

TFDx - Paessler

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Founded in 1997 in Nuremberg, Germany
100% owned by founders and employees
US is the largest market
70% of F100 enterprises worldwide use PRTG
industry leading 35% growth rate
dedicated US channel team

Competitors

Solar winds, Whatsup Gold, ManageEngine
Market - Compound annual Growth Rate (CAGR) - 10%

Basics of Network Monitoring

SNMP vs WMI

SNMP

Can bring in an OID - doesn't need to be the whole MIB

WMI

Rely on it heavily for Windows-centric monitoring

Network monitoring - want ppl to go heavy on SNMP, light on WMI

What is Monitoring?

Measure

Inform & Alert

Analyse - wouldn't be worth doing it if you couldn't generate reports, get raw data, etc

Optimise - go out and manipulate the hardware and software in such a way that it performs better and you don't get any more alerts

Nothing in PRTG is enforced from a threshold perspective

Doesn't have thresholds, but does do unusual detection

After a period of time (using 60 second scanning intervals), establishes a baseline (after 5-7 days)

Hardware (storage, CPU, RAM) is expensive - use the right amount

Anything with SNMP and WMI is fair game

Demo

PRTG is defined (built and licensed) at the sensor level

Pretty much anything you would monitor is a sensor

Its one sensor, but not one metric (these are channels)

[TFDx - Paessler - PRTG Sensor.tiff]

licences - 500, 1000, 2500, 5000, unlimited. They're not named.

e-mail, sms (through third-party or ip-enabled sms gateway), prtg-enabled smart devices (mobile app), syslog, snmp trap

Auto remediation? script - powershell, shell, etc, kick off web action (handy for ticketing systems)

Thresholds and Notifications

Actions

send email

send push notification (user or group, choose the message)

format - html, text, text with custom content

priority

add entry to event log

send amazon simple notification service message

assign ticket

multi-tenant capable

can be white boxed

MSP licensing is a little different

Supports SNMP v3, MD5/SHA, encrypt via DES/AES

Recommend you monitor the host directly

Monitor guest and datastores via vCenter

Hierarchy model - settings come from top down. You can bypass this for systems that need particular configurations

*Best Practices

Scanning intervals - default is every 5 minutes

important things - go in tight, not important - loosen up (every 5 or 10 minutes)

for 85% customers - 2 cores, 4GB RAM - 2500 SNMP sensors

Doesn't change based on the number of channels being monitored

Create custom sensors based on powershell

PRTG app has a QR code scanner - you can print out the device QR codes and it will come up in PRTG (per sensor)

Don't currently have SMI-S based sensors

*Maps and reporting

Map designer - take things and layer them if required

Use a weather map - be aware of things that are happening outside your network

Free version - capped at 100 sensors, and no formal support

Runs on Windows (fine in a VM, no OVA because Windows)