**.

Click **Hide All Channels** to only display the Alarms channel. Click **Show All Channels** to display the hidden channels again. You can also show or hide channels individually by enabling or disabling the check box next to the channel names.

Click a graph to open it in a new window:

- Click **Show All Channels** or **Hide All Channels** to show or hide all channels at once. You can also show or hide channels individually by enabling or disabling the check box next to the channel names. To show or hide the value table, click **Hide Value Table** or **Show Value Table**.
- Right-click the graph in the new window to open the context menu for graphs. Here, click **Copy to Clipboard** to export the graph as a .png file for use in other applications.
- The following options are only visible for sensors:
  - Use the slider on the timeline below the graph to show the graph data for different points in time.
  - Click to zoom in or to zoom out of the graph.
  - Click to reset all zoom and timeline slider settings.

Alarms tab

The **Alarms** tab shows details about all alarms for this object.

You can see all sensors that are in the **Down**, **Down (Partial)**, **Down (Acknowledged)**, **Warning**, or the **Unusual** status. Sensors in other states, for example, **Up**, **Paused**, or **Unknown**, do not appear here. This is useful for keeping track of all irregularities in your network.

Click above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

For more information, see section Alarms 46.

System Information tab

The **System Information** tab displays a table for each system information category.

This tab is only available for devices.

For more information, see the PRTG Manual: System Information.

Log tab

The **Log** tab shows all log information for this object. This is a subset of the entries that are available via the Logs 51 menu tab.

Settings tab

The **Settings** tab loads and displays the object's settings from the PRTG web interface. The view and functionality are the same as in the PRTG web interface. For every type of object, different options are available.

For more information, see the PRTG Manual:

- Probe Settings
- Group Settings
- Device Settings

Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost.

Notification Triggers tab

The **Notification Triggers** tab loads and displays the object's notification trigger settings from the PRTG web interface. The functionality is the same as in the PRTG web interface. You can set different notification triggers.

For more information, see the PRTG Manual: Notification Triggers Settings.

You cannot multi-edit notification settings. We recommend that you use the inheritance of settings.

For more information, see the PRTG Manual: Multi-Edit and Inheritance of Settings.

Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost.

Comments tab

On the **Comments** tab, you can enter free text for each object. You can use this function for documentation purposes or to leave information for other users.

Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost.

History tab

The **History** tab shows, for example, when an object was created, changes to the settings of an object via a time stamp, the user who made the change, and a message.

Click ••• above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

Sunburst view

The **Devices** menu for probes, groups, devices, and sensors shows a sunburst view on the **Overview** tab. The sunburst view displays your entire monitoring setup as a circle diagram. The groups are represented as inner circles, and all devices that belong to a group are shown as 'cake slices' that are attached to the outside of a circle element.

Sunburst view

The sunburst is interactive:

- You can click elements to open the **Overview** tab of your monitoring objects.
- You can zoom in and out by using your mouse wheel.
- You can change the position of the sunburst on the **Overview** tab via drag-and-drop.

More

PRTG MANUAL

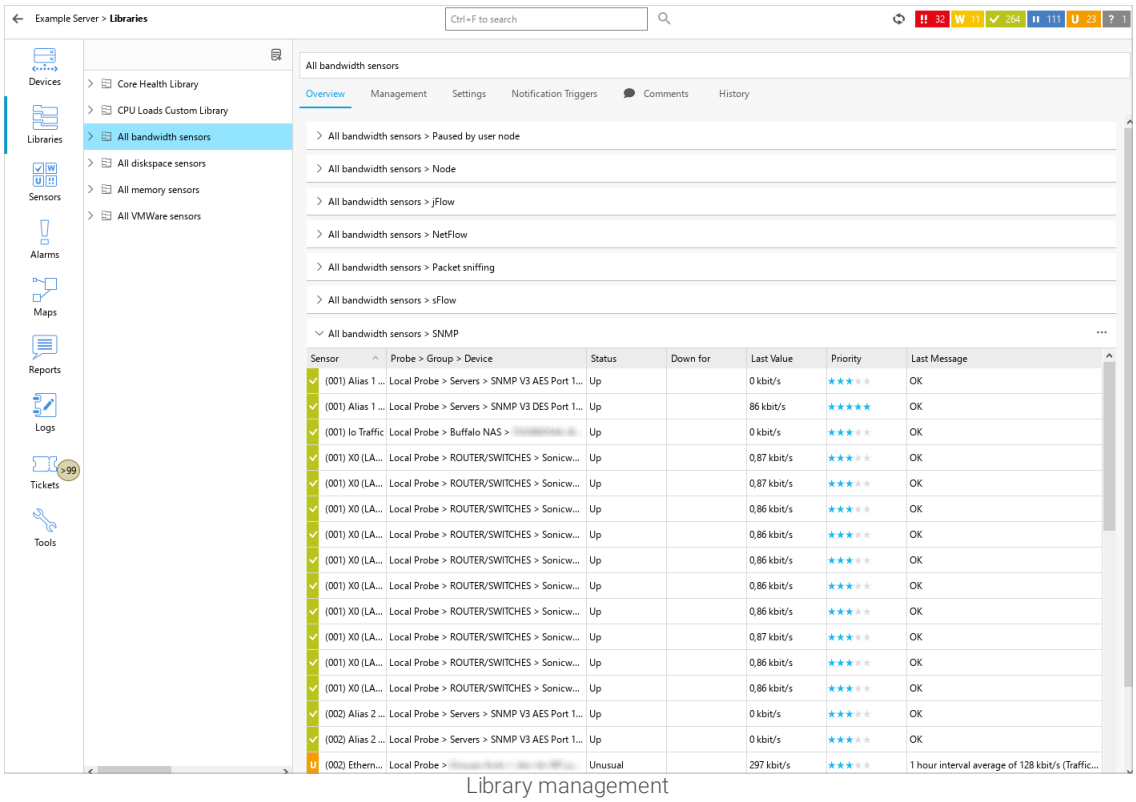
- Priority and Favorites
- Sensor States
- System Information
- Probe Settings
- Group Settings
- Device Settings
- Notification Triggers Settings
- Multi-Edit
- Inheritance of Settings

6.2 Libraries

With the **Libraries** feature, you can individually select which sensors you want to display.

The **Libraries** menu tab content is split into two parts. On the left-hand side, you see all available libraries of the selected server and on the right-hand side, you see details about the selected library. The information is spread over several tabs.

For more information, see the PRTG Manual: Libraries.



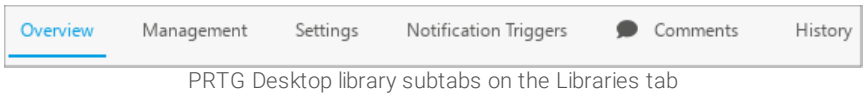
Library management

Edit libraries in the libraries list

In the list of libraries on the left-hand side, the following actions are available:

- Click a library's name to display its details on the right-hand side.
- Right-click a library's name to open its context menu 57. The following options are available: **Rename**, **Edit**, **Clone**, and **Delete**.
- Click to add a new library.

Overview tab



PRTG Desktop library subtabs on the Libraries tab

The **Overview** tab shows general information about the selected object.

- For libraries, the **Overview** tab shows a list of all library nodes. Click a library node or group to display all sensors that belong to the respective object in a detailed table view.
- For library nodes, the **Overview** tab shows all sensors that belong to the respective object in a detailed table view.

Click ••• above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

Management tab

Click the **Management** tab to edit the contents of your library, for example, to add items to the library using drag-and-drop.

For more information, see the PRTG Manual: Library Management.

Settings tab

The **Settings** tab loads and displays the object's settings from the PRTG web interface. The view and functionality are the same as in the PRTG web interface. For every type of object, different options are available.

For more information, see the PRTG Manual: Libraries and Node Settings.

Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost.

Notification Triggers tab

The **Notification Triggers** tab loads and displays the object's notification trigger settings from the PRTG web interface. The functionality is the same as in the PRTG web interface. You can set different notification triggers.

For more information, see the PRTG Manual: Notification Triggers Settings.

You cannot multi-edit notification settings. We recommend that you use the inheritance of settings.

For more information, see the PRTG Manual: Multi-Edit and Inheritance of Settings.

Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost.

Comments tab

On the **Comments** tab, you can enter free text for each object. You can use this function for documentation purposes or to leave information for other users.

Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost.

History tab

The **History** tab shows, for example, when an object was created, changes to the settings of an object via a time stamp, the user who made the change, and a message.

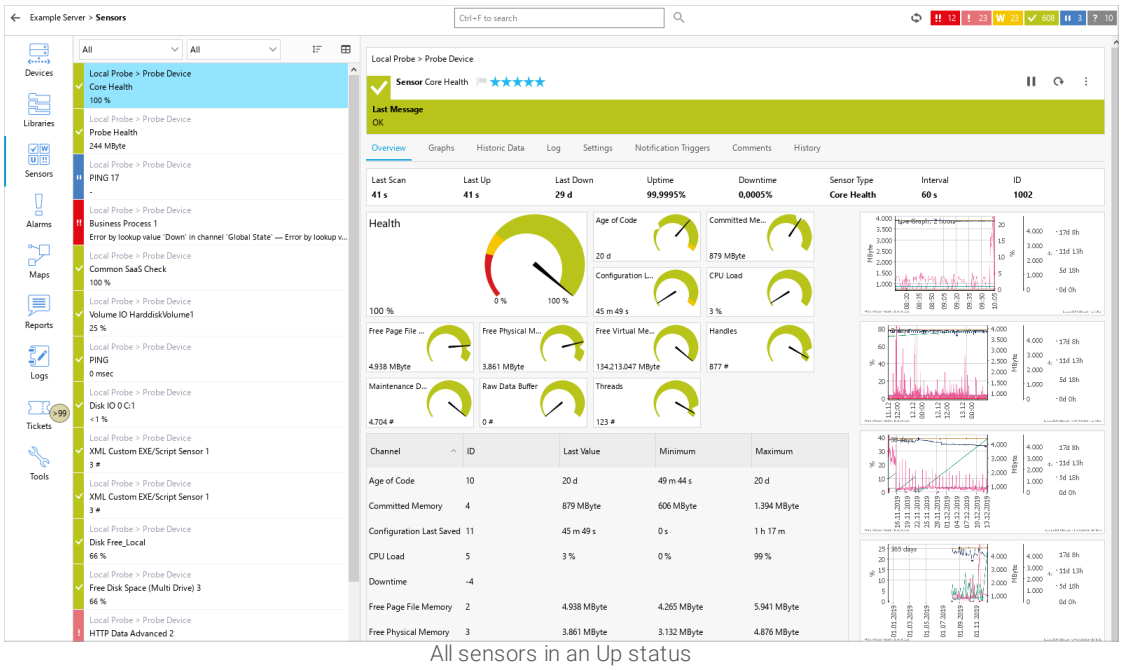
More

PRTG MANUAL

- Libraries
- Library Management
- Libraries and Node Settings
- Notification Triggers Settings
- Multi-Edit
- Inheritance of Settings

6.3 Sensors

On the **Sensors** menu tab, you can see a list of all sensors of the selected server. You can select which kind of sensors you want to see.



All sensors in an Up status

In the list of sensors on the left-hand side, the following actions are available:

- Click to sort the list of sensors according to **Name**, **Last Value**, **Status**, **Priority**, or **Probe > Group > Device**. The default is **No Sorting**. An arrow icon next to the category name indicates an ascending or descending sorting order.
- Click to display the list of sensors as a list or to display the list of sensors as a table. Click above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.
- Click a sensor's name to display the sensor on the right. Right-click a sensor's name to open its context menu.
- Select multiple items to view graphs or to apply the same action to them via the context menu.

Available filters

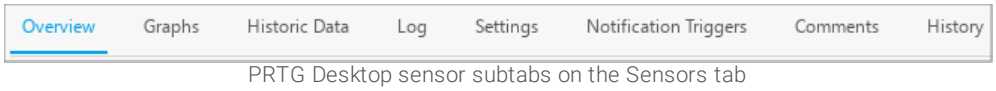
You can also enable filters to only show specific sensors. To do so, choose from two different dropdown lists to build a filter. With each filter, you can further decrease the number of shown sensors.

Filter	Description
By Type	The first dropdown list shows various filter types. Select an entry to apply the filter. The default value is **All**.

Filter	Description
By Status	The second dropdown list shows all possible sensor states. Select an entry to only show sensors that show this status. Choose between **All**, **Up**, **Warning**, **Down**, **Down (Acknowledged)**, **Down (Partial)**, **Unusual**, **Paused**, and **Unknown**. The default value is **All**. ⓘ If you click a sensor status icon in the page header bar 24, you can directly view a sensor list filtered by the selected sensor status for the selected server.

ⓘ If you have filtered out all sensors and the list shows no entries, remove some filters by reverting them to the default values.

Overview tab



PRTG Desktop sensor subtabs on the Sensors tab

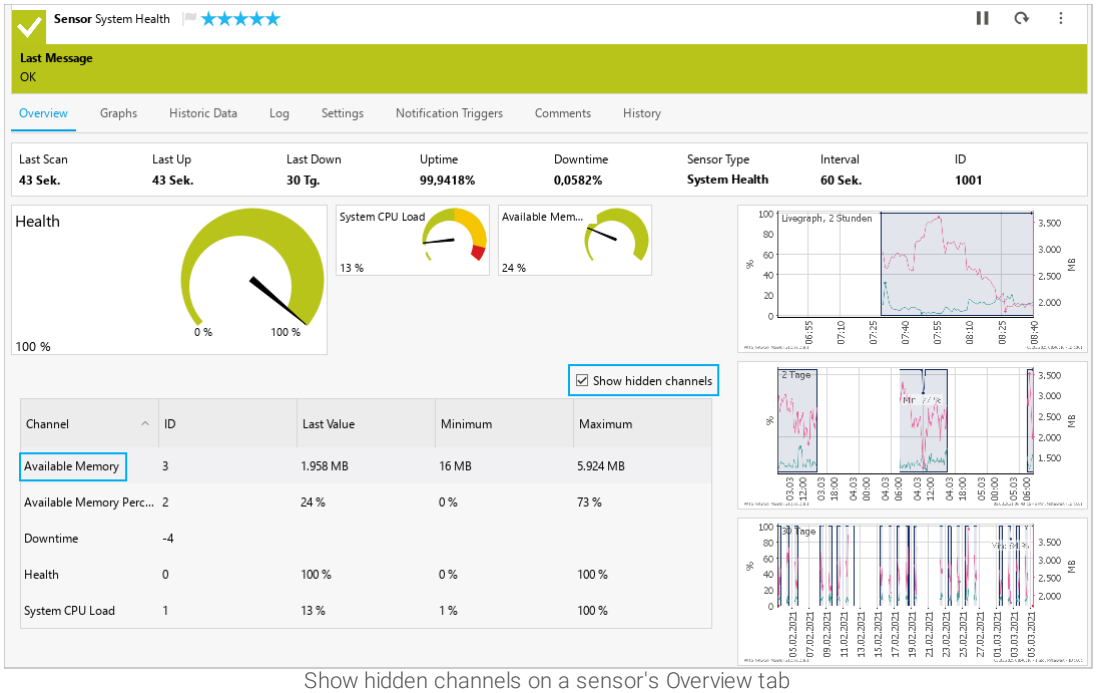
The **Overview** tab shows sensor details, the current status, the last value of all channels of the sensor, and a channels table, as well as graphs for different time spans.

ⓘ The **Last Value** in the sensor's channels table shows only the last value of the sensor's **primary channel**.

Click a gauge of a channel to open the channel's settings from the PRTG web interface. The view and functionality are the same as in the PRTG web interface. You can also right-click a gauge to change its settings or to make this channel the primary channel of the sensor.

For more information, see the PRTG Manual: Channel Settings.

ⓘ If you hide channels from tables via the channel settings, the channels disappear from the sensor's **Overview** tab. The option **Show hidden channels** appears above the value table. Enable the check box to show the hidden channels in the value table again.



Show hidden channels on a sensor's Overview tab

Click a graph to open it in a new window:

- Click **Show All Channels** or **Hide All Channels** to show or hide all channels at once. You can also show or hide channels individually by enabling or disabling the check box next to the channel names. To show or hide the value table, click **Hide Value Table** or **Show Value Table**.
- Right-click the graph in the new window to open the context menu for graphs. Here, click **Copy to Clipboard** to export the graph as a .png file for use in other applications.
- The following options are only visible for sensors:
  - Use the slider on the timeline below the graph to show the graph data for different points in time.
  - Click to zoom in or to zoom out of the graph.
  - Click to reset all zoom and timeline slider settings.

Graphs tab

The **Graphs** tab shows graphs for different time spans and their corresponding value tables. Click **Hide Graphs** or **Hide Value Tables** to only display value tables or graphs. To show the graphs or the value tables again, click **Show Graphs** or **Show Value Tables**.

Click **Hide All Channels** or **Show All Channels** to show or hide all channels at once. You can also show or hide channels individually by enabling or disabling the check box next to the channel names.

Click a graph to open it in a new window:

- Click **Show All Channels** or **Hide All Channels** to show or hide all channels at once. You can also show or hide channels individually by enabling or disabling the check box next to the channel names. To show or hide the value table, click **Hide Value Table** or **Show Value Table**.
- Right-click the graph in the new window to open the context menu for graphs. Here, click **Copy to Clipboard** to export the graph as a .png file for use in other applications.
- The following options are only visible for sensors:

- Use the slider on the timeline below the graph to show the graph data for different points in time.
- Click to zoom in or to zoom out of the graph.
- Click to reset all zoom and timeline slider settings.

Historic Data tab

On the **Historic Data** tab, you can generate reports and charts for the data of the selected sensor. The functionality is the same as in the PRTG web interface.

For more information, see the PRTG Manual: Historic Data Reports.

Log tab

The **Log** tab shows all log information for this object. This is a subset of the entries that are available via the Logs menu tab.

Settings tab

The **Settings** tab loads and displays the object's settings from the PRTG web interface. The view and functionality are the same as in the PRTG web interface. For every type of object, different options are available.

For more information, see the PRTG Manual: Sensor Settings.

Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost.

Notification Triggers tab

The **Notification Triggers** tab loads and displays the object's notification trigger settings from the PRTG web interface. The functionality is the same as in the PRTG web interface. You can set different notification triggers.

For more information, see the PRTG Manual: Notification Triggers Settings.

You cannot multi-edit notification settings. We recommend that you use the inheritance of settings.

For more information, see the PRTG Manual: Multi-Edit and Inheritance of Settings.

Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost.

Comments tab

On the **Comments** tab, you can enter free text for each object. You can use this function for documentation purposes or to leave information for other users.

Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost.

History tab

The **History** tab shows, for example, when an object was created, changes to the settings of an object via a time stamp, the user who made the change, and a message.

More

PRTG MANUAL

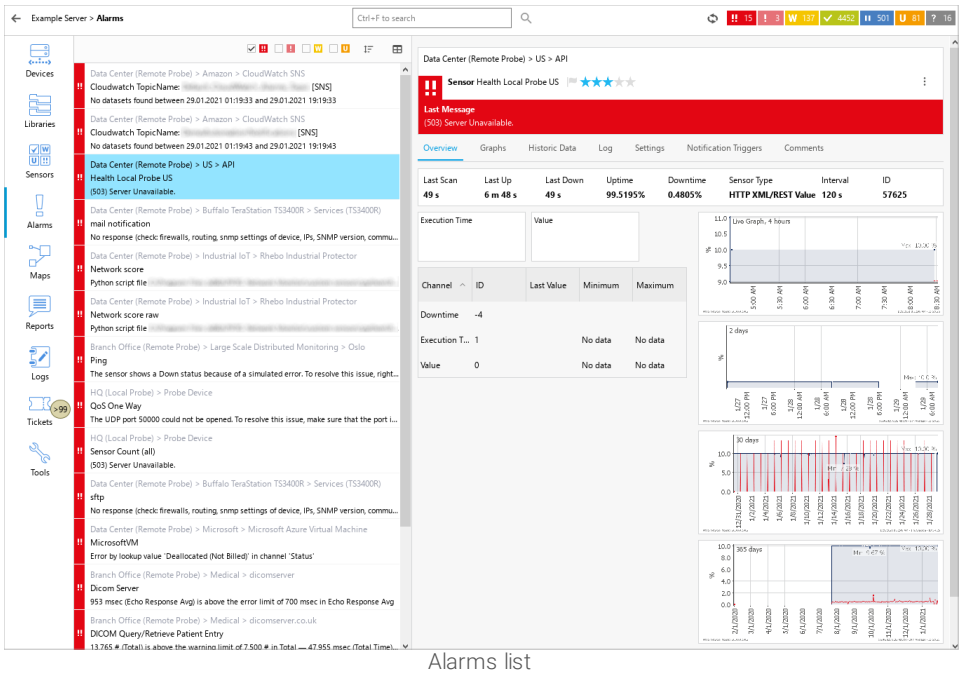
- Sensor States
- Channel Settings
- Historic Data Reports
- Sensor Settings
- Notification Triggers Settings
- Multi-Edit
- Inheritance of Settings

6.4 Alarms

On the **Alarms** menu tab, you can see the alarms of the selected server.

You can see all sensors that are in the **Down**, **Down (Partial)**, **Down (Acknowledged)**, **Warning**, or the **Unusual** status. Sensors in other states, for example, **Up**, **Paused**, or **Unknown**, do not appear here. This is useful for keeping track of all irregularities in your network.

From this list view, you can select multiple items 55 to view graphs or to apply the same action to the selected items via the context menu 57.



Alarms list

You can hide and show sensors in the **Down**, **Down (Acknowledged)**, **Down (Partial)**, **Warning**, or the **Unusual** status by enabling and disabling the check box next to the status icons.

Remove and add check marks

In the list of alarms on the left-hand side, the following actions are also available:

- Click to filter the list of alarms for **Name**, **Last Value**, **Down for**, **Status**, **Priority**, or **Probe > Group > Device**. The default is **No Sorting**. An arrow icon next to the category name indicates an ascending or descending sorting order.
- Click to switch to a more detailed table view. Click above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

Acknowledge alarm

An acknowledged alarm shows up in the alarms list as **Down (Acknowledged)** and does not trigger any more notifications.

If the alarm condition clears, the sensor usually returns to the **Up** status with the next scanning interval.

To acknowledge an alarm, right-click a sensor and select **Acknowledge Alarm** from the context menu, then select a time frame. For the time frame, you can choose between **Acknowledge Indefinitely**, acknowledge **for 5 Minutes**, **for 15 Minutes**, **for 1 Hour**, **for 3 Hours**, **for 1 Day**, or **Until**. You can optionally enter a message that appears in the last message value of the sensor. Click **OK** to confirm your settings.

If you select **Acknowledge Until**, a dialog box appears:

Acknowledge

Acknowledge [Objects]	Shows the sensors for which you want to acknowledge the alarm. You can acknowledge alarms for more than one sensor using multi-edit.
Until	Enter the date when the **Down (Acknowledged)** status ends, or use the date time picker to enter the date and time. If the alarm condition still persists after the specified date, the sensor shows the **Down** status again.
Optional Message	Enter a text, for example, the reason why you acknowledge the alarm. Enter a string or leave the field empty.

You can also acknowledge an alarm for a selected sensor by clicking . Then select a time frame and optionally enter a message. Click again to change your settings, for example, to select a different time frame.

Only users with write access rights can acknowledge alarms. You can give read-only users the right to acknowledge alarms, too.

For more information, see the PRTG Manual: User Accounts, section **User Account Settings**.

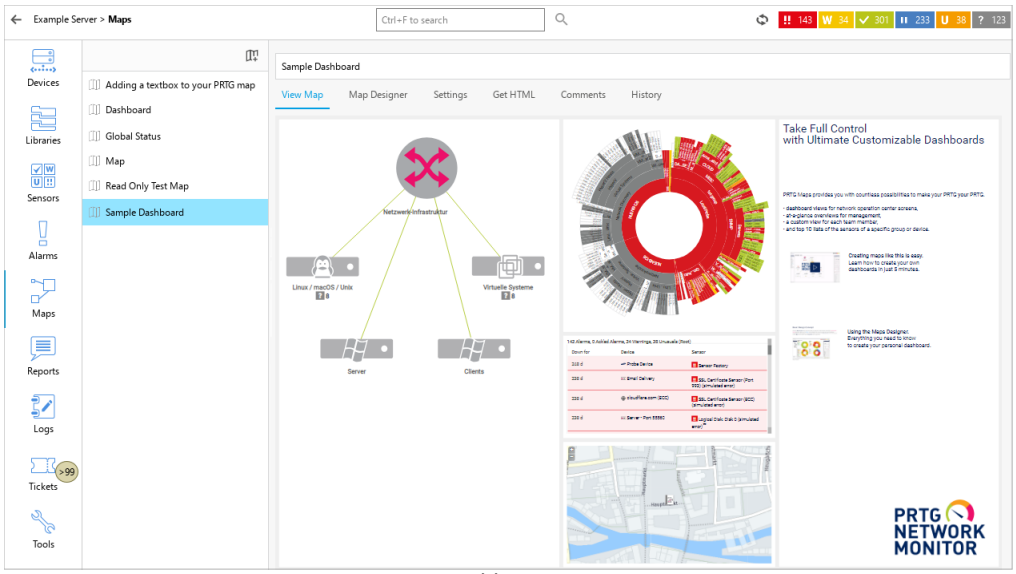
More

PRTG MANUAL

- Sensor States
- Notification Triggers Setting
- Notifications
- Multi-Edit
- User Accounts

6.5 Maps

The **Maps** menu tab content is split into two parts. On the left-hand side, you see all available maps from the selected server, on the right-hand side, the details of the selected map.



Maps

The following actions are available:

- Click a map's name in the list on the left-hand side to display it in the window on the right-hand side. In the tabs above the map, select from **View Map**, **Map Designer**, **Settings**, **Get HTML**, **Comments**, and **History**. Remember to click **Save** to apply your settings.
- You can edit a map using the Map Designer.
- Right-click a map's name to open a context menu 57. The following options are available: **Open in new window**, **Rename**, **Edit**, **Clone**, and **Delete**.
- Click to add a new map.

For more information, see the PRTG Manual: Maps.

Map Rotation

With the Map Rotation feature, PRTG Desktop can show several maps or dashboards rotating on one page. Map rotation also lets you view different information on one screen based on time. You can compare this to a slide show. Follow the steps below to configure your own map rotation.

1. Select the maps that you want to rotate by holding down the Ctrl key while left-clicking.
2. Right-click the selected objects for the multi-edit 55 menu to appear.
3. Click **Map Rotation** in the multi-edit menu.
4. Enter the time until a new map appears, the default is **30** seconds.
5. PRTG Desktop now shows the selected maps in rotation in a new window.
6. You can change the refresh interval by clicking in the lower-right corner.

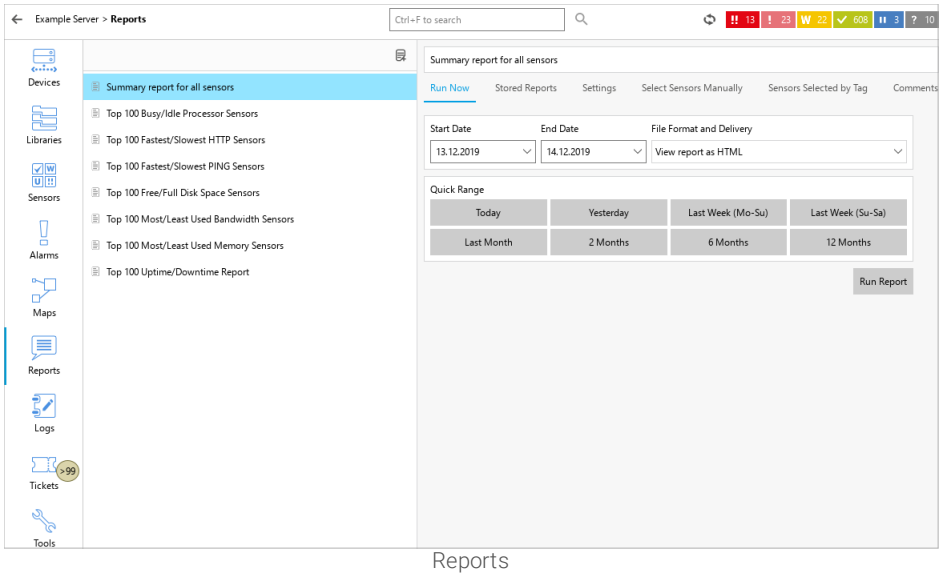
More

PRTG MANUAL

- Maps
- Map Designer
- Map Rotation

6.6 Reports

On the **Reports** menu tab, you see all available reports of the selected server.



Reports

The following actions are available:

- Click a report's name to open its details. On the right-hand side, you see the options for the selected report.
- In the tabs above the report, select from **Run Now**, **Stored Reports**, **Settings**, **Select Sensors Manually**, **Sensors Selected by Tag**, and **Comments**.
- Right-click a report's name to open its context menu 57. The following options are available: **Rename**, **Edit**, **Clone**, and **Delete**.
- Click to add a new report.

More

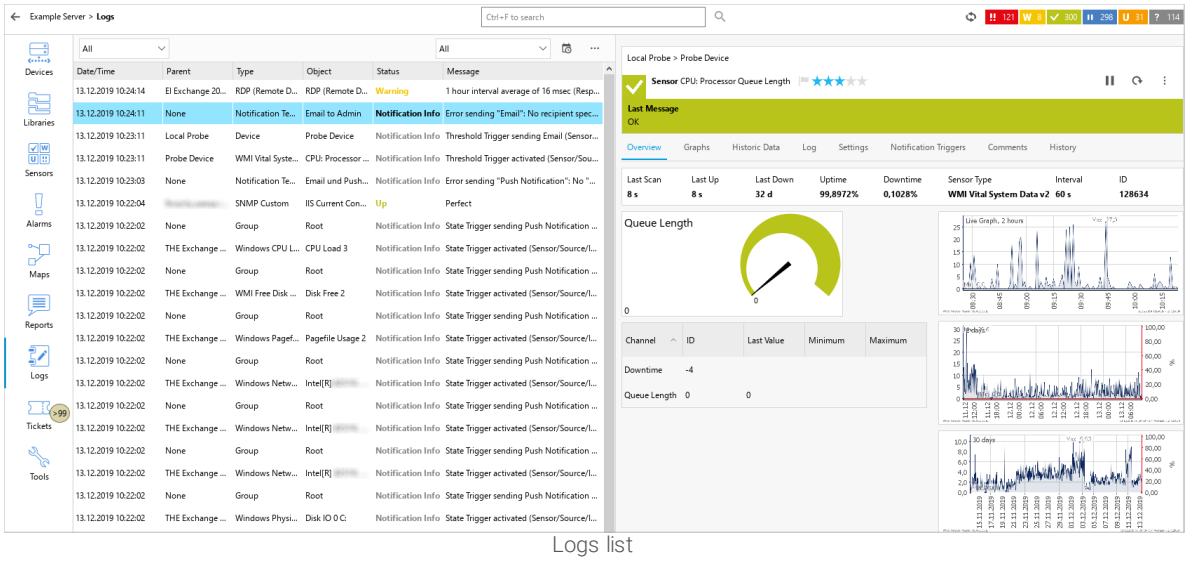
PRTG MANUAL

- Reports

6.7 Logs

On the **Logs** menu tab, you can find all past activities and events of your PRTG monitoring setup. This is useful for researching past user activities, system events, and, for example, to check whether messages were sent. In a typical setup, a huge amount of log data is produced. Because PRTG Desktop records the activity of every single object, you can use this information to check if your setup works exactly as desired.

ⓘ There are two options to display the logs list: Either you click the **Log** tab while you view an object's details on the Devices 35 tab, or you click the **Logs** tab to show a list of all log entries of the selected server.



Logs list

Click ••• above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

Available filters

You can also enable filters to only show log entries of a specific event from the categories **Status Changes**, **System Events**, and **Object History**. Select the category from the first dropdown list.

The second dropdown list shows all possible event types for the selected category. Select an entry to only show events of the respective event type. Select a sensor status for status changes, **Probe Related**, **Auto-Discovery**, **Notification Templates**, or **Status Messages** for system events, or a system object for object history.

You can also select a time span for which you want to show logs, or you use the date time picker to enter the date and time.

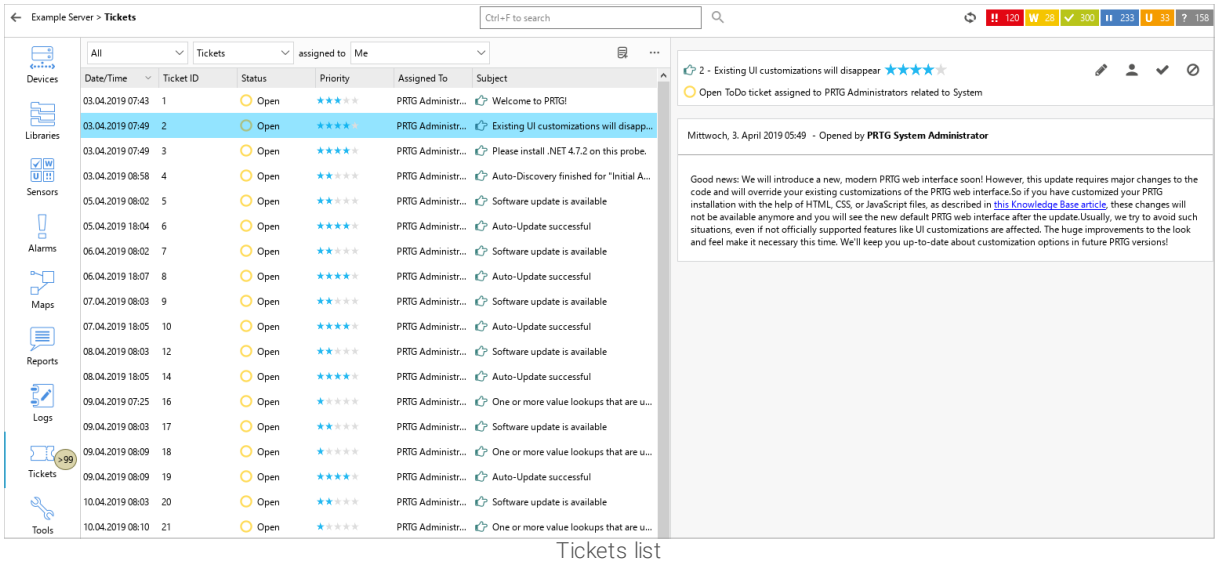
More

PRTG MANUAL

- Logs
- Sensor states

6.8 Tickets

On the **Tickets** menu tab, you can view a list of all tickets for the selected server. A badge displays the number of open tickets (the maximum number is 99 tickets).



Tickets list

The following actions are available:

- Click a ticket in the list on the left to display it in the window on the right-hand side. You can also multi-edit tickets via the context menu. Select several tickets by holding Ctrl or Shift (or ⌘ for macOS) and clicking on the corresponding tickets.
- Right-click a ticket to open a context menu. The following actions are available: **Edit**, **Assign**, **Resolve**, **Reopen**, and **Close**.
- Click to add a new ticket.
- Click above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

Available filters

You can also enable filters to only show tickets from the categories **Open**, **Resolved**, and **Closed**. Select the category from the first dropdown list.

The second dropdown list shows all possible ticket types. Choose from **User Tickets**, **ToDo Tickets**, and **Notification Tickets**.

In the third dropdown list, you can select a ticket assignee. This can be yourself, a different user, or a user group.

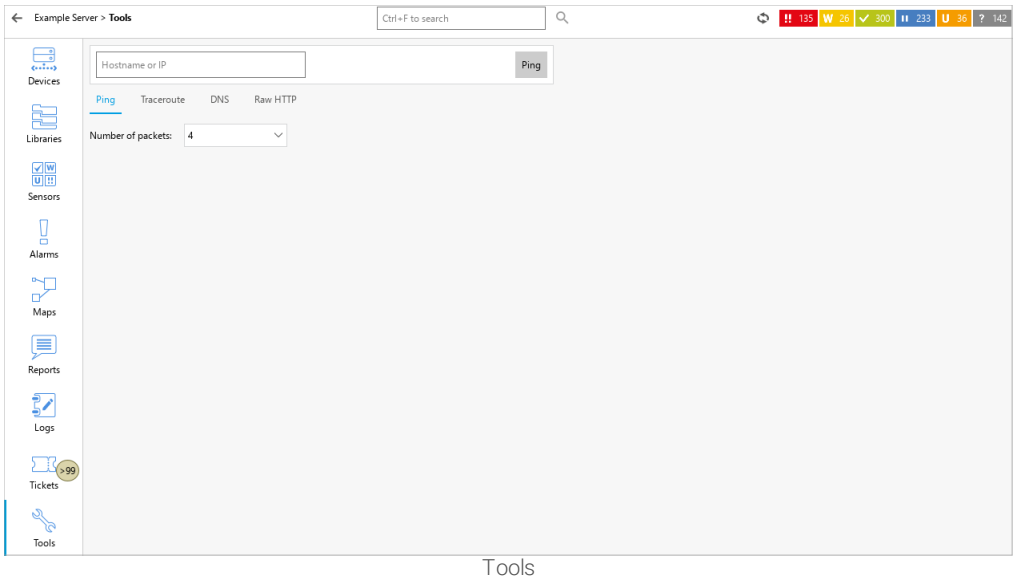
More

PRTG MANUAL

- Tickets

6.9 Tools

On the **Tools** menu tab, PRTG Desktop offers several tools. If you configure placeholders (or variables) in a tool command, PRTG Desktop resolves all of them.



Tools

The following tools are available:

Tool	Description
Ping	To ping a device, enter the hostname or IP address and the number of packets to send and click **Ping**. PRTG Desktop then shows the number of sent, received, and lost packets; the loss percentage; and the minimum, maximum, and average times.
Traceroute	To start a traceroute on the selected device, enter the hostname or IP adress and click **Traceroute**. PRTG Desktop then displays the route and measures transit delays of packets across the IP network.
DNS	To start a DNS lookup, enter the hostname and click **Lookup**. PRTG Desktop then shows the IP address of the hostname.
Raw HTTP	To get the raw HTTP from a website, for example, enter a GET request and click **Go**. PRTG Desktop then returns the raw HTTP.

Part 7
Manage device tree

7 Manage device tree

In the device tree, you can move objects via drag-and-drop or via keyboard shortcuts. You can also view and edit or multi-edit object settings by selecting multiple objects. Changes take effect immediately. To manage objects in the device tree, you have the following options:

- Zoom 55
- Select multiple objects 55
- Multi-edit objects 56
- Sort objects via drag-and-drop 56
- Clone objects 57
- Context menus

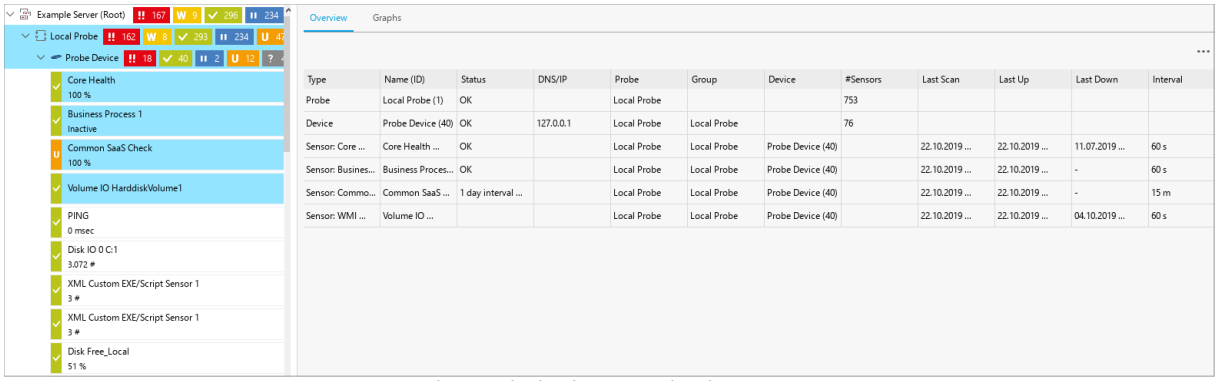
Zoom

In the device tree shown on the left, you can change the size of the objects using zoom. Hold down the Ctrl key (or ⌘ for macOS) and scroll up or down with your mouse to zoom in or out. You can also use the shortcuts Ctrl and +/- or right-click in the device tree for view options.

Select multiple objects

In the device tree, you can select one or more objects. Hold down the Ctrl key (or ⌘ for macOS) to select more objects simultaneously with your mouse. Usually, you select more than one object to view, for example, combined graphs, or to apply a command from the context menus 57, for example, **Pause** or **Delete**, to several objects.

When you select multiple items, the right-hand side shows data for the selected items.



Select multiple objects in the device tree

On the **Overview** tab, you see a value table that summarizes general information that is available for the selected objects.

Click ••• above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

The **Graphs** tab shows summary graphs for different time spans for up to 5 selected objects on one page. Each channel is represented as one line. You can individually show or hide channels by enabling or disabling the check box next to the channel names. This aggregated view works for all kinds of objects. Use the dropdown list to select the desired graph type.

ⓘ Click a graph to open it in a new window:

- Click **Show All Channels** or **Hide All Channels** to show or hide all channels at once. You can also show or hide channels individually by enabling or disabling the check box next to the channel names. To show or hide the value table, click **Hide Value Table** or **Show Value Table**.
- Right-click the graph in the new window to open the context menu for graphs. Here, click **Copy to Clipboard** to export the graph as a .png file for use in other applications.
- The following options are only visible for sensors:
  - Use the slider on the timeline below the graph to show the graph data for different points in time.
  - Click to zoom in or to zoom out of the graph.
  - Click to reset all zoom and timeline slider settings.

ⓘ Live graphs are only available for sensors.

For more information, see the PRTG Manual: Review Monitoring Data.

When you select multiple sensors, you additionally see the **Settings** tab and the **Channel Settings** tab on which you can multi-edit sensor and channel settings. The **Settings** tab is also available when you select multiple probes.

For more information, see the PRTG Manual: Channel Settings and Multi-Edit.

Multi-edit objects

If you select several objects on the left side, you can multi-edit the objects via the context menu option **Edit Settings**. Set a check mark for one or more settings that you want to edit. All changes apply to all selected objects. The multi-edit dialog only displays settings that the selected objects have in common.

If you only multi-edit sensors, PRTG Desktop also displays a **Channel Settings** tab. On this tab, you can multi-edit the settings of any channels that the selected sensors have in common (if the channels have the same name). Enable or disable the check box for one or more channel settings that you want to edit. All changes apply to all selected sensors.

For more information, see the PRTG Manual: Channel Settings and Multi-Edit.

Sort objects via drag-and-drop

In the device tree, you can change the position of probes, groups, devices, and sensors via drag-and-drop. Select an object and drag it to the new position.

You can also use the shortcuts Ctrl+X and Ctrl+V to move objects. Select the object and enter Ctrl+X. The object is then copied to the clipboard. Select the new location for the object and enter Ctrl+V. When you are finished, click **Clear Clipboard**.

ⓘ You can only move a sensor to the top of the parent device via the shortcuts Ctrl+X and Ctrl+V.

⌘ For macOS, the shortcuts for moving objects are ⌘+X and ⌘+V.

Restrictions for moving objects

You cannot move objects in the following cases:

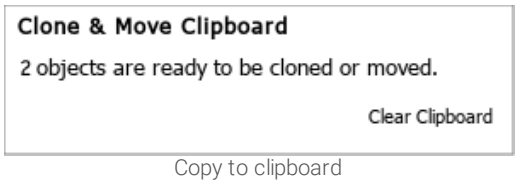
- You cannot move sensors from one device to a different device. To clone sensors to other devices, see Clone objects 57.
- You cannot move sensors from one probe to a different probe. To clone sensors to other probes, see Clone objects 57.
- You cannot move probes from one probe to a different probe.

For more information, see the PRTG Manual: Manage Device Tree.

Clone objects

You can clone groups, devices, and sensors in the device tree via the context menu or via the shortcuts Ctrl+C and Ctrl+V. Just select the object and enter Ctrl+C. The object is then copied to the clipboard.

⌘ For macOS, the shortcuts for cloning objects are ⌘+C and ⌘+V.



Copy to clipboard

Select the new location for the object and enter Ctrl+V. When you are finished, click **Clear Clipboard**.

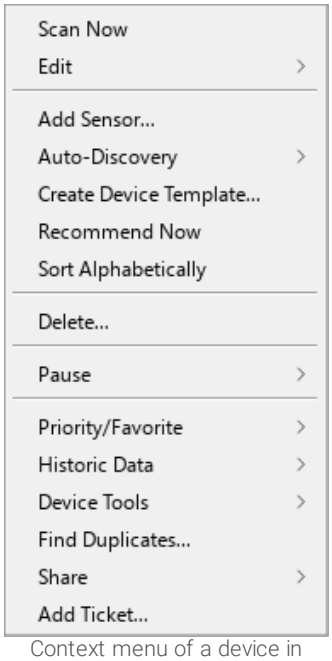
You can also clone objects to other objects via drag-and-drop plus the Ctrl key (or ⌘ for macOS).

You cannot clone fixed objects, such as the root group, the probe device, or PRTG system-internal sensors.

For more information, see the PRTG Manual: Clone Object.

Context menus

For every object in PRTG Desktop, context menus are available that appear when you right-click an object in the device tree.



Context menu of a device in PRTG Desktop

The content of the context menu varies, depending on the type of object that you select.

For more information, see the PRTG Manual: Context Menus.

More

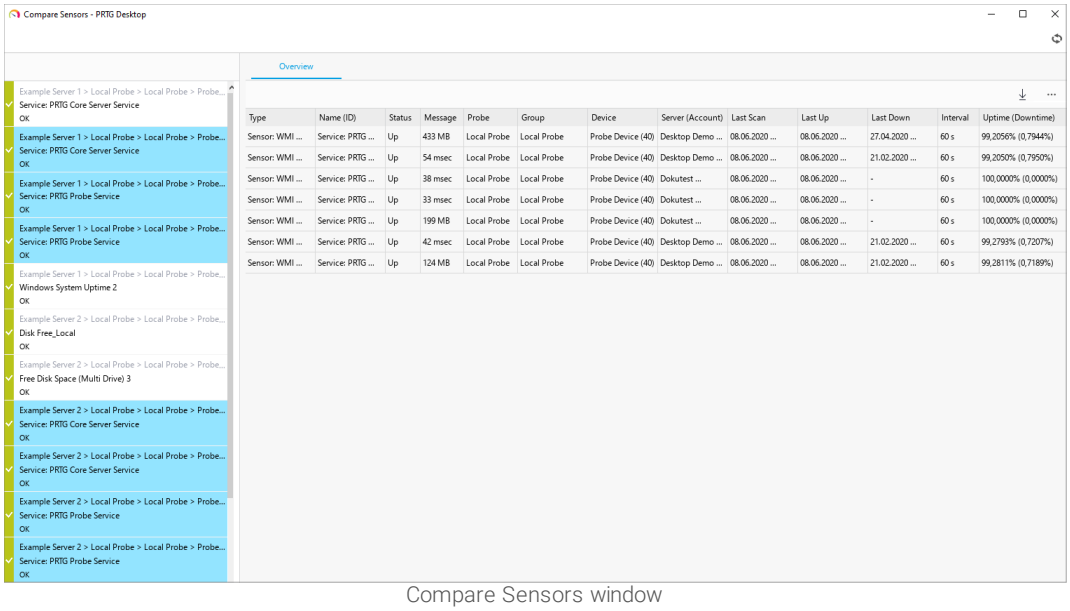
PRTG MANUAL

- Review Monitoring Data
- Channel Settings
- Multi-Edit
- Manage Device Tree
- Clone Object
- Context Menus

Part 8
Compare sensors

8 Compare sensors

Use the **Compare Sensors** functionality of PRTG Desktop to compare sensors from different PRTG servers.



Compare Sensors window

To add sensors to the **Compare Sensors** window, select one or more sensors in the device tree and click **Add to Compare Sensors** in the context menu. Repeat this for every PRTG server whose sensors you want to compare.

The **Compare Sensors** window shows a table with detailed information about the compared sensors. The following actions are available:

- Click ••• above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.
- Click ↓ to export the table as a .csv file.
- Right-click a sensor in the sensor list on the left side to remove it from the list or to go to this sensor's **Overview** tab.

You can also select **Window** | **Compare Sensors** from the main menu to bring the **Compare Sensors** window to the foreground.

ⓘ This option is only visible if you already added sensors to the sensor comparison.

ⓘ PRTG Desktop does not save the selected sensors in the **Compare Sensors** window. If you close the window, you have to add the sensors again to compare them.

ⓘ PRTG Desktop does not automatically refresh the data of sensors in the **Compare Sensors** window. Click ⟳ or press F5 to refresh the sensors' data.

Part 9
Desktop notifications

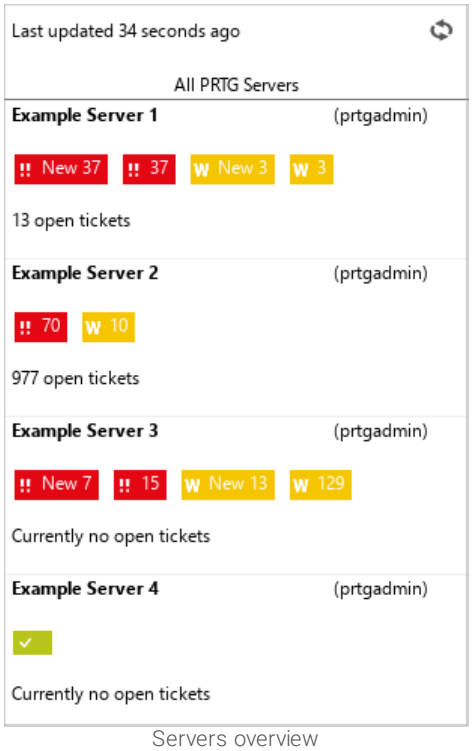
9 Desktop notifications

You can define what PRTG Desktop does if there are new alarms.

ⓘ To use any alerting functionalities, you must first enable the tray icon under **File** | **Settings** | **Notifications**. If you do not enable the tray icon, no alerting from PRTG Desktop is available. For more information, see section Notifications 80.

Tray icon

Click the tray icon (or if there are no alarms) to open the servers overview where you see the status of all of your configured servers at a glance.



Servers overview

The following actions are available:

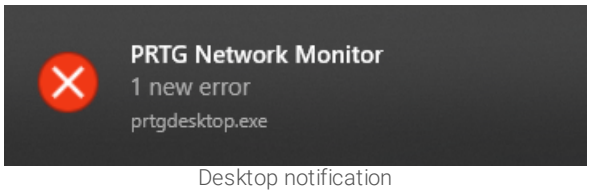
- Click a server in the list to see all alarms. Enable or disable the check box next to a sensor status icon to show or hide in the **Down** and **Down (Acknowledged)** or the **Warning** status. To go back to the servers overview, click **Back to Multi Server View**.
- Click an alarm to open the Alarms 46 tab in PRTG Desktop. If a server has no alarms, clicking it opens the Devices 33 tab. You can also optionally set the tray icon to blink when there are new notifications. For more information, see section Notifications 80.
- Right-click the tray icon to open a context menu with important functions.

Tray menu

Option	Description
Scan Now	Perform an immediate scan for all servers. This option queries new data for all objects on all servers.
Settings	Open the Settings 72 menu.
Show Server List	Display an overview list of your PRTG servers.
Open Multi Server	Open the Multi Server 65 window.
Quit	Close PRTG Desktop.

Desktop notifications

In addition to the tray icon, PRTG Desktop can optionally show desktop notifications in the event of new **Alarms**.



Desktop notification

You can also play sounds when there are new notifications for sensors.
For more information, see section Notifications 80.

More

PRTG MANUAL

- Sensor States

KNOWLEDGE BASE

Which audible notifications are available in the PRTG web interface and in PRTG Desktop?

- https://kb.paessler.com/en/topic/26303

PAESSLER WEBSITE

How to set up PRTG Desktop Notifications in 3 steps

- https://www.paessler.com/support/how-to/notifications-desktop

Part 10
Multi Server

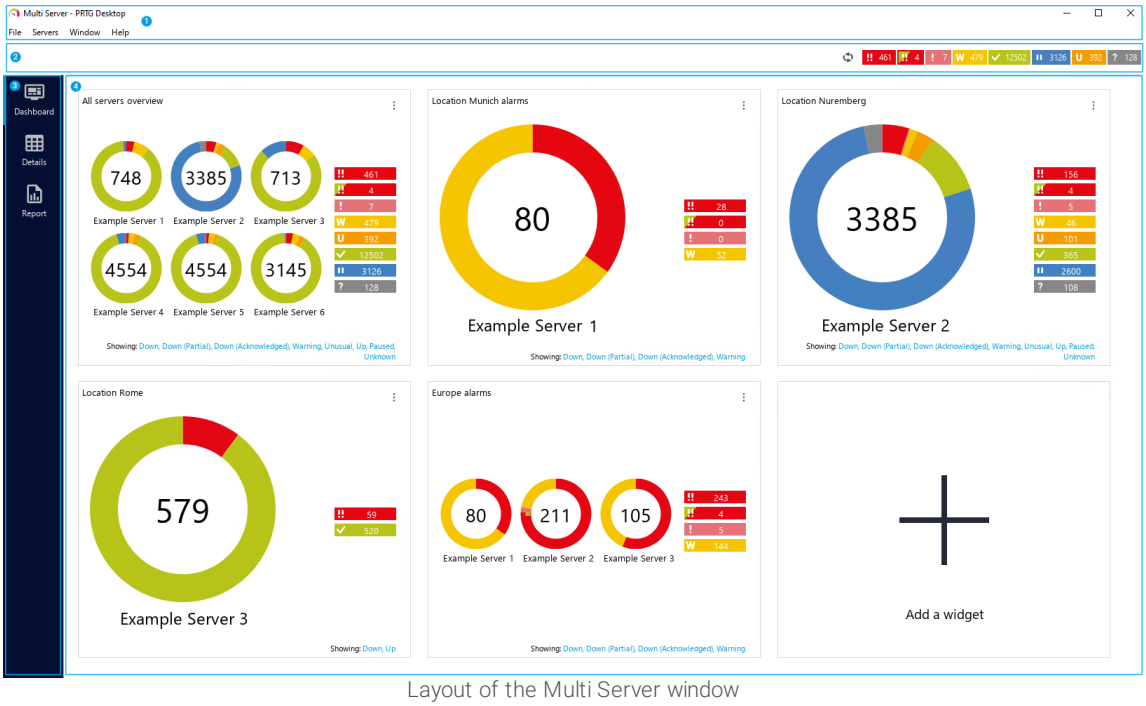
10 Multi Server

Use the **Multi Server** functionality of PRTG Desktop to view data of all your independent servers in a single window so you can manage your monitoring centrally.

From the main menu of PRTG Desktop, select the Servers 28 menu.
ⓘ This menu is only displayed if you have configured more than one server.

Click **Multi Server** to open the **Multi Server** window. You can also use the shortcut Ctrl+M to open the Multi Server window. For macOS, the shortcut is ⌘+M.

General layout



Layout of the Multi Server window

From top to bottom, the main layout of the Multi Server window consists of:

Screen number	Page area name	Description
1	Main menu	The main menu gives access to general configuration and settings. For more information, see section Main menu structure 28
2	Page header bar	This area shows the aggregated status of all sensors from all configured servers, divided into different sensor states.
3	Menu tabs bar	This area contains the main navigation tabs.

Screen number	Page area name	Description
4	Page content	This area contains different content depending on the tab you select.

Use the menu tabs bar to navigate through the **Multi Server** window. The following menu tabs are available:

- Dashboard 67
- Details 69
- Report

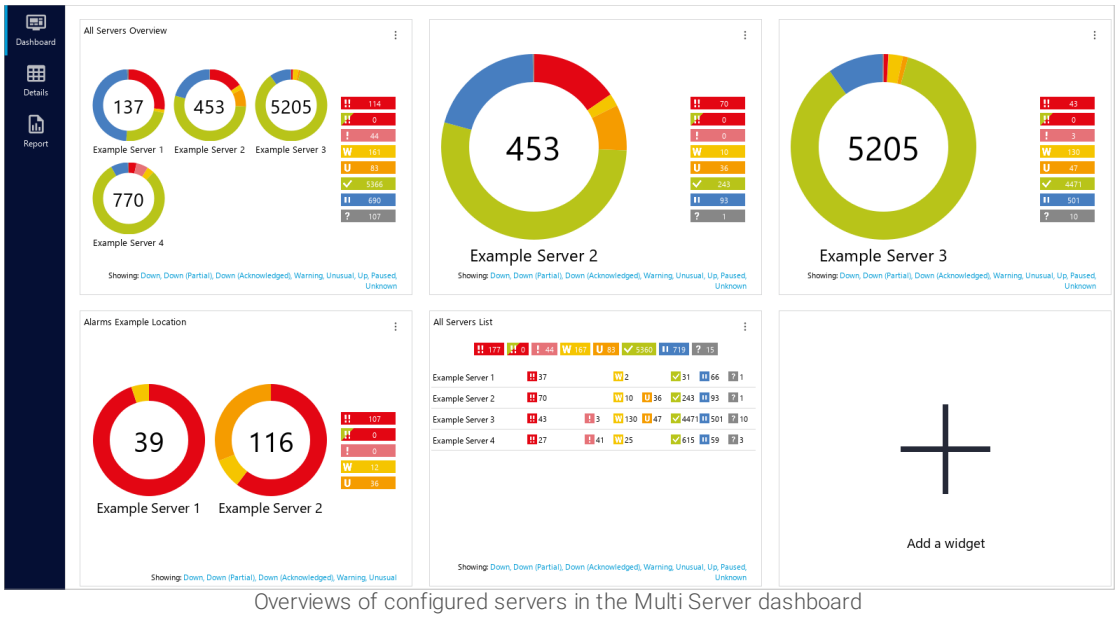
More

I have issues with PRTG Desktop. What can I do?

- https://kb.paessler.com/en/topic/88492

10.1 Dashboard

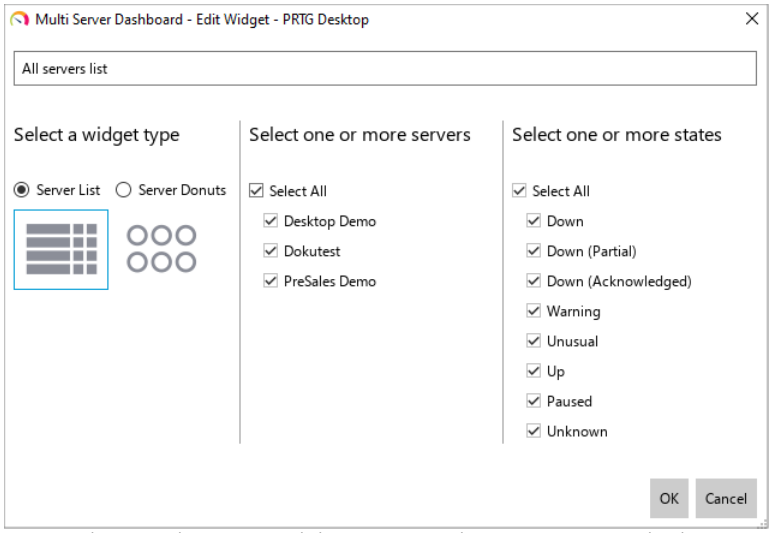
On the **Multi Server Dashboard** page, you can use different widget types to show overviews of configured servers and overviews of sensors sorted by status for each server.



Overviews of configured servers in the Multi Server dashboard

Add widget

Click + to open the **Add Widget** dialog.



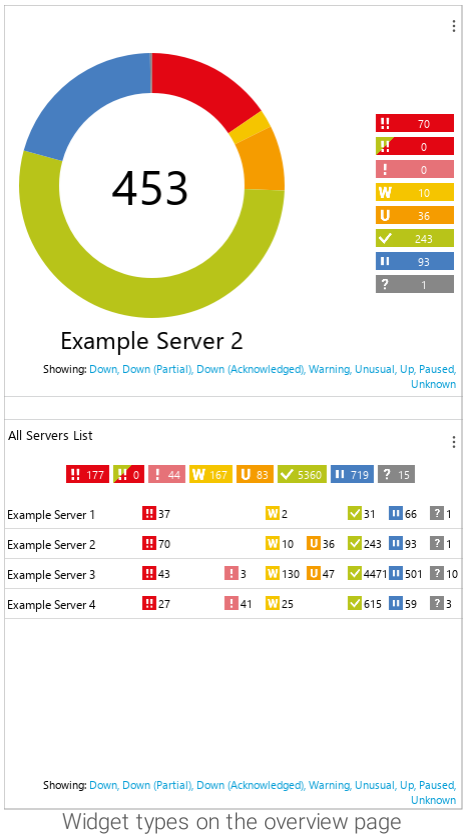
Select a widget type and the servers and sensor states to display

The following actions are available:

- Enter a name for the widget.
- Select a widget type. You can display a **Server List** or **Server Donuts**.

- Select the configured servers and the sensor states that you want to display by enabling or disabling the check box next to the name of a server or status. Enable **Select All** to show all configured servers or all states. Click **OK** to add the new widget.

Work with widgets



Widget types on the overview page

On the overview page, the following actions are available for each widget:

- Click a server donut to open the respective server in a new window.
- Click a sensor status in the status list of a configured server to open a list of sensors filtered by the selected status in a new window.
- Click ⋮ for the following options:
  - **Delete**: Select to delete the respective widget.
  - **Delete all**: Select to delete all widgets on the dashboard.
  - **Settings**: Select to edit a widget. The **Edit Widget** dialog opens. All settings you can change here are the same as when adding a widget. Click **OK** to save your settings.

ⓘ You can display a maximum of 6 servers at a time.

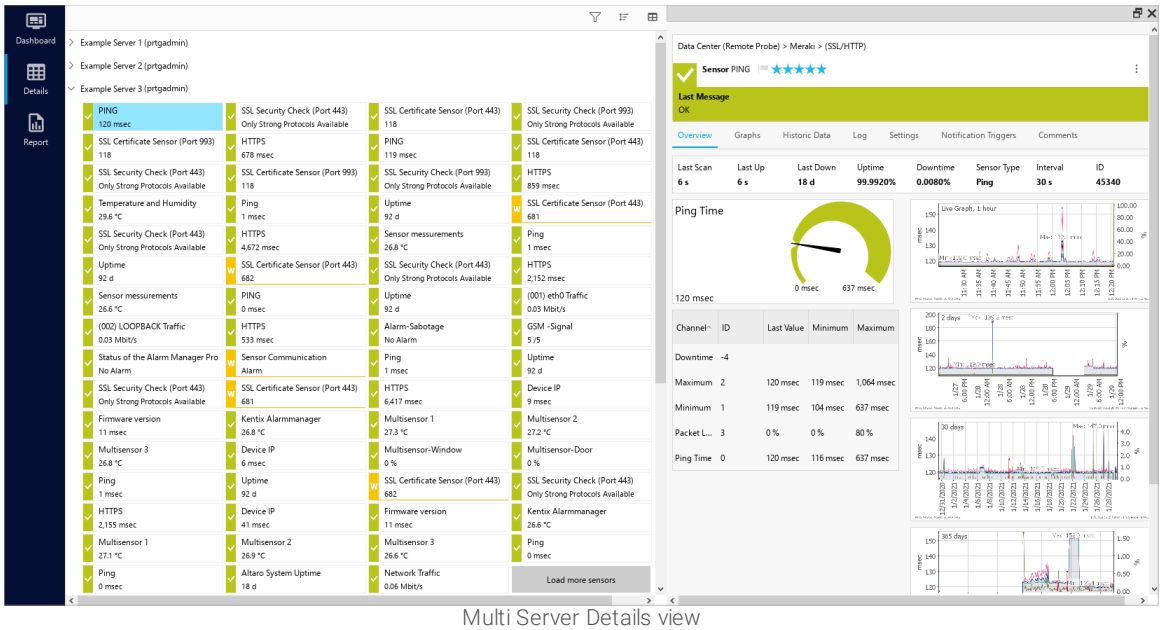
More

PRTG MANUAL

- Sensor States

10.2 Details

On the **Multi Server Details** page, you can see all sensors of all configured servers as a sensor list or in a more detailed table view.



Multi Server Details view

The following actions are available:

- Move configured servers via drag-and-drop.
- Click a configured server to show its sensors at a glance.
- Select a sensor on the left to see the sensor's **Overview** tab on the right-hand side. Click to view the overview in a new window.
- Click to filter the list of sensors by sensor states. Enable or disable the check box next to a specific sensor status to show or hide sensors in the specific status.
- Click to sort the list of sensors according to **Probe**, **Group**, **Device**, **Name**, **Status**, **Down for**, **Last Value**, or **Priority**. The default is **No Sorting**. An arrow icon next to the category name indicates an ascending or descending sorting order.
- Click **Load more sensors** to show more sensors in the sensor list. When PRTG Desktop already displays all available sensors, you can click **Reload sensors** to refresh all sensor data at once.
- Click to switch to a more detailed table view. Click above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

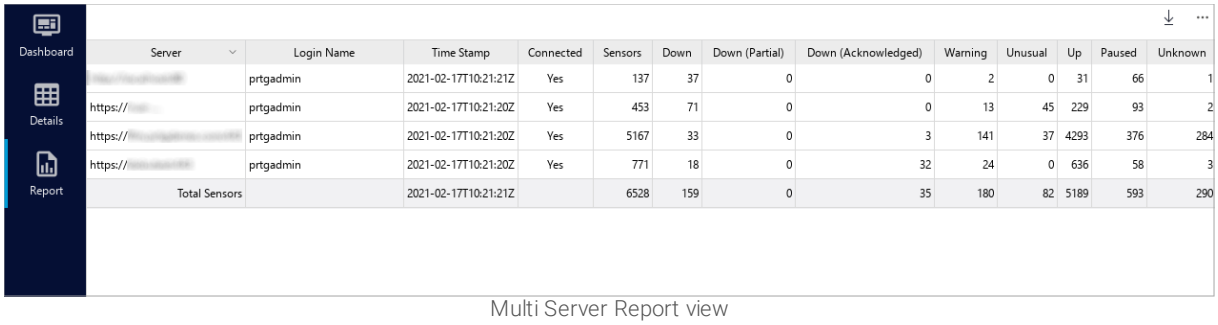
More

PRTG MANUAL

- Sensor States

10.3 Report

On the **Multi Server Report** page, you can see an overview of the number of sensors on each connected server and in total, and the number of sensors that show a certain status.



Server	Login Name	Time Stamp	Connected	Sensors	Down	Down (Partial)	Down (Acknowledged)	Warning	Unusual	Up	Paused	Unknown
[redacted]	prtgadmin	2021-02-17T10:21:21Z	Yes	137	37	0	0	2	0	31	66	1
https://[redacted]	prtgadmin	2021-02-17T10:21:20Z	Yes	453	71	0	0	13	45	229	93	2
https://[redacted]	prtgadmin	2021-02-17T10:21:20Z	Yes	5167	33	0	3	141	37	4293	376	284
https://[redacted]	prtgadmin	2021-02-17T10:21:20Z	Yes	771	18	0	32	24	0	636	58	3
Total Sensors		2021-02-17T10:21:21Z		6528	159	0	35	180	82	5189	593	290

Multi Server Report view

View, for example, the number of sensors that are in the **Down**, **Down (Partial)**, **Down (Acknowledged)**, **Warning**, **Unusual**, **Up**, **Paused**, or the **Unknown** status for each server and in total.

Click ⭳ to export the report in comma-separated values (CSV) format.

Click ⋯ above the table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.

More

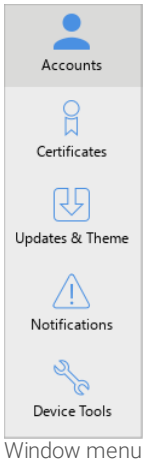
PRTG MANUAL

- Sensor States

Part 11
Settings

11 Settings

To open the settings dialog, select **File** | **Settings** from the main menu of PRTG Desktop.



Window menu

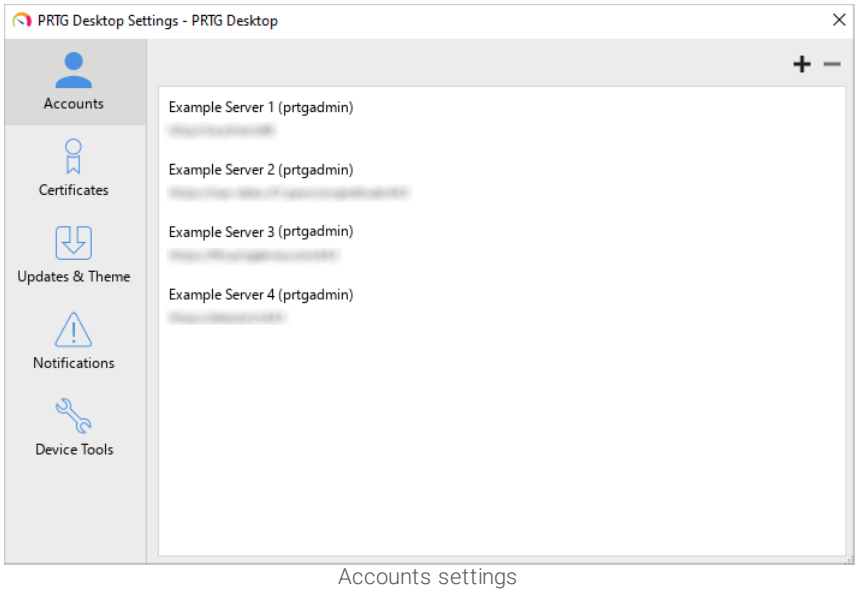
You can edit the settings of PRTG Desktop via the following tabs:

- Accounts 73
- Certificates 76
- Updates & Theme 79
- Notifications 80
- Device Tools 83

11.1 Accounts

In the **Accounts** settings, you can add, edit, and remove connections to one or more PRTG servers. PRTG Desktop connects to the web server that runs on the PRTG core server system, or it connects to a PRTG Hosted Monitor instance.

For a successful connection, the PRTG core server has to be version **PRTG 17.4.35** or later. PRTG Desktop can be any version. However, we recommend that you always update to the latest version of PRTG Desktop.



Accounts settings

The following actions are available:

- Double-click an account in the list to edit it.
- Click + to add a new account.
- Select an account and click − to delete it.

Add account

Click + to open the **New Account** dialog and enter the following settings.

Note that PRTG Desktop does not support multiple connections to the same PRTG server. You can only add one account per PRTG server.

Add new account

Setting	Description
Name	Optionally enter a name that PRTG Desktop displays in the **Servers** list and in the page header bar [24]. If you leave this field empty, PRTG Desktop displays the IP address or Domain Name Service (DNS) name that you enter under **Server**.
Server	Enter the IP address or DNS name of the server to which you want to connect. This is the same address or name as defined in the web server settings for the PRTG core server. Make sure that the values match. Make sure that the server is reachable and that no firewall settings block the connection. This is especially important if you use Network Address Translation (NAT) rules. PRTG Desktop can connect to a maximum of two non-commercial installations (Trial Edition or Freeware Edition). There are no restrictions on connections to commercial installations.
Port	Enter the port on which the server runs. This is the same port as defined in the web server settings for the PRTG core server. Make sure that the values match. Make sure that the server is reachable and that no firewall settings block the connection. This is especially important if you use NAT rules. For connections to PRTG Hosted Monitor instances, the default port is 443. For more information, see section Requirements for connections to PRTG web servers [8].
Login Using	This setting is only available for connections to PRTG Hosted Monitor instances. Select a login method from the dropdown list. You can log in with your Google, Facebook, Microsoft, or Amazon account via single sign on (SSO) (Auth0), or via username and password.

Setting	Description
	Alternatively, you can also select **Login Name & Password** from the dropdown list to log in via email address and password For more information, see the PRTG Manual: Using PRTG Hosted Monitor.
Login Name	Enter the login name that you use to log in to the PRTG web server. This can be the login name of the PRTG System Administrator user or the login name of a different PRTG user. The default login name of the PRTG System Administrator user is prtgadmin. For more information, see the PRTG Manual: User Accounts.
Password	Enter the password that you use to log in to the PRTG web server. The default password of the PRTG System Administrator user is prtgadmin.

Click **Save** to save your settings or **Cancel** to discard them.

PRTG Desktop individually stores 90 the connection settings for each Windows user under **%allusers%\AppData\Roaming\Paessler\PRTG Desktop\data**.

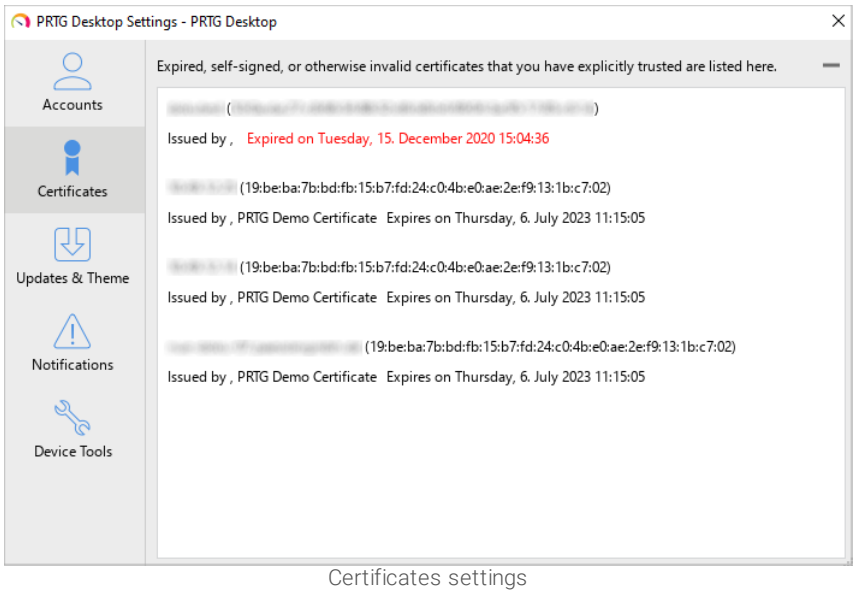
More

PRTG MANUAL

- Using PRTG Hosted Monitor
- User Accounts

11.2 Certificates

The **Certificates** settings show a list of all expired, self-signed, or otherwise invalid certificates that you have explicitly trusted.

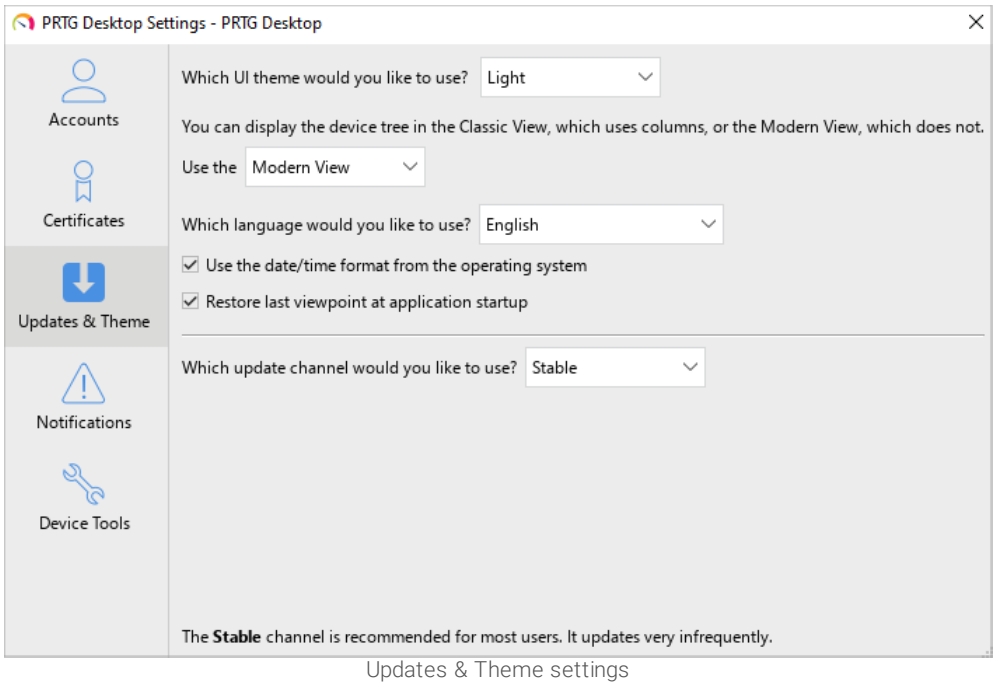


Certificates settings

Select a certificate and click − to remove it from the list.

11.3 Updates & Theme

In the **Updates & Theme** settings, you can set, for example, the color mode, the device tree view, or the language of the user interface, and you can select the update channel of your PRTG Desktop installation.



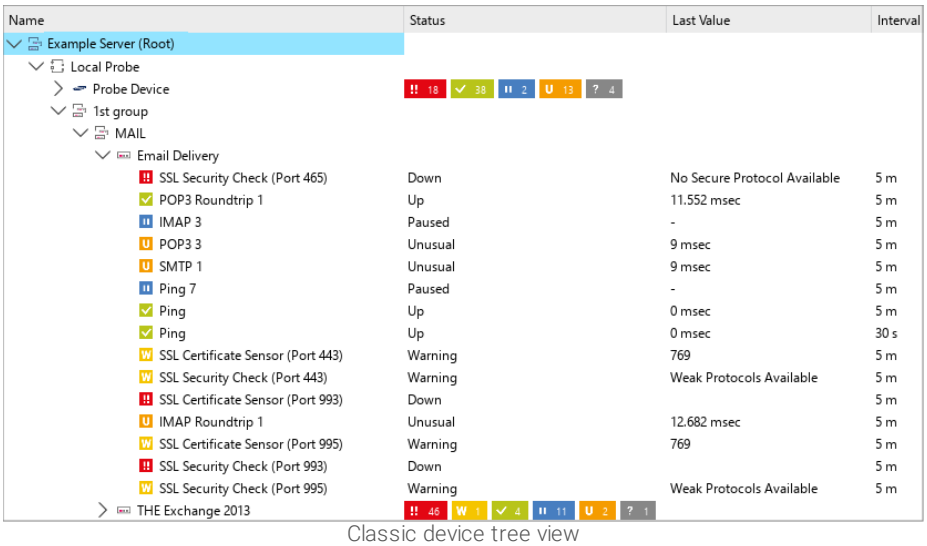
Updates & Theme settings

User interface settings

You can change the settings of the user interface as follows:

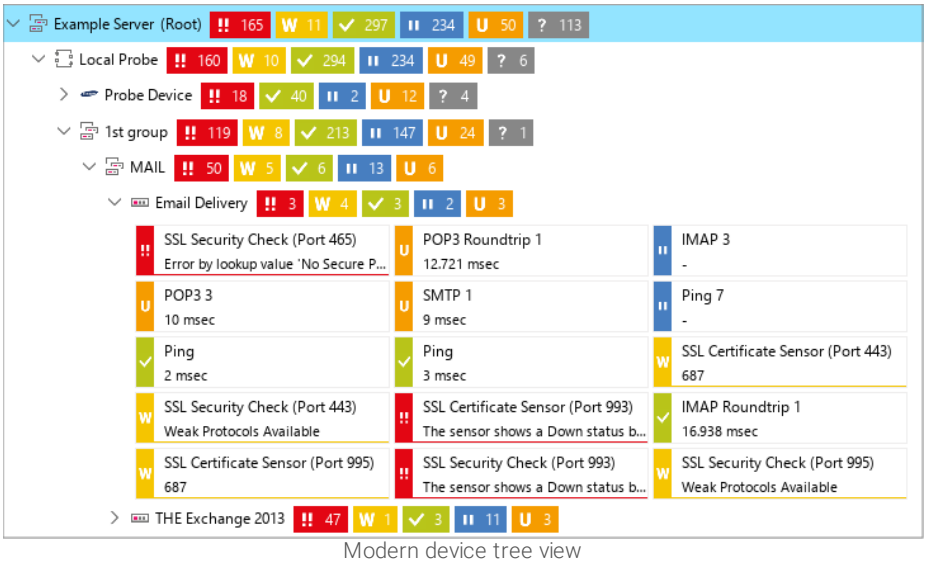
Setting	Description
UI theme	Select the color mode of the user interface. Choose between a **Light** and a **Dark** mode.
Device tree view	Select how to display the device tree: ▪ The **Classic View** uses columns.

Setting	Description



Classic device tree view

- The **Modern View** has no columns.



Modern device tree view

Language	Select the language of the user interface. Choose between **Operating System Language**, **Deutsch** (German), and **English**. ⓘ The language that you select here does not affect the language that you can set in the PRTG web interface under **Setup** | **System Administration** | **User Interface**.
Date/time format	Select whether you want to use the operating system's date/time format independently of your language setting. The check box next to the **Use the date/time format from the operating system** option is enabled by default.

Setting	Description
Last viewpoint	Select whether you want to open PRTG Desktop to the last viewpoint when you start the application. The check box next to the **Restore last viewpoint after application start** option is enabled by default.

Update channel setting

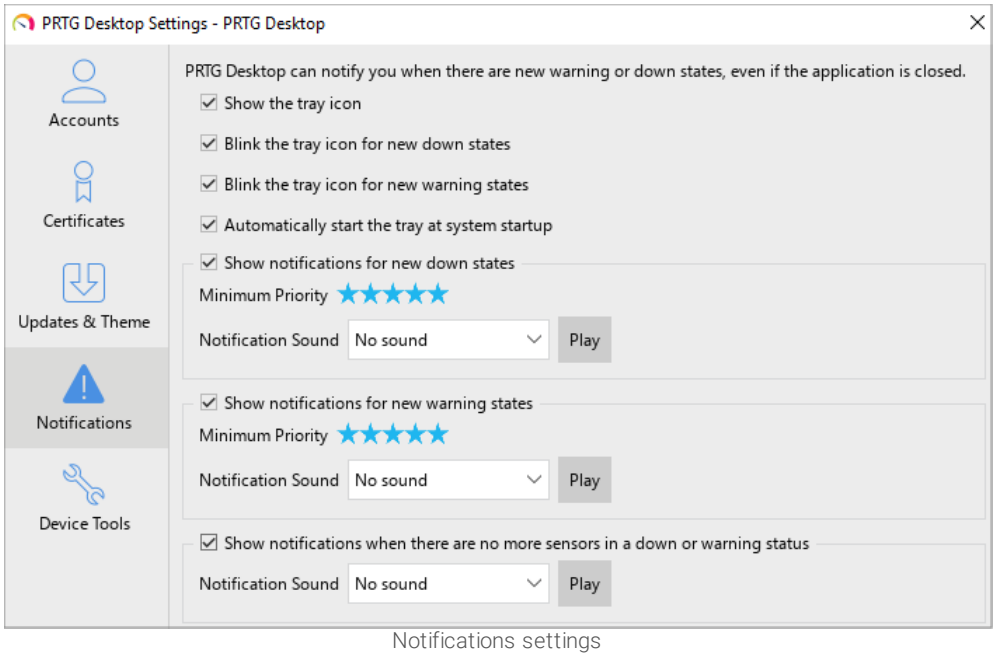
Select an update channel:

- **Stable**: The stable channel is the best-tested version of PRTG Desktop for live systems. It is updated about once or twice a month.
- **Preview**: The preview channel offers the latest features and fixes and is updated several times a month.
  Consider this channel as beta. Do not use this channel on live systems that you depend on.

11.4 Notifications

In the **Notifications** settings, you can define what PRTG Desktop does if there are new alarms, even if the application is closed.

For more information, see section Desktop notifications 62



Notifications settings

You can change the settings for desktop notifications as follows:

Setting	Description
Show the tray icon	This setting is disabled by default. If you enable this setting, a PRTG icon appears in the Windows tray. When you hover over it, it shows important status information about your monitoring. Left-click the tray icon to open an alarms overview where you see the status of all of your configured servers at a glance. Right-click the tray icon to show a context menu 63. To use any alerting functionalities, you must enable the option **Show the tray icon**. Otherwise, PRTG Desktop cannot alert you if there are new alarms. For more information, see section Desktop notifications 62
Blink the tray icon for new down states	This setting is only available if you enable the option **Show the tray icon**. The tray icon blinks if there are sensors in a new **Down** status or a new **Down (Partial)** status.

Setting	Description
Blink the tray icon for new warning states	This setting is only available if you enable the option **Show the tray icon**. The tray icon blinks if there are sensors in a new **Warning** status.
Automatically start the tray at system startup	This setting is only available if you enable the option **Show the tray icon**. This setting is disabled by default. If you enable this setting, PRTG Desktop automatically starts the tray at system startup.
Show notifications for new down states	This setting is only available if you enable the option **Show the tray icon**. Enable this setting to receive alerts for sensors in a new **Down** status or a new **Down (Partial)** status. ▪ **Minimum Priority**: Select a minimum priority that sensors must have for notifications to be shown. ▪ **Notification Sound**: Play an audible notification sound. The default setting is **No sound**. PRTG Desktop already comes with a set of sounds from which you can choose. Select **Choose a custom file** from the dropdown list to browse for any standard .wav file on your hard disk drive. ⓘ Only the computer that runs PRTG Desktop plays the sound.
Show notifications for new warning states	This setting is only available if you enable the option **Show the tray icon**. Enable this setting to receive alerts for sensors in a new **Warning** status. ▪ **Minimum Priority**: Select a minimum priority that sensors must have for notifications to be shown. ▪ **Notification Sound**: Play an audible notification sound. The default setting is **No sound**. PRTG Desktop already comes with a set of sounds from which you can choose. Select **Choose a custom file** from the dropdown list to browse for any standard .wav file on your hard disk drive. ⓘ Only the computer that runs PRTG Desktop plays the sound.
Show notifications when there are no more sensors in a down or warning status	This setting is only available if you enable the option **Show the tray icon**. ▪ **Notification Sound**: Play an audible notification if there are no more sensors in the **Down**, **Down (Partial)**, or the **Warning** status. The default setting is **No sound**. PRTG Desktop already comes with a set of sounds you can choose from. Select **Choose a custom file** from the dropdown list to browse for any standard .wav file on your hard disk drive. ⓘ Only the computer that runs PRTG Desktop plays the sound.

More

KNOWLEDGE BASE

Which audible notifications are available in the PRTG web interface and in PRTG Desktop?

- https://kb.paessler.com/en/topic/26303

PAESSLER WEBSITE

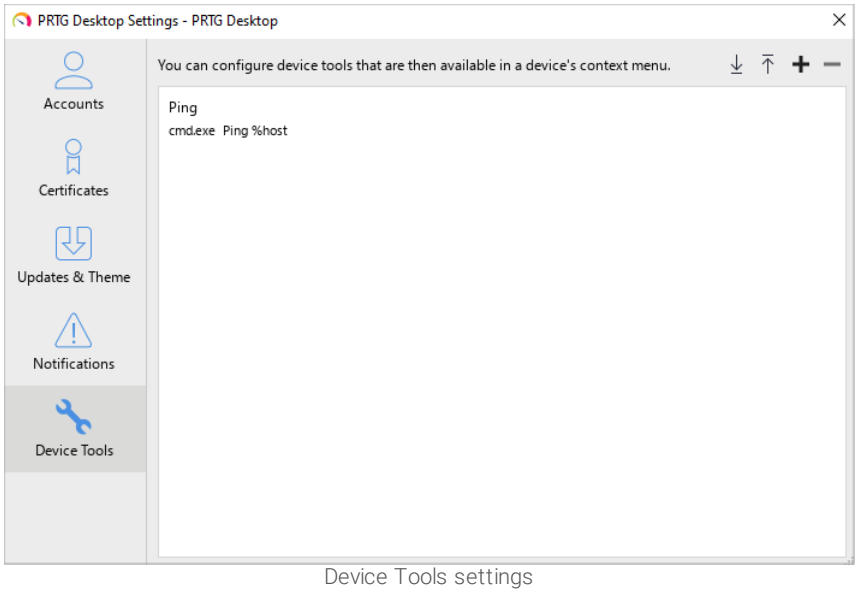
How to set up PRTG Desktop Notifications in 3 steps

- https://www.paessler.com/support/how-to/notifications-desktop

11.5 Device Tools

In the **Device Tools** settings, you can define device tools that are available in the context menu[57] of devices. There are predefined device tools for a remote desktop connection, ping, and traceroute.

You might need to run PRTG Desktop as an administrator user to make the device tool function work with your Windows version.



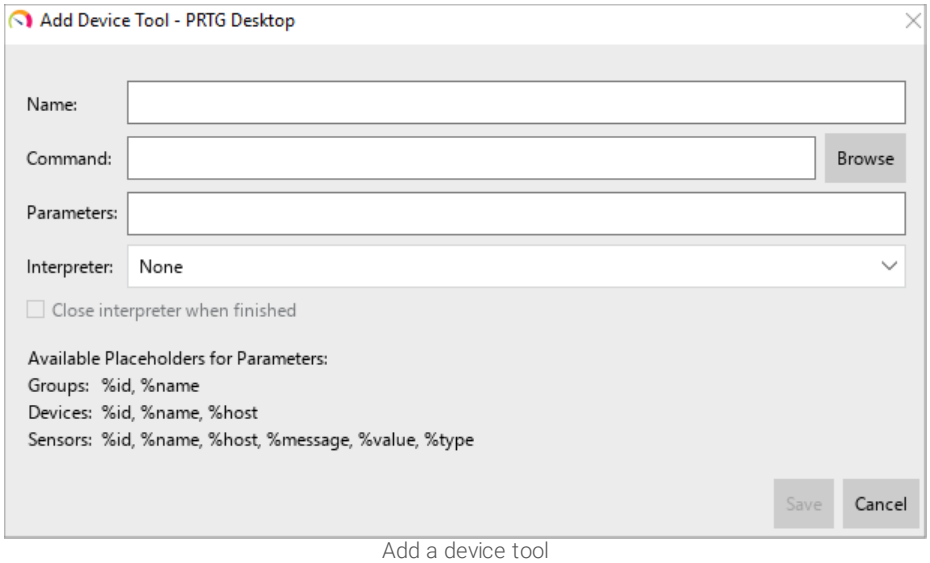
Device Tools settings

The following actions are available:

- Double-click a device tool in the list to edit it.
- Click + to add[83] a new device tool.
- Select one or more device tools and click − to delete them.
- Click ↓ to export[84] all or only selected device tools to your system.
- Click ↑ to import[84] device tools to PRTG Desktop.

Add device tool

Click + to open the **Add Device Tool** dialog and enter the following settings.



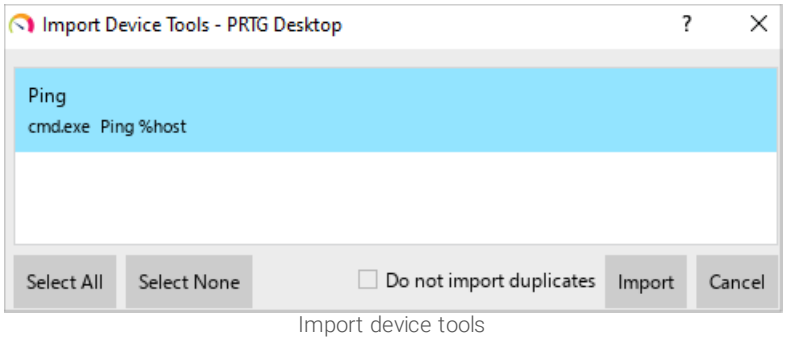
Add a device tool

Setting	Description
Name	Enter a custom name for your device tool. The device tool shows up with this name in context menus. Enter a string.
Command	Browse for the program or script that you want to execute on your local machine.
Parameters	Enter the parameters with which you want to execute the command above. You can use the placeholders (or variables) shown under **Available Placeholders for Parameters**. Other placeholders are not possible. For more information, see also section List of placeholders 92
Interpreter	Select the program to run the device tool, either **cmd.exe** or **powershell.exe**. Leave the default option **None** to run the device tool directly.
Close interpreter when finished	This setting is only available if you select an **Interpreter**. Choose whether to close the interpreter after you run the device tool.

Import or export device tools

Click to export all your custom device tools to a .json file and to store the file on your system. You can also select a single device tool or multiple device tools by holding down the Ctrl key, then clicking to only export the selected device tools to your system.

To import device tools to PRTG Desktop, click and select the .json file stored on your system. A dialog opens where you can select the device tools that you want to import:



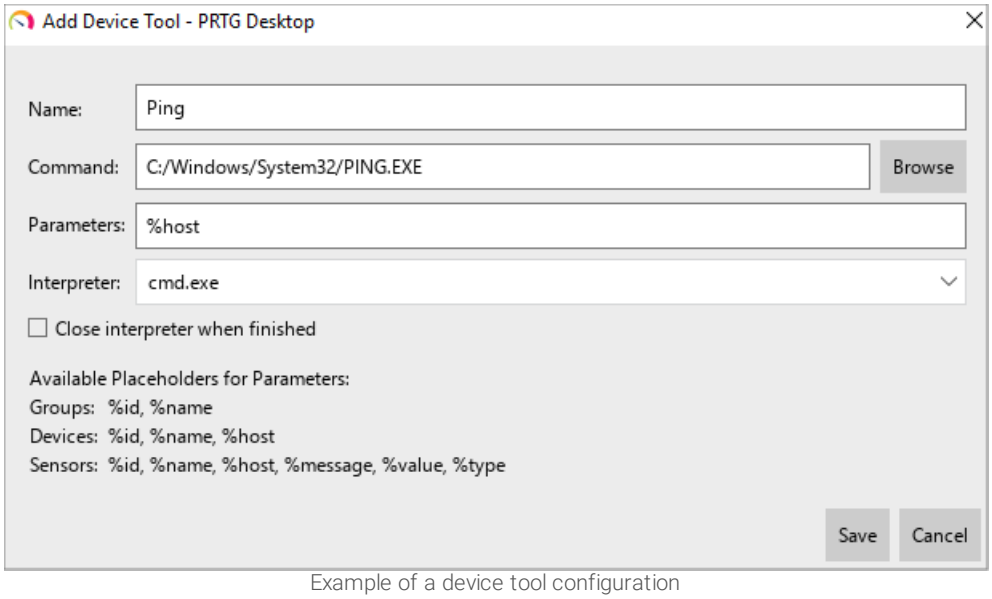
Import device tools

Take the following steps:

1. Select one or more device tools by holding down the Ctrl key. You can also click **Select All** or **Select None**.
2. Enable the check box next to **Do not import duplicates** if you do not want to import device tools that already exist in your PRTG Desktop installation.
3. Click **Import** to upload the selected device tools to PRTG Desktop or click **Cancel** to close the dialog.

Device tool example

You can configure the device tools to run any local program or script. To understand the functionality of the device tools, see the following example configuration:



Example of a device tool configuration

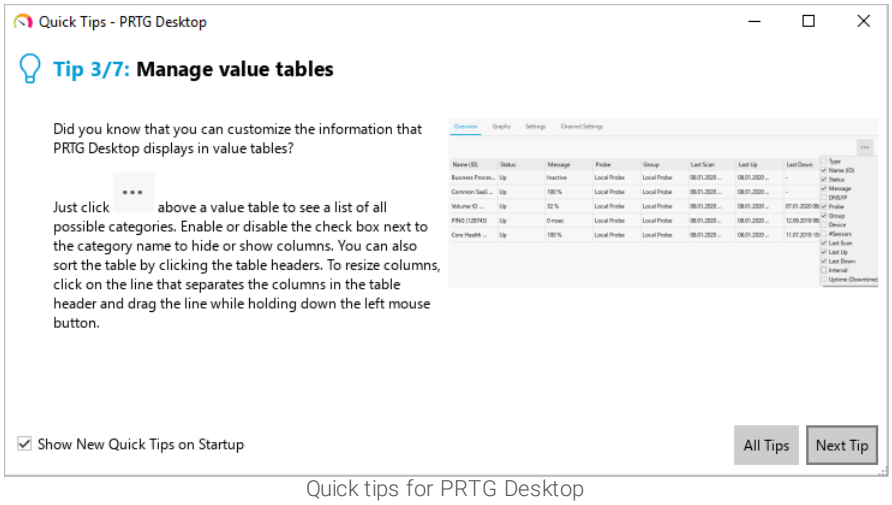
The resulting device tool Ping opens the command line and performs a Ping command for the %host entry of the device that you select in the device tree.

ⓘ To see the result of the ping request when you run the device tool from the **Device Tools** option in the context menu of the selected device, do not enable the check box next to **Close interpreter when finished**.

Part 12
Quick Tips

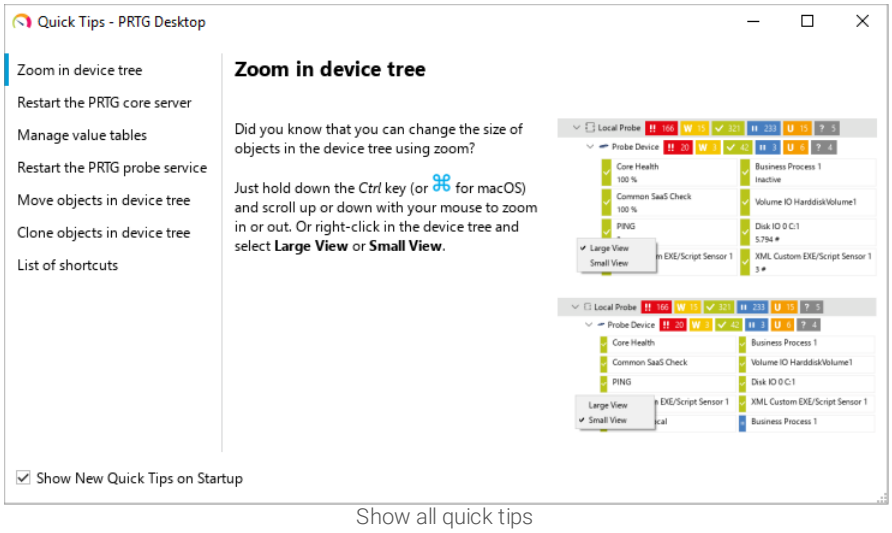
12 Quick Tips

In the **Quick Tips** window, you see short tips on how to work with PRTG Desktop. PRTG Desktop displays new quick tips by default. You can show or hide new quick tips on startup by disabling or enabling the check box next to **Show New Quick Tips on Startup**.



Quick tips for PRTG Desktop

Click **Next Tip** to show the next new quick tip. To display a list of all quick tips, click **All Tips**. Hover over an image to enlarge it.



Show all quick tips

You can close the **Quick Tips** window any time. To open the window again, select **Help** | **Quick Tips** from the main menu.

Part 13
Appendix

13 Appendix

Find more information about PRTG Desktop in the following sections.

- Data storage 90
- List of icons 91
- List of placeholders 92
- Shortcuts overview 93

13.1 Data storage

PRTG Desktop stores data in different directories. There is also data in the Windows registry.

Data storage directories

By default, the PRTG Desktop setup program stores the core installation in one of the following program directories:

- 32-bit Windows systems

```
%programfiles%\Paessler\PRTG Desktop
```

- 64-bit Windows systems

```
%programfiles(x86)%\Paessler\PRTG Desktop
```

User data, certificates, logs, and the database, for example, are stored in the following data folder:

```
%allusers%\AppData\Roaming\Paessler\PRTG Desktop\data
```

Qt WebEngine caching and storage files are stored in the following data folder:

```
%localappdata%\Local\Paessler\PRTG Desktop
```

Windows registry

PRTG Desktop settings:

```
HKEY_CURRENT_USER\Software\Paessler\PRTGDesktop
```

13.2 List of icons

See below for a list of icons used in this documentation.

Notes that contain additional information.

Notes that contain critical information on the functioning of PRTG. Pay close attention to this information to avoid serious consequences for PRTG.

There is more information on this topic in another section in the PRTG Desktop Manual, the PRTG Manual, or the Knowledge Base.

This information is relevant for PRTG Hosted Monitor.

This information is relevant for macOS systems.

There is more information on this topic in the Knowledge Base or on the Paessler Website. This icon is only used in **More** sections.

13.3 List of placeholders

See below for a list of placeholders you can use in PRTG Desktop:

Placeholder	Resolved content
%id	ID of an object as shown in the page header of the object's details page
%name	Name of an object
%host	IP address or DNS name of a sensor or device
%message	Last message of a sensor
%value	Last result value of a sensor
%type	Sensor type

13.4 Shortcuts overview

The following shortcut keys are available in PRTG Desktop:

Shortcut (Windows)	Shortcut (macOS)	Function
Left	Left	Collapse an object in the device tree.
Right	Right	Expand an object in the device tree.
Ctrl+Left	⌘+Left	Display the previous viewpoint.
F5	⌘+R	Refresh the window.
Ctrl+C	⌘+C	Copy the selected object to the clipboard. For more information, see section Manage device tree 57.
Ctrl+V	⌘+V	Clone the copied/cut object to the selected object. For more information, see section Manage device tree 57.
Ctrl+X	⌘+X	Cut the object to the clipboard. Select a different object and use Ctrl+V or ⌘+V to move the object to the new position. For more information, see section Manage device tree 56.
Ctrl+M	⌘+M	Open the Multi Server 65 window.

Last change to this manual: 4/26/2021