PRTG Desktop
Cross-Platform Application for Comprehensive Network Monitoring
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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 by Paessler instances (hereinafter referred to as servers) 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 using 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.

To use PRTG Desktop, download and install it on your Windows or macOS computer. For details, see section Installing PRTG Desktop.

Access several servers in one console

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

For more information, see section Multi Server.

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 section Smart Setup in the PRTG Manual.

PRTG hosted by Paessler supports connections from PRTG Desktop. For more information, see section Using PRTG Hosted by Paessler in the PRTG Manual.

More

The following sections introduce the features and concepts of PRTG Desktop:

- Ajax Web Interface—Basic Procedures
- Ajax Web Interface—Device and Sensor Setup
- Ajax Web Interface—Advanced Procedures
- Other User Interfaces
PAESSLER BLOG

PRTG Desktop - All the Features You Need to Know!

- [https://blog.paessler.com/prtg-desktop-client-all-the-features-you-need-to-know](https://blog.paessler.com/prtg-desktop-client-all-the-features-you-need-to-know)
Part 2
Getting started
2 Getting started

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

Supported operating systems

The following operating systems are officially supported for PRTG Desktop:

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

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

Requirements for connections to PRTG web servers

ℹ️ To show monitoring data of your PRTG setup, PRTG Desktop must be able to establish a connection to your PRTG web servers. For this purpose, ensure the following:

- The following account settings in PRTG Desktop (see section Settings for details) have to match the following settings in the PRTG Administration Tool:
<table>
<thead>
<tr>
<th>PRTG Desktop account settings</th>
<th>PRTG Administration Tool settings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Server</strong></td>
<td><strong>Select IP Address for the PRTG Web Server</strong> on the PRTG Web Server tab</td>
</tr>
<tr>
<td></td>
<td>☁️ For connections to PRTG hosted by Paessler instances, this is the domain name.</td>
</tr>
<tr>
<td><strong>Port</strong></td>
<td><strong>Select TCP Port for the PRTG Web Server</strong> on the PRTG Web Server tab</td>
</tr>
<tr>
<td></td>
<td>🔴 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 currently used port here in the <strong>Port</strong> setting. If you do not get a connection to the PRTG web server, check the currently used port in the <strong>Web Server</strong> settings under <strong>System Administration</strong></td>
</tr>
<tr>
<td></td>
<td>User Interface in the PRTG web interface.</td>
</tr>
<tr>
<td></td>
<td>☁️ For connections to PRTG hosted by Paessler instances, this is 443 by default.</td>
</tr>
<tr>
<td><strong>Login Name</strong></td>
<td><strong>Login Name</strong> on the <strong>Administrator</strong> tab</td>
</tr>
<tr>
<td></td>
<td>☁️ For connections to PRTG hosted by Paessler instances, this is the <strong>API Username</strong> under <strong>Account Settings</strong></td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td><strong>Password</strong> on the <strong>Administrator</strong> tab</td>
</tr>
<tr>
<td></td>
<td>☁️ For connections to PRTG hosted by Paessler instances, this is the <strong>API Username</strong> under <strong>Account Settings</strong></td>
</tr>
</tbody>
</table>

- No local software firewall blocks the connection.
- No local virus protection program blocks the connection.
- The specified port is not used by another application.
- No (hardware) firewall blocks the connection when connecting through a network (LAN or WAN).
- The software version of the PRTG web server is version 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.
Opening PRTG Desktop

Click the **PRTG Desktop** icon in the Windows **Start** menu to open it. As soon as it opens, PRTG Desktop tries to connect to your PRTG installations using the defined server connection settings. If you get an error message when opening PRTG Desktop, check the connection settings. For example, adjusting the settings is necessary if you changed the IP address of the PRTG core server system.

For more information, see section **Settings**.

More

**PAESSLER WEBSITE**

How to connect PRTG through a firewall in 4 steps

- [https://www.paessler.com/support/how-to/firewall](https://www.paessler.com/support/how-to/firewall)
Part 3
Installing PRTG Desktop
3 Installing 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 versions.

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

Download PRTG Desktop from the Paessler website

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

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

Install PRTG Desktop on Windows

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

PRTG Desktop is automatically installed in C:\Program Files\Paessler\PRTG Desktop. Click Change Path to select a different folder. We recommend that you use the default path. Click Install to accept the terms and conditions and to install PRTG Desktop.
After installation, click **Launch** to start PRTG Desktop.

The welcome page is displayed. 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](#).
Welcome to PRTG Desktop
To get started, you can either add a connection to your own PRTG server, or try our demo server.

Enter the connection settings for your PRTG core server or PRTG hosted by Paessler instance and click Save to connect.
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.

Click **Yes** to continue.

Click **Next** to continue.
Part 3: Installing PRTG Desktop

Move or clone devices shortcuts

Ctrl- V

You can also move or clone devices using Ctrl-C, Ctrl-X, and Ctrl-V

Click Next to continue.

PRTG Desktop can use notifications via the system tray to keep you informed. Would you like to enable notifications via the system tray?

Enable system tray
Enable or disable the system tray by clicking the checkbox. 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 initial installation dialog.

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.

For more information, see section **Welcome to PRTG Desktop**.

More

**KNOWLEDGE BASE**

How and where does PRTG store its data?


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

3.1 Uninstalling PRTG Desktop

The uninstall process has four steps. 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.

Step 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.

Step 2

If asked, confirm the question of the Windows User Account Control with Yes to allow the program to uninstall.

Step 3

Click Uninstall to start the uninstall process.
Uninstalling PRTG Desktop

Wait while the software is being removed. The dialog shows you the uninstall progress. Click Close when the uninstall process is complete.

Step 4

After the software is removed, there is still some custom data in the PRTG Desktop program folder.

- To completely remove all PRTG Desktop data from a Windows machine, delete the AppData\Roaming\Paessler folder in your data path.
- On macOS, delete /Users/<username>/Library/Application Support/Paessler/PRTG Desktop

For more information, see the Knowledge Base: How and where does PRTG store its data?
Part 4
General layout
4 General layout

The main layout of PRTG Desktop consists of different elements. See below for details.

From top to bottom, the main layout consists of:
<table>
<thead>
<tr>
<th>Screen number</th>
<th>Page area name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Windows menu</td>
<td>The Windows menu gives access to general configuration and settings.</td>
</tr>
<tr>
<td>2</td>
<td>Page header bar</td>
<td>This area contains breadcrumbs, search bar, the refresh icon, and the sensor states overview.</td>
</tr>
<tr>
<td>3</td>
<td>Menu tabs</td>
<td>This area contains the main navigation tabs.</td>
</tr>
<tr>
<td>4</td>
<td>Device tree</td>
<td>This area contains the entire tree hierarchy.</td>
</tr>
<tr>
<td>5</td>
<td>Page content</td>
<td>This area contains information about the current object, the object's status bar with command buttons, and several tabs with settings.</td>
</tr>
<tr>
<td>6</td>
<td>Command bar</td>
<td>This area contains several command buttons for the object selected in the device tree.</td>
</tr>
</tbody>
</table>

Often, PRTG Desktop displays data and settings directly. It also provides a seamless link to the Asynchronous Java Script and XML (AJAX) 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 and the Ajax web interface shows up. In this case, you are logged in to the web interface automatically via login name and hash value. In your browser, it might be necessary to confirm the certificate that is used by the PRTG core server.

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 menu to select which server's data you want to access.

Windows menu
The Windows menu gives access to general configuration and settings.

For more information, see section Windows menu structure

Page header bar
The page header bar consists of the following parts:
Part 4: General layout

<table>
<thead>
<tr>
<th>Part</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous viewpoint (Arrow Symbol)</td>
<td>PRTG Desktop stores the different views that you navigate to in the application. Using this arrow (or using the shortcut Ctrl+Left on Windows, ⌘+Left on macOS), you can step back in the history, just as you know from your web browser.</td>
</tr>
<tr>
<td>Breadcrumbs</td>
<td>The breadcrumbs show you the selected server and the menu tab that you are currently on.</td>
</tr>
<tr>
<td>Status information</td>
<td>This area shows if a new PRTG core server version is available, for example. It also shows maintenance or trial status, or if overload protection is active.</td>
</tr>
<tr>
<td>Search bar</td>
<td>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 menu tab with the sensor overview on the right-hand side.</td>
</tr>
<tr>
<td>Refresh (arrow circle symbol)</td>
<td>Click the refresh symbol (or using the shortcut F5 on Windows, ⌘+R on macOS) at any time to refresh the current screen. This immediately queries data for the current screen from the currently selected server just as the automatic refresh does.</td>
</tr>
<tr>
<td>Sensor status symbols</td>
<td>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 colored boxes with numbers that symbolize the sensors. For example, you can see how many sensors are in <strong>Up</strong>, <strong>Down</strong>, <strong>Down (Acknowledged)</strong>, <strong>Down (Partial)</strong>, <strong>Warning</strong>, <strong>Paused</strong>, <strong>Unusual</strong>, or <strong>Unknown</strong> status.</td>
</tr>
</tbody>
</table>

Menu tabs and page content

You can navigate through your setup using 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**.

Command bar

You can perform several actions using the command buttons on the right side of the page content area. Depending on the object you select in the device tree, you have the following options.
### Command buttons

<p>| | | | | | | | | |</p>
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</tr>
</tbody>
</table>

- **Pause**
  - Pause the object. If the object is already in a **Paused status** or "simulated error" status, **Resume** appears. Click to resume monitoring for this object.
- **Resume**

- **Acknowledge Alarm**
  - Acknowledge an alarm for a sensor in a **Down** or **Down (Partial)** status.
  - **Acknowledgment**
    - For more information, see section [Alarms](#).

- **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**
  - Open PRTG Setup in the PRTG web interface.
  - **Available for root group only**

- **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.
  - **Available for root group only**

- **Share**
  - Hover over this option to see available options:
    - **Send Link by Email**:
      - Send the link to the selected probe by email. Click to create a new email using your system's default email client. It contains a direct link to the [Overview](#) tab of the selected object.
    - **Open in a Web Browser**:
      - Open the currently selected object in the Ajax web interface using your system's default browser.

- **Restart PRTG Core Server**
  - Restart the PRTG core server service. Click **Yes** to trigger the restart.
  - **Available for root group only**
  - **If you restart the PRTG core server service, all users of the PRTG web interface, of PRTG Desktop, and of the mobile apps are disconnected.**

- **Restart PRTG Probe Service**
  - Restart the PRTG probe service. Click **Yes** to trigger the restart.
  - **Available for root group only**
Command buttons

ℹ️ 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 section Context menus.
Part 5
Manage device tree
5  Manage device tree

While viewing the device tree (or parts of it), you can move monitoring objects using drag-and-drop or 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 in device tree

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+/- or right-click in the device tree for view options.

Select multiple objects in device tree

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 (for example, Pause or Delete) to several objects.

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

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

Click above a 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:
Part 5: Manage device tree

- 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 .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.
  - Use the **Zoom** buttons to zoom in or out of the graph.
  - Click the **Reset** button to reset all zoom and timeline slider settings.

  Live graphs are available for sensors only.

- For more information, see section **Review Monitoring Data** in the PRTG Manual.

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 section **Sensor Channel Settings** and section **Multi-Edit** in the PRTG Manual.

### Multi-edit in device tree

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

If you multi-edit sensors only, a **Channel Settings** tab is also displayed. Using this tab, you can multi-edit the settings of any channels that are common among the selected sensors, as long as the channels have the same name. Set a check mark for one or more channel settings to edit them. All changes apply to all selected sensors.

- For more information, see section **Sensor Channel Settings** and section **Multi-Edit** in the PRTG Manual.

### Sorting in device tree using 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 then drag it to the new position. See restrictions for moving objects below. You can also use the shortcuts Ctrl+X and Ctrl+V to move objects. Just 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. Then click **Clear Clipboard** when you are finished.

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

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

You cannot move objects in the following cases:
You cannot move sensors from one device to another. To clone sensors to other devices, see Cloning in device tree.

You cannot move sensors from one probe to another. To clone sensors to other probes, see Cloning in device tree.

You cannot move probes from one probe to another.

For detailed information, see section Manage Device Tree in the PRTG Manual.

Cloning in device tree

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 Ô+C and Ô+V.

Clone & Move Clipboard

1 objects are ready to be cloned or moved.

Clear Clipboard

Copy to clipboard

Select the new location for the object and enter Ctrl+V. Then click Clear Clipboard when you are finished. You can also clone objects to other objects via drag-and-drop plus the Ctrl button (or Ô for macOS).

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

For more information, see section Clone Object in the PRTG Manual.
Part 6
Multi Server
6  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 Windows menu of PRTG Desktop, select the Servers menu.

>i 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

From top to bottom, the main layout of the Multi Server window consists of:
Use the menu tabs bar to navigate through the Multi Server window. The following menu tabs are available:

- Dashboard
- Details
- Report

Dashboard

Use different widget types to show overviews of configured servers and overviews of sensors sorted by status for each server.

Click the plus icon to open the Add Widget dialog.

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

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.

Overviews of configured servers in the Multi Server dashboard

Click the **More** button 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.

For more information, see section Sensor States in the PRTG Manual.

Details

You can move configured servers via drag-and-drop. Click a configured server to show its alarms at a glance. Hide and show sensors in a Down, Down (Acknowledged), Warning, or Unusual status by removing and adding check marks. Click the View in a table button to switch to a more detailed table view. Click above a 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.

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.

Report

Show an overview of the number of sensors on each connected server and in total, and the number of sensors that show a certain status. View, for example, the number of sensors that are in a Down, Down (Partial), Down (Acknowledged), Warning, Unusual, Up, Paused, or Unknown status for each server and in total.

Click to export the report in comma-separated values (CSV) format.
Click ⬇️ above a 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.
Part 7
Compare Sensors
Use the **Compare Sensors** functionality of PRTG Desktop to compare sensors from different PRTG servers.

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.

- Click *** above a 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 the **Export** button 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 Windows menu to bring the **Compare Sensors** window to the foreground.

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

ℹ️ 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.

ℹ️ PRTG Desktop does not automatically refresh the data of sensors in the **Compare Sensors** window. Click the **Refresh** button or press F5 to refresh the sensors' data.
Part 8
Menu tabs and page content
8 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.

Documentation is available for the following tabs:

- **Devices**
- **Libraries**
- **Sensors**
- **Alarms**
- **Maps**
- **Reports**
- **Logs**
- **Tickets**
- **Tools**
8.1 Devices

Devices tab

The Devices tab is your starting point for everyday use. It has two subtabs, the All Objects subtab and the Favorites subtab. 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 tree-like device view 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.

You can display the device tree in Classic View or in Modern View. For more information, see section Settings.

All objects are arranged in a hierarchical order. The object hierarchy is used to define common settings for groups of objects.

On the right side, you see details about the object selected on the left. 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 device, group, or probe.

The Devices tab for the root group, probes, and groups shows a sunburst view. For more information, see section Sunburst view.
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 probe or group to which they belong, and the number of sensors on a device sorted by sensor status. Click above a 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.

For more information, see section **Priorities and Favorites** in the PRTG Manual.
Part 8: Menu tabs and page content | 1 Devices

Edit objects in the device tree

Use the object’s context menu to access different important functions of the items you have currently selected in the device tree on the left-hand side, such as

- Add devices or sensors to the favorites list (or remove them from the list)
- Scan now
- Pause monitoring
- Access tools
- and many more

For details about the available options, see section Context menus.

Overview 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 \(^\text{above a table to see a list of all possible categories. You can show or hide categories in the table by enabling or disabling the check box next to the category names. Sort the table by clicking the table headers.}\)
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.

![Graphs tab](image)

- 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 .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.
    - Use the **Zoom** buttons to zoom in or out of the graph.
    - Click the **Reset** button 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 a **Down**, **Down (Partial)**, **Down (Acknowledged)**, **Warning**, or **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.

![Alarms tab](image)

- Click above a 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](#)

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 section [System Information](#) in the PRTG Manual.
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 tab.

Settings tab

The Settings tab loads and displays the object’s settings from the PRTG web interface. 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 following sections in the PRTG Manual, depending on the selected object:

- 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 section Sensor Notification Triggers Settings in the PRTG Manual.

You cannot change notification settings for multiple objects at a time. We recommend that you use the inheritance of settings. For more information, see section Inheritance of Settings in the PRTG Manual.

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 all changes to the settings of an object via a time stamp, the user that made the change, and a message.

Click ******* above a 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 PRTG installation as a circle diagram. The groups are represented as inner circles, and all devices contained within a group are shown as ‘cake slices’ attached to the outside of a circle element.

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 with drag-and-drop.
8.2 Libraries

Libraries tab

Using the Libraries feature helps you keep an eye on your network status because you can individually select which sensors you would like to see there. The page is split into two parts. On the left-hand side, you see all available libraries from 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 section Libraries in the PRTG Manual.

Edit libraries in the libraries list

In the list of libraries on the left-hand side, you can:

- Click a library’s name to display details about the selected library on the right.
- Right-click a library’s name to open its context menu. The following options are available: Rename, Edit, Clone, and Delete.
- Click the Add Library button to create a new library.
Overview tab

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

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

Click the **...** above a 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 section **Management** in the PRTG Manual.

Settings tab

The **Settings** tab loads and displays the object’s settings from the PRTG web interface. 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 section **Libraries and Node Settings** in the PRTG Manual.

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 section **Sensor Notification Triggers Settings** in the PRTG Manual.

You cannot change notification settings for multiple objects at a time. We recommend that you use the inheritance of settings. For more information, see section **Inheritance of Settings** in the PRTG Manual.
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 all changes to the settings of an object via a time stamp, the user that made the change, and a message.
8.3 Sensors

Sensors tab

Viewing lists of sensors helps you keep an eye on your network status because you can select which kind of sensors you want to see. You can filter by various parameters like object or sensor type, for example, and sensor status.

Click the Sensors tab to show a list of all sensors of the selected server. You can enable filters to only show certain 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.

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

- **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 (Acknowledged), Down (Partial), Unusual, Paused, and Unknown. The default value is All.

  If you click a sensor status symbol in the page header bar, 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.

In the list of sensors on the left-hand side, you can also:
Click the **Sorting** button 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 the **View in a list** button to display the list of sensors as a list or the **View in a table** button to display the list of sensors as a value table. Click above a 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.

**Overview tab**

The **Overview** tab shows sensor details, current status, the last value of all sensor channels, 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. 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 section **Sensor Channel Settings** in the PRTG Manual.

- 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 .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.

    - Use the **Zoom** buttons to zoom in or out of the graph.

    - Click the **Reset** button 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 .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.
    - Use the **Zoom** buttons to zoom in or out of the graph.
    - Click the **Reset** button 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 section **Historic Data Reports** in the PRTG Manual.

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** tab.

Settings tab

The **Settings** tab loads and displays the object’s settings from the PRTG web interface. 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 section **Sensor Settings** in the PRTG Manual.
- 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 section **Sensor Notification Triggers Settings** in the PRTG Manual.
You cannot change notification settings for multiple objects at a time. We recommend that you use the inheritance of settings. For more information, see section Inheritance of Settings in the PRTG Manual.

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 all changes to the settings of an object via a timestamp, the user that made the change, and a message.
8.4 Alarms

Alarms tab

On the Alarms tab, you can show the alarms of the selected server.

You can see all sensors that are in a Down, Down (Partial), Down (Acknowledged), Warning, or 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 to view graphs or to apply the same action to them via the context menu.

You can hide and show sensors in a Down, Down (Acknowledged), Down (Partial), Warning, or Unusual status by removing and adding check marks next to the status symbols.

Remove and add check marks

In the list of alarms on the left-hand side, you can also:

- Click the Sorting button 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.
Part 8: Menu tabs and page content | 4 Alarms

- Click the **View in a table** button to switch to a more detailed table view. Click above a 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 an Up status with the next sensor scan.

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:

<table>
<thead>
<tr>
<th>Acknowledge</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledge [Objects]</td>
<td>Shows the sensors that you want to acknowledge the alarm for. You can acknowledge alarms for more than one sensor using <a href="#">multi-edit</a>.</td>
</tr>
<tr>
<td>Until</td>
<td>Enter the date when the acknowledge status ends, or use the date time picker to enter the date and time.</td>
</tr>
<tr>
<td>Optional Message</td>
<td>Enter a text, for example, the reason why you acknowledge the alarm. Enter a string or leave the field empty.</td>
</tr>
</tbody>
</table>

If the alarm condition still persists after the specified date, the sensor shows a Down status again.

You can also acknowledge an alarm for a selected sensor by clicking the **Acknowledge Alarm** button. Then select a time frame and optionally enter a message. Click the **Acknowledge Alarm** button 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 section **User Accounts Settings**, section **Account Control** in the PRTG Manual.
8.5 Maps

Maps tab

The page 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.

- Click a map’s name in the list on the left 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 the Save button to apply your settings.
- You can edit a map using the Map Designer, or add new maps for this server.
- Right-click a map’s name to open a context menu. The following options are available: Open in new window, Rename, Edit, Clone, and Delete.
- Click the Add Map button to create a new map.

Map Rotation

With the Map Rotation feature in PRTG Desktop, you can show several maps or dashboards rotating on one page. Map rotation also lets you show 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 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 with the arrows symbol in the lower-right corner.

For more information, see section Maps in the PRTG Manual.
8.6  Reports

Reports tab

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

- 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. Remember to click the Save button to apply your settings.
  - Right-click a report's name to open its context menu. The following options are available: Rename, Edit, Clone, and Delete.
  - Click the Add Report button to create a new report.

For more information, see section Reports in the PRTG Manual.
8.7 Logs

Logs tab

Logs show 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 the activity of every single object is recorded, you can use this information to check if your setup works exactly as desired.

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

You can enable a filter to only show log entries of a certain event from the categories Status Changes, System Events, and Object History. Select a 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.

Click ⬆️ above a 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 Logs in the PRTG Manual.
8.8  Tickets

Tickets tab

On the Tickets tab, you can view all tickets for the selected server. A badge displays the number of open tickets (max. 99 tickets are displayed).

In the header bar of the tickets list, you can select several filters to find and display certain tickets: by status, type, and concerned user or user group.

- 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 Command 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 the Add Ticket button to create a new ticket.
- Click above a 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 Tickets in the PRTG Manual.
8.9 Tools

Tools tab

PRTG Desktop also offers several tools. All placeholders (variables) configured in a tool command are resolved for the currently selected object.

Ping

To ping a device, enter the hostname or IP and the number of packets to be sent. Then click the Ping button. 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 and then click the Traceroute button. 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 the Lookup button. 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 the Go button. PRTG Desktop then returns the raw HTTP.
Part 9
Windows menu structure
9 Windows menu structure

The Windows menu of PRTG Desktop has four main menu items:

- **File**
- **Servers**
- **Window**
- **Help**

**File**

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

<table>
<thead>
<tr>
<th>File</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings</td>
<td>Show settings for accounts, certificates, updates and themes, notifications, and device tools.</td>
</tr>
<tr>
<td></td>
<td>□ For more information, see section <strong>Settings</strong></td>
</tr>
<tr>
<td>Open PRTG Setup</td>
<td>Open the system settings in the <strong>PRTG web interface</strong>.</td>
</tr>
<tr>
<td>Exit</td>
<td>Close PRTG Desktop.</td>
</tr>
</tbody>
</table>

**Servers**

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

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

<table>
<thead>
<tr>
<th>Servers</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi Server</td>
<td>Open the <strong>Multi Server</strong> window to centrally view and manage all your configured servers.</td>
</tr>
<tr>
<td>[Name of Server]</td>
<td>Show a list of all configured servers. Click a server to view its data in a new window of PRTG Desktop.</td>
</tr>
</tbody>
</table>
Window

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

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

Help

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

<table>
<thead>
<tr>
<th>Help</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation</td>
<td>Open the PRTG Manual or the PRTG Desktop Manual. This opens a new window of your default browser. You can also open the PRTG Desktop release notes.</td>
</tr>
<tr>
<td>Contact Support</td>
<td>Open the Contact Support form. You can use this form to give us feedback. Help improve PRTG Desktop by providing criticism, praise, bug reports, and feature requests. Any comments are welcome. Your feedback is handled directly by the Paessler support team.</td>
</tr>
<tr>
<td>Quick Tips</td>
<td>Open the Quick Tips window that gives you short tips on how to work with PRTG Desktop.</td>
</tr>
<tr>
<td>Check for Update</td>
<td>Check for new PRTG Desktop versions.</td>
</tr>
<tr>
<td>About</td>
<td>Open an information window about PRTG Desktop with version number and copyright and license information.</td>
</tr>
</tbody>
</table>

See also

- [Shortcuts overview](#)
9.1 Settings

From the Windows menu of PRTG Desktop, select **File > Settings** to open the settings dialog.

You can choose from these tabs on the left-hand side:

- **Accounts**
- **Certificates**
- **Updates & Theme**
- **Notifications**
- **Device Tools**

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accounts</strong></td>
<td>PRTG Desktop connects to the web server Application Programming Interface (API) that runs on the PRTG core server installation, or connects to a PRTG hosted by Paessler instance. It supports saving the configuration for a connection to one or more servers.</td>
</tr>
<tr>
<td></td>
<td>For a successful connection, the PRTG core server has to be version 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.</td>
</tr>
<tr>
<td></td>
<td>Double-click an account in the list to edit it. Click the <strong>Add an account</strong> button to add a new account or the <strong>Remove an account</strong> button to delete the selected account.</td>
</tr>
<tr>
<td></td>
<td>Connection settings are stored for each Windows user individually under C:\Users\User\AppData\Roaming\Paessler\PRTG Desktop\data.</td>
</tr>
<tr>
<td></td>
<td>Note that PRTG Desktop does not support multiple connections to the same PRTG server. You can only add one account per PRTG server.</td>
</tr>
</tbody>
</table>
# Setting

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server</td>
<td>Optionally enter a name that PRTG Desktop displays in the Servers list and in the page header bar. If you leave this field blank, PRTG Desktop displays the Server there.</td>
</tr>
<tr>
<td>Server</td>
<td>Enter the IP address or Domain Name Service (DNS) name of the server you want to connect to. This is the same address or name as defined in the web server settings for the PRTG core server. Make sure the values match. Make sure the server is reachable (especially when using Network Address Translation (NAT)) and no firewall settings block the connection. 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.</td>
</tr>
<tr>
<td>Port</td>
<td>Enter the port on which the server runs. For connections to PRTG hosted by Paessler instances, this is 443 by default. This is the same port as defined in the web server settings for the PRTG core server. Make sure the values match. Make sure the server is reachable (especially when using NAT) and no firewall settings block the connection. For more information, see section Requirements for connections to PRTG web servers.</td>
</tr>
<tr>
<td>Login Using</td>
<td>This setting is only available for connections to PRTG hosted by Paessler instances. Select a login method. You can log in with your Google, Facebook, Microsoft, or Amazon account via single sign on (SSO) (Auth0), or via username and password. This account is automatically used for login. Alternatively, you can also log in via email address and password. Just select Login Name &amp; Password from the dropdown list. For more information, see section Using PRTG Hosted by Paessler in the PRTG Manual.</td>
</tr>
<tr>
<td>Login Name</td>
<td>Enter the login name that you use to log in to the web server.</td>
</tr>
</tbody>
</table>
Part 9: Windows menu structure | 1 Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This can be the login name of the PRTG System Administrator user or the login name of a different PRTG user.</td>
<td></td>
</tr>
<tr>
<td>The default login name for the PRTG System Administrator user is prtgadmin.</td>
<td></td>
</tr>
<tr>
<td>For more information about user accounts, see section System Administration—User Accounts in the PRTG Manual.</td>
<td></td>
</tr>
</tbody>
</table>

**Password**

- Enter the password for the account.
- Click Save to save your settings or Cancel to discard them.
- The default password for the PRTG System Administrator user is prtgadmin.

**Certificates**

Shows a list of all expired, self-signed, or otherwise invalid certificates that you have explicitly trusted. Click to remove certificates from the list.

**Updates & Theme**

**UI**

- Select a UI theme. You can choose between a Light and a Dark mode.
- Select how to display the device tree.
  - The Classic View uses columns.
  - The Modern View has no columns.
### Setting

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modern device tree view</td>
<td>Select a language. You can choose between <em>Operating System Language</em>, <em>Deutsch</em> (German), and <em>English</em>. Select whether you want to open PRTG Desktop to the last viewpoint when starting the application. The check box next to the <em>Restore last viewpoint after application start</em> option is enabled by default.</td>
</tr>
<tr>
<td>Updates</td>
<td>Select an update channel. <em>Stable</em>: Best tested version of PRTG for live systems. It is updated about once or twice a month. <em>Preview</em>: Offers the latest features and fixes and is updated several times a month. Consider this version as &quot;beta&quot;, so <em>do not use</em> this version on live systems you depend on.</td>
</tr>
<tr>
<td>Notifications</td>
<td>You can define what PRTG Desktop does if there are new alarms.</td>
</tr>
</tbody>
</table>
### Setting | Description
--- | ---
Desktop notification settings | Show the tray icon: By default, this setting is disabled. 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 access a menu with the most important functions.

To use any alerting functionalities, you must enable the option **Show the tray icon**. If the tray icon is not shown, no alerting from PRTG Desktop is available.

- 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.

- 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**. By default this setting is disabled. 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.
### Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification Sound</td>
<td>Play an audible notification sound. The default is <strong>No sound</strong>. PRTG Desktop already comes with a set of sounds you can choose from. Select <strong>Choose a custom file</strong> from the dropdown list to browse for any standard .wav file from your hard disk drive. The sound is played only on the computer that runs PRTG Desktop.</td>
</tr>
<tr>
<td>Show notifications for new warning states</td>
<td>Enable this setting to receive alerts for sensors in a new <strong>Warning</strong> status.</td>
</tr>
<tr>
<td>Minimum Priority</td>
<td>Select a minimum priority that sensors must have for notifications to be shown.</td>
</tr>
<tr>
<td>Notification Sound</td>
<td>Play an audible notification sound. The default is <strong>No sound</strong>. PRTG Desktop already comes with a set of sounds you can choose from. Select <strong>Choose a custom file</strong> from the dropdown list to browse for any standard .wav file from your hard disk drive. The sound is played only on the computer that runs PRTG Desktop.</td>
</tr>
<tr>
<td>Show notifications when there are no more sensors in a down or warning status</td>
<td><strong>Notification Sound</strong>: Play an audible notification if there are no more sensors in <strong>Down</strong>, <strong>Down (Partial)</strong>, or <strong>Warning</strong> status. The default is <strong>No sound</strong>. PRTG Desktop already comes with a set of sounds you can choose from. Select <strong>Choose a custom file</strong> from the dropdown list to browse for any standard .wav file from your hard disk drive. The sound file is played only on the computer that runs PRTG Desktop.</td>
</tr>
</tbody>
</table>

---

### Device Tools

In the **Device Tools** settings, you can define device tools that are available in the context menu of devices. Device tools for a remote desktop connection, ping, and traceroute are predefined. You might need to run PRTG Desktop as an administrator user to make the device tool function work with your Windows version.

Click the **Add Device Tool** button to add a new device tool, or double-click any existing device tool from the list to change the settings. Use the **Delete Device Tool** button to remove an entry from the list.
## Setting

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong>: Enter a custom name for your device tool. The device tool shows up with this name in context menus. Enter a string.</td>
<td></td>
</tr>
<tr>
<td><strong>Command</strong>: Browse for the program or script that you want to execute on your local machine.</td>
<td></td>
</tr>
<tr>
<td><strong>Parameters</strong>: Enter the parameters with which you want to execute the command above. You can use the placeholders (variables) shown under Available Placeholders for Parameters. Other placeholders are not possible.</td>
<td></td>
</tr>
<tr>
<td><strong>Interpreter</strong>: Select the program to run the device tool, either cmd.exe or powershell.exe. Leave the default option <em>None</em> to run the device tool directly.</td>
<td></td>
</tr>
<tr>
<td><strong>Close interpreter when finished</strong>: Choose whether to close the interpreter after running the device tool.</td>
<td></td>
</tr>
</tbody>
</table>

Right-click a device in the device tree and run the device tool from the **Device Tools** option in the context menu.[77]

For an example on how to use the device tools, see section **Device tool example**.[78]

### 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 configuring a device tool

The resulting device tool *Ping* opens the command line and performs a Ping command for the %host entry of the device that you selected. To see the result of the ping request when running the device tool from the *Device Tools* option in the context menu of the selected device, leave the *Close interpreter when finished* option unchecked.

More

**KNOWLEDGE BASE**

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


**PAESSLER WEBSITE**

How to set up PRTG Desktop Notifications in 3 steps

- [https://www.paessler.com/support/how-to/notifications-desktop](https://www.paessler.com/support/how-to/notifications-desktop)
Part 10
Context menus
10 Context menus

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

<table>
<thead>
<tr>
<th>Scan Now</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit</td>
<td></td>
</tr>
<tr>
<td>Add Sensor...</td>
<td></td>
</tr>
<tr>
<td>Auto-Discovery</td>
<td></td>
</tr>
<tr>
<td>Create Device Template...</td>
<td></td>
</tr>
<tr>
<td>Recommend Now</td>
<td></td>
</tr>
<tr>
<td>Sort Alphabetically</td>
<td></td>
</tr>
<tr>
<td>Delete...</td>
<td></td>
</tr>
<tr>
<td>Pause</td>
<td></td>
</tr>
<tr>
<td>Priority/Favorite</td>
<td></td>
</tr>
<tr>
<td>Historic Data</td>
<td></td>
</tr>
<tr>
<td>Device Tools</td>
<td></td>
</tr>
<tr>
<td>Find Duplicates...</td>
<td></td>
</tr>
<tr>
<td>Share</td>
<td></td>
</tr>
<tr>
<td>Add Ticket...</td>
<td></td>
</tr>
</tbody>
</table>

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

For more information, see section Context Menus in the PRTG Manual.
Part 11
Desktop notifications
11 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 the tray icon is not enabled, no alerting from PRTG Desktop is available. For more information, see section Settings.

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.

Click a server in the list to see all alarms. Hide and show sensors in a Down and Down (Acknowledged) or a Warning status by removing and adding check marks. To go back to the servers overview, click Back to Multi Server View.

Click an alarm to open the Alarms tab in PRTG Desktop. If a server has no alarms, clicking it opens the Devices tab in PRTG Desktop. You can also optionally set the tray icon to blink when there are new notifications. For more information, see section Settings.

Right-clicking the tray icon opens a context menu with important functions.
Tray menu

**Scan Now**
Perform an immediate scan for all servers. This option polls all servers and queries new data for all objects on them.

**Settings**
Open the Settings menu.

**Open Servers Overview**
Open the servers overview.

**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.

You can also play sounds when there are new notifications for sensors.

For more information, see section Settings.

More

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


**PAESSLER WEBSITE**
How to set up PRTG Desktop Notifications in 3 steps

- [https://www.paessler.com/support/how-to/notifications-desktop](https://www.paessler.com/support/how-to/notifications-desktop)
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.

Tip 3/7: Manage value tables

Did you know that you can customize the information that PRTG Desktop displays in value tables?

Just click above a value table to see a list of all possible categories. Enable or disable the check box next to the category name to hide or show columns. You can also sort the table by clicking the table header. To resize columns, click on the line that separates the columns in the table header and drag the line while holding down the left mouse button.

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.

You can close the Quick Tips window any time. To open the window again, select Help | Quick Tips from the Windows menu.
Part 13

Appendix
13 Appendix

Find more information about PRTG Desktop in the following sections.

- Shortcuts overview
- List of icons
13.1 **Shortcuts overview**

The following shortcut keys are available in PRTG Desktop:

<table>
<thead>
<tr>
<th>Shortcut (Windows)</th>
<th>Shortcut (macOS)</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left</td>
<td>Left</td>
<td>Collapse an object in the device tree.</td>
</tr>
<tr>
<td>Right</td>
<td>Right</td>
<td>Expand an object in the device tree.</td>
</tr>
<tr>
<td>Ctrl+Left</td>
<td>⌘+Left</td>
<td>Display the previous viewpoint.</td>
</tr>
<tr>
<td>F5</td>
<td>⌘+R</td>
<td>Refresh the window.</td>
</tr>
<tr>
<td>Ctrl+C</td>
<td>⌘+C</td>
<td>Copy the selected object to the clipboard.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For more information, see section <a href="#">Manage Device Tree</a>.</td>
</tr>
<tr>
<td>Ctrl+V</td>
<td>⌘+V</td>
<td>Clone the copied/cut object to the selected object.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For more information, see section <a href="#">Manage Device Tree</a>.</td>
</tr>
<tr>
<td>Ctrl+X</td>
<td>⌘+X</td>
<td>Cut the object to the clipboard. Select a different object and use Ctrl+V or ⌘+V to move the object to the new position.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For more information, see section <a href="#">Manage Device Tree</a>.</td>
</tr>
<tr>
<td>Ctrl+M</td>
<td>⌘+M</td>
<td>Open the <a href="#">Multi Server</a> window.</td>
</tr>
</tbody>
</table>
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.**

- **Examples on how to use a feature.**

- **This information is relevant for PRTG hosted by Paessler.**

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