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 the PRTG core server 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 except for some settings, maps, and graphs, which are rendered in the client. For a few options, PRTG Desktop opens an external browser window using your default browser, for example for system setup. PRTG Desktop provides extended pop-up window functionalities for various features as well.

PRTG Desktop also optionally displays a tray icon, desktop 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 the desired computer. For details, see section Installing PRTG Desktop.

Access Several Core Servers in One Console

As an additional functionality, you can configure access to several PRTG core servers in PRTG Desktop. It can show data of all your independent core server installations in separate windows so you can manage your monitoring centrally, also when it is spread across different servers.

Using the Multi Core functionality, PRTG Desktop can show an alarms list for all of your independent core server installations in a single window.

For more information, see section Multi Core.

PRTG Desktop is mainly designed to review and manage an existing installation of PRTG 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 detailed 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

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

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

- Welcome to PRTG Desktop
- Getting Started
- Installing the Software
- General Layout
- Manage Device Tree
- Multi Core
- Menu Tabs and Page Content
- Windows Menu Structure
- Context Menus
- Desktop Notifications
- Shortcuts Overview

Related Topics in the PRTG Manual

- Ajax Web Interface—Basic Procedures
- Ajax Web Interface—Device and Sensor Setup
- Ajax Web Interface—Advanced Procedures
- Other User Interfaces
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 2012 R2
- Microsoft Windows Server 2016
- 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. 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:
### PRTG Desktop Account Settings

#### Server

**IP address for PRTG's Web Server** on the **Web Server** tab
- For connections to PRTG hosted by Paessler instances, this is the domain name.

#### Port

**TCP Port for PRTG's Web Server** on the **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 recognize these ports (8080+, 8443+) automatically, manually enter the currently used port here in the **Port** setting. If you do not get a connection to the PRTG web server, check the currently used port in the **Web Server** settings under **System Administration | User Interface** in the PRTG web interface.
- For connections to PRTG hosted by Paessler instances, this is 443 by default.

#### Login Name

**Login Name** on the **Administrator** tab
- For connections to PRTG hosted by Paessler instances, this is the **API Username** under **Account Settings | My Account** in the PRTG web interface.

#### Password

**Password** on the **Administrator** tab
- For connections to PRTG hosted by Paessler instances, this is the **API Passhash** under **Account Settings | My Account** in the PRTG web interface.

- 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).
Connections to commercial installations are not restricted.

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 installation, according to the defined PRTG core 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 server.

For more information, see section Settings.

More

Knowledge Base: How to connect PRTG through a firewall in 4 steps

- https://www.paessler.com/support/how-to/firewall
Part 3
Installing PRTG Desktop
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 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 value. 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 PRTG server connections from the deprecated Enterprise Console. See [Import Server Connections from the Deprecated Enterprise Console](#) for more information.
Part 3: Installing PRTG Desktop

Welcome to PRTG Desktop

To get started, you can either add a connection to your own PRTG server, or try our demo server.

- Import server connections
- Connect to my server
- Try the demo

Enter the [connection settings](#) for your PRTG web server or PRTG hosted by Paessler instance and click Save to connect.
If your PRTG web 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.
Part 3: Installing PRTG Desktop

You can move or clone devices by dragging within the tree.

Click **Next** to continue.

Ctrl-V

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

**Move or Clone Devices Shortcuts**
Click Next to continue.

Enable System Tray

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

- 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.

See section [Welcome to PRTG Desktop](https://kb.paessler.com/en/topic/463) for more information on how to use this GUI.

**More**

Knowledge Base: How and where does PRTG store its data?

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.

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

ℹ️ 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, run Uninstall PRTG Desktop, or open your Windows Control Panel and select the desired entry in the Programs section.

Step 2

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

![User Account Control]

Step 3

Click Uninstall to start the uninstall process.
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\PRTG Desktop` folder in your data path.
- On macOS, delete `/Users/<username>/Library/Application Support/Paessler/PRTG Desktop`

For detailed information, see this Knowledge Base article: [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:
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 web 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 web 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 PRTG core 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:

<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 Bar</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 context buttons, and several tabs with settings.</td>
</tr>
<tr>
<td>6</td>
<td>Quick Action Buttons</td>
<td>This area contains several quick action buttons for the object selected in the device tree.</td>
</tr>
</tbody>
</table>
Part 4: General Layout

<table>
<thead>
<tr>
<th>PART</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Viewpoint</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 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 menu, 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 <strong>Devices</strong> 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 PRTG core 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 PRTG core 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 Bar and Page Content**

You can navigate through your setup using the menu tabs bar. 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**.

**Context Buttons**

On the right side of the page content area is a row of icons for several actions. Depending on the object currently selected in the device tree, you have several options.
### CONTEXT BUTTONS

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause</td>
<td>Pause the object. If the object is already in a paused or &quot;simulated error&quot; status, Resume appears. Click to resume monitoring for this object.</td>
</tr>
<tr>
<td>Resume</td>
<td></td>
</tr>
<tr>
<td>Acknowledge</td>
<td>Acknowledge an alarm for a sensor in a <strong>Down</strong> or <strong>Down (Partial)</strong> status.</td>
</tr>
<tr>
<td>Scan Now</td>
<td>Perform an immediate scan for the selected object. This queries the data for all devices and sensors underneath in the object hierarchy.</td>
</tr>
<tr>
<td>Open PRTG Setup</td>
<td>Open PRTG Setup in the PRTG web interface.</td>
</tr>
<tr>
<td></td>
<td><strong>This option is only available for the root group.</strong></td>
</tr>
<tr>
<td>Add Ticket...</td>
<td>Open the <strong>New Ticket</strong> dialog.</td>
</tr>
<tr>
<td></td>
<td><strong>For more information, see section <a href="#">Tickets</a>.</strong></td>
</tr>
<tr>
<td>Share</td>
<td>Hover over this option to see available options:</td>
</tr>
<tr>
<td></td>
<td>▪ <strong>Send Link by Email</strong>: 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.</td>
</tr>
<tr>
<td></td>
<td>▪ <strong>Open in a Web Browser</strong>: Open the currently selected object in the Ajax web interface using your system's default browser.</td>
</tr>
<tr>
<td>Restart PRTG Core Server...</td>
<td>Restart the PRTG core server service.</td>
</tr>
<tr>
<td></td>
<td><strong>This option is only available for the root group.</strong></td>
</tr>
<tr>
<td></td>
<td>▪ If you restart the PRTG core server service, all users of PRTG Desktop are disconnected.</td>
</tr>
<tr>
<td>Restart PRTG Probe Service...</td>
<td>Restart the PRTG probe service. For disconnected probes, use the PRTG Administration Tool on the respective probe system to start the PRTG probe service.</td>
</tr>
<tr>
<td></td>
<td><strong>This option is only available for the local probe.</strong></td>
</tr>
</tbody>
</table>
Part 5

Manage Device Tree
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 out or in. 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 at a glance.

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

Click """" to see a list of all possible categories. You can hide or show 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 menu to select the desired graph type.
Click an index graph to open it in a new window. 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.

Live graphs are available for sensors only.

For more information about graphs, 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 detailed 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 detailed 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 to be moved 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 to be cloned and enter Ctrl+C. The object is then copied to the clipboard.

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

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

For detailed information, see section "Clone Object" in the PRTG manual.
Part 6
Multi Core
6 Multi Core

Using the Multi Core functionality of PRTG Desktop, you can view data of all your independent core server installations in a single window so you can manage your monitoring centrally.

From the Windows menu of PRTG Desktop, select the Servers menu.

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

You can choose from these options to display a list of all your configured servers:

- Multi Core Details
- Multi Core Dashboard

You can also use the shortcut Ctrl+M to open the Multi Core Details window. For macOS, the shortcut is ⌘+M.

Multi Core 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 list view.
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.
Multi Core Details: Open Sensor Data in a New Window

Multi Core Dashboard
Show an overview of all sensors and current alarms of each configured server.

Click a status overview to open the respective server in a new window.
Click a sensor status in the status list to open a list of sensors filtered by the selected status in a new window.
Click the **Current Alarms** button to show an overview only for sensors that are in a **Down**, **Down (Acknowledged)**, **Warning**, or **Unusual** status. Click the **All Sensors** button to display the general overview again.

For more information, see section [Alarms](#).

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**Multi Core Dashboard: Overview of Current Alarms**

For detailed information, see section [Sensor States](#) in the PRTG manual.
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:
Part 7: Menu Tabs and Page Content

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

The Devices tab is your starting point for everyday use. The page is split into two parts. On the left-hand side, it shows the tree-like device view that lists the selected PRTG core 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. It can also help you to orient yourself if you get lost. Click a breadcrumb item to directly access the device, group, or probe.

The Devices menu tab for the root group, probes, and groups shows a sunburst view. For more information, see section Sunburst View.
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.

Devices—Overview

The Overview tab shows general information about the selected object. Depending on the object that you selected, 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 index graphs for different time spans.
- For devices, the Overview tab shows device details and index graphs for different time spans, gauges, and recommended sensors.

The Recommended Sensors function is one of the options that supports you in setting up a comprehensive monitoring. PRTG can explore any device and check which sensors you have already created. If it finds useful sensors that can complete your monitoring and have not yet been created, you see a list of recommended sensors for your specific device. By adding these sensors, you do not miss important monitoring data anymore.

Devices—Graphs

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

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.

Devices—Alarms

The Alarms tab shows a list of all alarms for this device.
The alarms list shows all sensors that are currently 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.

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

**Devices—System Information**

The **System Information** tab displays a table for each system information category for this device: **System**, **Hardware**, **Software**, **Users**, **Services**, and **Processes**.

For detailed information, see section **System Information** in the PRTG manual.

**Devices—Log**

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

**Devices—Settings**

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

For detailed 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!

**Devices—Notification Triggers**

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

For detailed 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. See section **Inheritance of Settings** in the PRTG manual for detailed information.
Save your settings. If you change tabs or use the main menu without saving, all changes to the settings are lost!

Devices—Comments

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!

Devices—History

The History tab shows all changes to the settings of an object with a time stamp, the PRTG user that conducted the change, and a message.

Sunburst View

The Devices menu for servers, probes, and groups shows a sunburst view on the Overview tab. The sunburst view displays your entire 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.
7.2 Libraries

Libraries Menu 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, the selected library.

For detailed 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 the 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.
- Click a library node to open its Settings tab on the right.
**Libraries—Overview**

The **Overview** tab shows no content at the moment.

**Libraries—Management**

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

ℹ️ For detailed information, see section **Management** in the PRTG manual.

**Libraries—Settings**

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

ℹ️ For detailed information, see section **Libraries and Node Settings** in the PRTG manual.

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

**Libraries—Notification Triggers**

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

ℹ️ For detailed 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. See section **Inheritance of Settings** in the PRTG manual for detailed information.

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

**Libraries—Comments**

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!

**Libraries—History**

The **History** tab shows all changes to the settings of an object with a time stamp, the PRTG user that conducted the change, and a message.
7.3 Sensors

Sensors Menu 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 current sensor status.

Click Sensors in the menu tabs bar 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 menus to build a filter. With each filter, you can further decrease the number of shown sensors.

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

- **By Status**
  The second dropdown menu shows all possible sensor states. Select an entry to only show sensors that currently 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 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 \( \text{ sorter } \) to sort the list of sensors according to **Name, Last Value, Status, Priority**, or **Probe Group Device**, or select **No Sorting**.

- Click the **View in a table** button \( \text{ table } \) or the **View in a list** button \( \text{ list } \) to display the list of sensors as a value table or just as a list.

- 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 index graphs or to apply the same action to them via the **context menu**.

**Sensors—Overview**

<table>
<thead>
<tr>
<th>Overview</th>
<th>Graphs</th>
<th>Historic Data</th>
<th>Log</th>
<th>Settings</th>
<th>Notification Triggers</th>
<th>Comments</th>
<th>History</th>
</tr>
</thead>
</table>

PRTG Desktop Sensor Subtabs on the Sensors Tab

The **Overview** tab shows sensor details, current status, the last value of all sensor channels, and a channels table, as well as index 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.

ℹ️ Click a specific channel gauge to open the channel’s settings from the PRTG web interface. View and functionality are the same as in the web interface. You can also right-click a channel gauge to change its settings, or to make this channel the primary channel of the selected sensor. For detailed information, see section **Sensor Channel Settings** in the PRTG manual.

ℹ️ Click an index graph to open it in a new window. 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.

**Sensors—Graphs**

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

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

ℹ️ Click an index graph to open it in a new window. 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.
Sensors—Historic Data

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

ℹ️ For detailed information, see section [Historic Data Reports](#) in the PRTG manual.

Sensors—Log

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

Sensors—Settings

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

ℹ️ For detailed information, see section [Sensor Settings](#) in the PRTG manual.

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

Sensors—Notification Triggers

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

ℹ️ For detailed 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. See section [Inheritance of Settings](#) in the PRTG manual for detailed information.

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

Sensors—Comments

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.

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

The **History** tab shows all changes to the settings of an object with a time stamp, the PRTG user that conducted the change, and a message.
7.4 Alarms

In the Alarms tab, you can show the alarms of the selected PRTG core server.

The alarms list shows all sensors that are currently 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 index 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.

Click the Sorting button to filter the list of alarms for Name, Last Value, Down Since, Status, Priority, or Probe Group Device. The default is No Sorting.
Acknowledge Alarm

An acknowledged alarm shows up in the alarms list as "acknowledged" and does not trigger any more notifications.

ℹ️ If the alarm condition clears, the sensor usually returns to an Up status immediately 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 (see below), enter a message (optional), and click the OK button. The message appears in the last message value of the sensor. 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....

If you select Acknowledge Until... a dialog box appears:

<table>
<thead>
<tr>
<th>ACKNOWLEDGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Acknowledge [Objects]</strong></td>
</tr>
<tr>
<td><strong>Until</strong></td>
</tr>
<tr>
<td>🛠️ If the alarm condition still persists after the specified date, the sensor shows a Down status again.</td>
</tr>
<tr>
<td><strong>Optional Message</strong></td>
</tr>
</tbody>
</table>

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

ℹ️ For detailed information, see section User Accounts Settings, section Account Control in the PRTG manual.
7.5 Maps

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 to this PRTG server.

- Right-click a map's name to open a context menu. The following options are available: 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 with 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 detailed information, see section Maps in the PRTG manual.
7.6 Reports

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 detailed information, see section **Reports** in the PRTG manual.
7.7 Logs

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 menu tab, or you click the Logs entry in the menu tabs bar to show a list of all log entries of the selected PRTG core 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 menu. The second dropdown menu 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, Notifications, 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.

For detailed information, see section Logs in the PRTG manual.
7.8 Tickets

On the **Tickets** tab, you can view all tickets for the selected PRTG core 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: mark 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 the **Add Ticket** button to create a new ticket.

For detailed information, see section **Tickets** in the PRTG manual.
7.9 Tools

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 measure 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 8
Windows Menu Structure
8 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.

**FILE**

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Settings</strong></td>
<td>Show settings for accounts, certificates, updates and themes, notifications, and device tools.</td>
</tr>
<tr>
<td></td>
<td><img src="#" alt="See section Settings for more information." /></td>
</tr>
<tr>
<td><strong>Open PRTG Setup</strong></td>
<td>Open the PRTG system settings in the <strong>web interface</strong>.</td>
</tr>
<tr>
<td><strong>Exit</strong></td>
<td>Close PRTG Desktop.</td>
</tr>
</tbody>
</table>

### Servers

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

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

**Servers**

<table>
<thead>
<tr>
<th>Multi Core Details</th>
<th>Show a list of alarms for all configured servers at a glance. You can hide and show sensors in <strong>Down</strong>, <strong>Down (Acknowledged)</strong>, <strong>Warning</strong>, and <strong>Unusual</strong> states by removing and adding check marks. When choosing <strong>Down</strong>, this includes sensors in a <strong>Down</strong> and <strong>Down (Partial)</strong> status.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><img src="#" alt="For detailed information, see section Multi Core." /></td>
</tr>
</tbody>
</table>


### SERVERS

**Multi Core Dashboard**
Show an overview of all sensors and current alarms of each configured server. Click the **Current Alarms** button to only view sensors that are in a **Down**, **Down (Acknowledged)**, **Warning**, and **Unusual** status.

For detailed information, see section Alarms.

**[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

**Close all Graphs**
Click to close all open graph windows at once.

**[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

**Documentation**
Open the PRTG documentation or the PRTG Desktop documentation. This opens a new window of your default browser. You can also open the PRTG Desktop release notes.

**Contact Support**
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.
### HELP

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<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](#)
8.1 Settings

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

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

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

**SETTINGS**

**Accounts**

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 PRTG core servers.

ℹ️ For a successful connection, the PRTG core server has to be version 17.4.35 or later. PRTG Desktop can be any version.

Double-click an account name in the list to edit it. Click the **Add** button to add a new account or the **Delete** button to delete the selected account.

ℹ️ Connection settings are stored for each Windows user individually under **C:\Users\User\AppData\Roaming\Paessler\PRTG Desktop\data**

![New Account - PRTG Desktop dialog](image)

**Name**

- Optionally enter a name that PRTG Desktop displays in the Servers list and in the page header bar.
Part 8: Windows Menu Structure | 1 Settings

- If you leave this field blank, PRTG Desktop displays the Server there.

Server

- Enter the IP address or Domain Name Service (DNS) name of the PRTG server.
- This is the same address or name as defined in the web server settings for the 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.

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

Connections to commercial installations are not restricted.

Port

- Enter the port on which the PRTG 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 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 detailed information, see section Requirements for Connections to PRTG Web Servers.

Login Using

- 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 always automatically used for login.

Alternatively, you can also log in via email address and password. Just select Login Name & Password from the dropdown list.

For detailed information, see section Using PRTG Hosted by Paessler in the PRTG manual.

Login Name

- Enter the login name that you use to log in to the web server.
- This can be the administrator login or the login of another PRTG user.
In a new installation, the login name is **prtgadmin** by default.

For detailed information about user accounts, see section **System Administration—User Accounts** in the PRTG manual.

**Password**

- Enter the password for the login name entered above.
- In a new installation, the password is **prtgadmin** by default.

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

**Certificates**

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

**Updates & Theme**

**UI**

Select which **UI theme** you would like to use. You can choose between a **Light** and a **Dark** mode.

Select how you would like to display the device tree.

- The **Classic View** uses columns.

- The **Modern View** has no columns.
Select whether you want to open PRTG Desktop to the last viewpoint when starting the application. The check box next to the Restore last viewpoint after application start option is enabled by default.

**Updates**

Select whether PRTG Desktop automatically updates new versions and select the update channel.

- **Stable**: Best tested version of PRTG for live systems. It is updated about once or twice a month and for use on live systems.

- **Preview**: Offers the latest features and fixes and is updated several times a month. Consider this version as "beta", so **do not use** this version on live systems you depend on.

**Notifications**  
You can define what PRTG Desktop does in case of new Alarms.
### 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 information with the most 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 access to the most important functions.

  ![](image)

  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:** This setting is only available if you enable the option **Show the tray icon.** The tray icon blinks if there are new items to be alerted for.

- **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 down status:** This setting is only available if you enable the option **Show the tray icon.** Enable this setting to receive alerts for sensors in a down or a down (partial) status.

- **Minimum priority:** Select a minimum priority that sensors must have for notifications to be shown.

---

### Table: Desktop Notification Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show the tray icon</td>
<td>By default, this setting is disabled. If enabled, a PRTG icon appears in the Windows tray. When you hover over it, it shows information about your monitoring. Left-click to open an alarms overview. Right-click to access a menu with access to the most important functions.</td>
</tr>
<tr>
<td>Blink the tray icon for new down states</td>
<td>This setting is only available if the <strong>Show the tray icon</strong> option is enabled. The tray icon blinks if there are new down status items.</td>
</tr>
<tr>
<td>Blink the tray icon for new warning states</td>
<td>This setting is only available if the <strong>Show the tray icon</strong> option is enabled. The tray icon blinks if there are new warning status items.</td>
</tr>
<tr>
<td>Automatically start the tray at system startup</td>
<td>This setting is only available if the <strong>Show the tray icon</strong> option is enabled. Enables the tray to start automatically at system startup.</td>
</tr>
<tr>
<td>Show notifications for new down status</td>
<td>This setting is only available if the <strong>Show the tray icon</strong> option is enabled. Enables the tray to show notifications for sensors in a down status.</td>
</tr>
<tr>
<td>Show notifications for new warning states</td>
<td>This setting is only available if the <strong>Show the tray icon</strong> option is enabled. Enables the tray to show notifications for sensors in a warning status.</td>
</tr>
<tr>
<td>Minimum priority</td>
<td>Select a minimum priority that sensors must have for notifications to be shown.</td>
</tr>
</tbody>
</table>
- **Notification Sound**: Play an audible notification sound. The default is *No sound*. PRTG Desktop already comes with a small set of sounds you can choose from. Select **Choose a custom file...** 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.

- **Show notifications for warning status**: Enable this setting to receive alerts for sensors in a 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 is *No sound*. PRTG Desktop already comes with a small set of sounds you can choose from. Select **Choose a custom file...** 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.

- **Play a sound when there are no more sensors in a down or warning status**

  - **Notification Sound**: Play an audible notification if there are no more sensors in *Down*, *Down (Partial)*, or *Warning* status. The default is *No sound*. PRTG Desktop already comes with a small set of sounds you can choose from. Select **Choose a custom file...** 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.

See section [Desktop Notifications](#) for more information.

### Device Tools

In the **Device Tools** settings, you can define commands that are available in the Windows menu and in the context menu of devices. Commands for a remote desktop connection, ping, and traceroute are already predefined.

- You may need to run PRTG Desktop as administrator to make the tool function work with your Windows version.

Click the **Add** button to add a new command, or double-click an existing command from the list to change the settings. Use the **Delete** button to remove an entry from the list.
Part 8: Windows Menu Structure | 1 Settings

Create Device Tool

- **Name**: Enter a custom name for your command. The command shows up with this name in context menus. Enter a string.

- **Command**: Enter the command you want to execute on the local machine. This can be, for example the name of a program or script, with or without path, according to your system's configuration. You can use the placeholders (variables) shown in the window.

- **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**: Choose whether to close the interpreter after running the device tool.

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

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 9

Context Menus
9  Context Menus

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

Scan Now
Edit

Add Sensor...
Auto-Discovery
Create Device Template...
Recommend Now
Sort Alphabetically

Delete...

Pause

Priority/Favorite
Historic Data
Device Tools
Find Duplicates...
Share
Add Ticket...

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

For detailed information, see section Context Menus in the PRTG manual.
Part 10
Desktop Notifications
10 Desktop Notifications

You can define what PRTG Desktop does in case of new Alarms.

⚠️ To use any alerting functionalities, you must first enable the tray icon under File | Settings | Notifications. If the tray icon is not shown, no alerting from PRTG Desktop is available. See section Settings for more information.

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.

Last updated 19 seconds ago

All PRTG Servers

- **dokutest** (prtgadmin)
  - New 1 !!! 169 New 1 W 8
  - 205 open tickets

- **local** (prtgadmin)
  - New 63 !!! 64 New 28 W 29
  - 17 open tickets

PRTG hosted by Paessler (prtgadmin)
  - ✓
  - Currently no open tickets

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.

Click an alarm to open the Alarms tab in PRTG Desktop. If a server has no alarms, clicking it opens the Devices tab of PRTG Desktop. You can also optionally set the tray icon to blink when there are new notifications. See section Settings for more information.
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**
  Opens the [Settings](#) menu.

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

- **Quit**
  Closes 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 on notification settings, 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 11
Shortcuts Overview
11 Shortcuts Overview

The following shortcut keys are available in PRTG Desktop:

<table>
<thead>
<tr>
<th>SHORTCUT (WINDOWS)</th>
<th>SHORTCUT (MAC OS)</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left</td>
<td>Left</td>
<td>Collapses an object in the device tree.</td>
</tr>
<tr>
<td>Right</td>
<td>Right</td>
<td>Expands an object in the device tree.</td>
</tr>
<tr>
<td>Ctrl+Left</td>
<td>⌘+Left</td>
<td>Displays the previous viewpoint.</td>
</tr>
<tr>
<td>F5</td>
<td>⌘+R</td>
<td>Refreshes the window.</td>
</tr>
<tr>
<td>Ctrl+C</td>
<td>⌘+C</td>
<td>Copies the selected object to the clipboard.</td>
</tr>
<tr>
<td>Ctrl+V</td>
<td>⌘+V</td>
<td>Clones the copied/cut object to the selected object.</td>
</tr>
<tr>
<td>Ctrl+X</td>
<td>⌘+X</td>
<td>Cuts the object to the clipboard. Select another object and use Ctrl+V or ⌘+V to move the object to the new position.</td>
</tr>
<tr>
<td>Ctrl+M</td>
<td>⌘+M</td>
<td>Opens the Multi Core Details window.</td>
</tr>
</tbody>
</table>

See section Manage Device Tree for more information.