onQloud

Consult·Customize·Create

Getting Started with onQloud Monitoring and Management

Guide

Getting Started with onQloud Remote Monitoring and Management

The Feature Set

onQloud Remote Monitoring and Management solution supports the Windows 7, 8.1, 10 and Windows Server 2012R2 – 2019 operating systems.

Here's a short overview of the features our solution provides:

- ❖ Overview of general information about the user's computer, including operating system, hardware characteristics and network parameters
- ❖ Patch management
- ❖ Antivirus overview and the ability to update antivirus databases
- ❖ PowerShell script injection
- ❖ Event log monitoring
- ❖ Overview of installed software
- ❖ Hyper-V virtual machine management
- ❖ Registry editor

Now we overview the installation process and walk you through the user interface of the onQloud Remote Monitoring and Management solution.
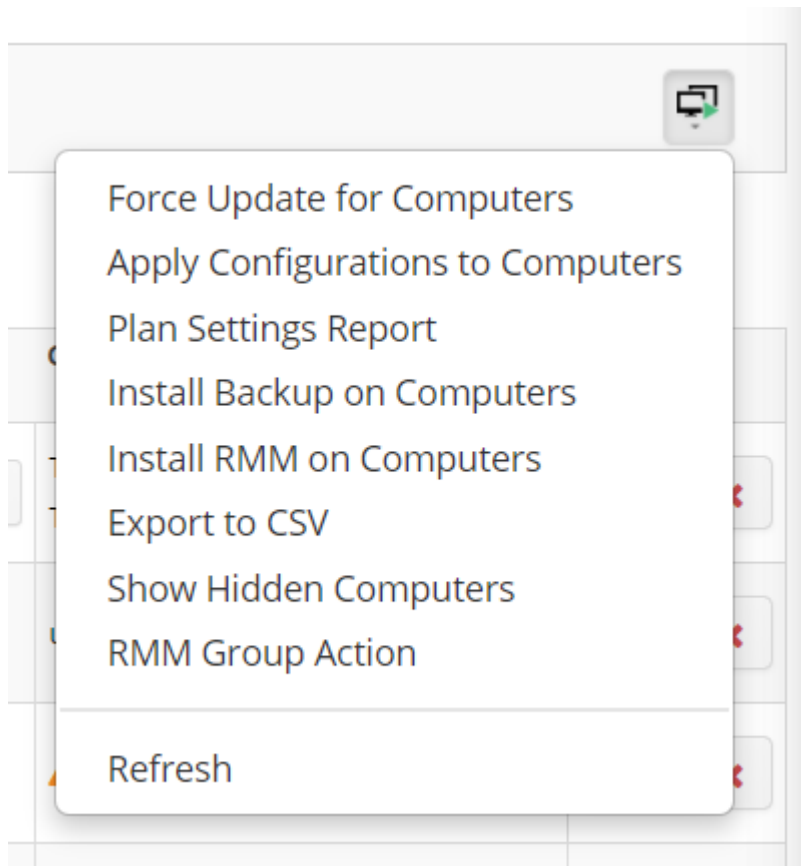
[Installation and Management](#)

To start using the solution, you need to install the agent on the target computer. To do this, go to the **Downloads** tab.

Here, you can either download the RMM agent or copy the link to send it to the required user. The agent should then be installed on the target computer. Following this, you will be able to see the computer on the **RMM** tab, **Remote Management** section.

Alternatively, you can install the onQloud Remote Management solution on all computers. To do this, go to the **RMM** tab, **Remote Management** section; in the upper-right corner, find the Group actions button, click it and select the **Install RMM on Computers** option.
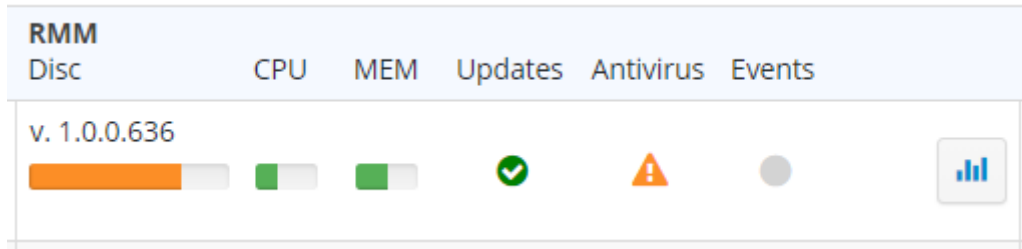
Solution Overview

After you have installed the onQloud Remote Management solution on the target computer, you will see it on the **RMM** tab, **Remote Management** section.

This tab shows you general information, such as the computer name, disk, CPU and memory usage, and warns you if you have any available updates for your operating system or antivirus, or event log issues.
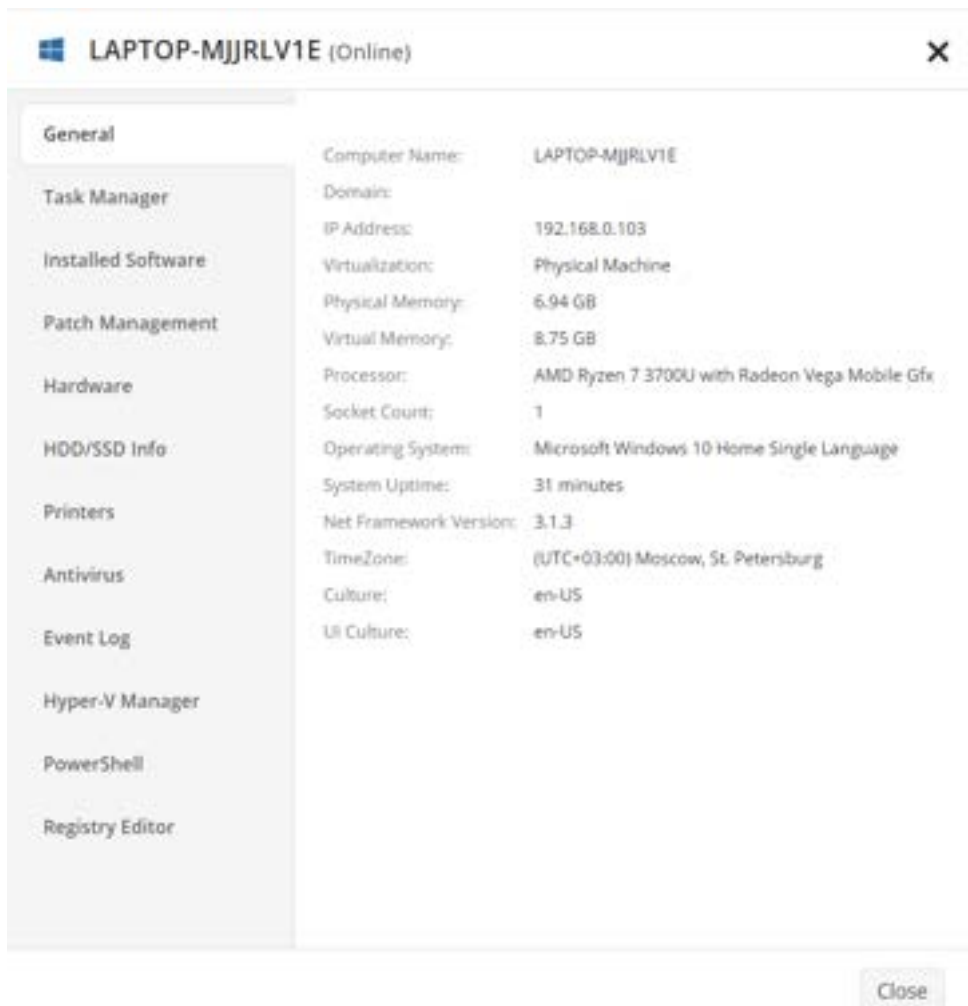
To manage a specific computer, click on the button in the right corner of the **RMM** section, or any of the status bars.
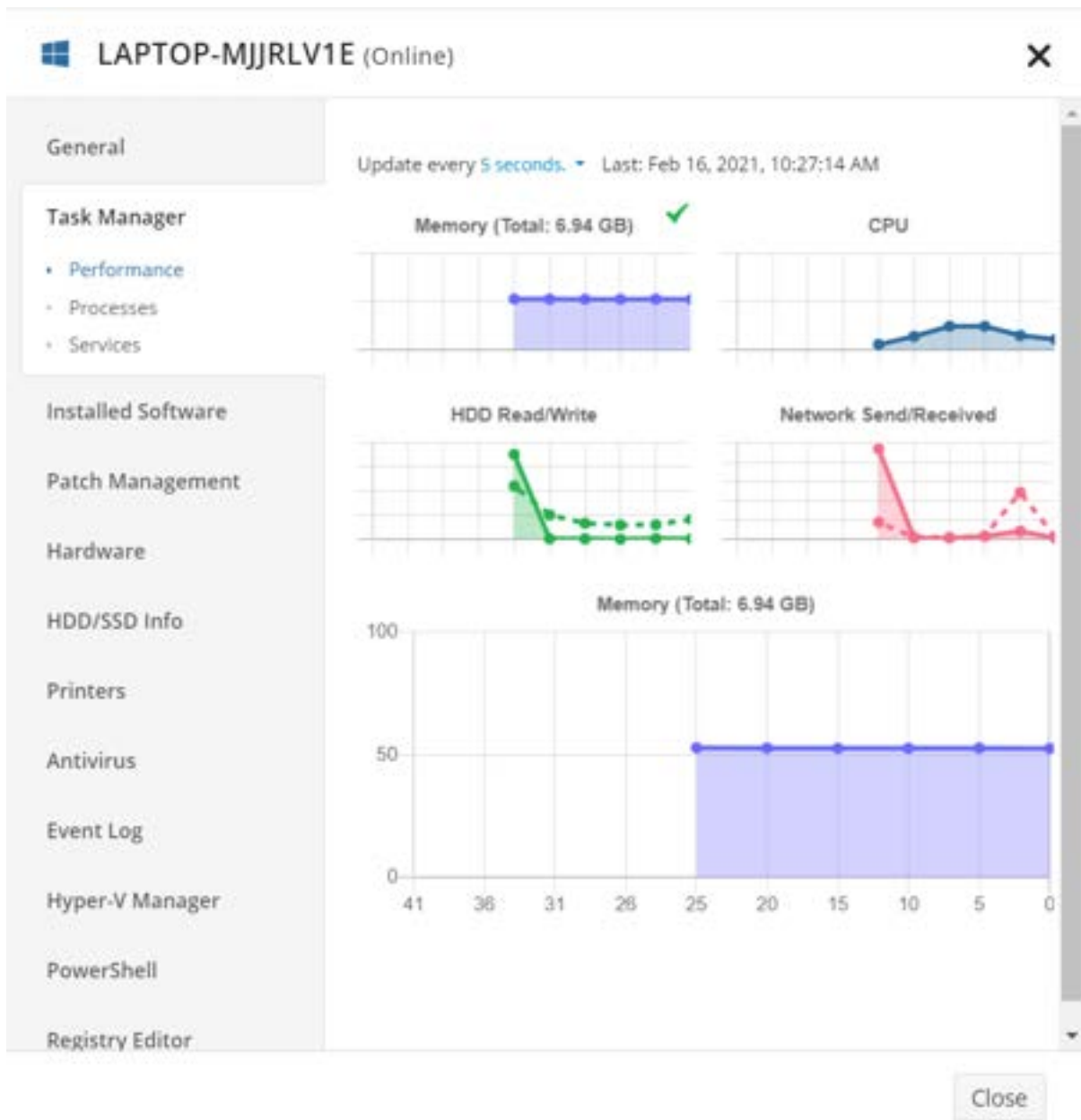
www.onQloud.com

You will then see a slide-in tab. The right-hand part of the tab shows information and allows you to manage the solution. On the left, you can select the required section of the tab.

Additionally, you can click the arrow button in the upper-right corner of some of the tabs in order to open a modal window with more detailed information about that specific tab.

The **General** tab provides you with basic information about the target computer, including the computer name, whether it has been added to the domain, its IP address and other information.

The next tab, **Task Manager**, allows you to monitor the computer's performance, processes and services in real time.

The **Installed Software** tab is pretty self-explanatory. To uninstall a specific application remotely, select the required software from the list and click the "x" button.

www.onQloud.com

The next tab, **Patch Management**, allows you to install OS updates on your users' machines and check the updates that have already been installed.

The next tab shows you the installed hardware and its status.

LAPTOP-MJJRLV1E (Online)

General

Task Manager

Installed Software

Patch Management

Hardware

HDD/SSD Info

Printers

Antivirus

Event Log

Hyper-V Manager

PowerShell

Registry Editor

Enter Search Request

Hardware: 99

↓ Name	Status
AMD I2C Controller	OK
AMD PSP 10.0 Device	OK
AMD Radeon(TM) RX Vega 10 Graphics	OK
AMD Ryzen 7 3700U with Radeon Vega Mobile Gfx	OK
AMD SMBus	OK
AMD USB 3.10 eXtensible Host Controller - 1.10 (Mic...	OK
AMD-UWP Version Control	OK
Bluetooth	OK
BOE PnP Monitor	OK
Charge Arbitration Driver	OK
Composite Bus Enumerator	OK

Close

On the **HDD/SSD** Info tab, you can see the hard drive details for the given user. If you click the button near the text "SMART", you will see more detailed and technical information about that storage device.

GRAIER-PC (Online)   ✕

General	CT240BX500SSD1 ATA Device	✅ SMART
Task Manager	1944E3D3AF93	
Installed Software	(C:) NTFS	138.29 GB free of 2??2 GB
Patch Management	ST1000DM003-1CH162 ATA Device	✅ SMART
Hardware	Z1D2SKYZ	
	(I:) Graier Storage NTFS	503.02 GB free of 931.29 GB
HDD/SSD Info		
Printers	WDC WD5003AZEX-00K1GA0 ATA Device	✅ SMART
	WD-WCC152457983	

SMART data device CT240BX500SSD1 ATA Device   ✕

ID	Name	Value	Worst	Threshold	Raw value	Status
1	Raw read error rate	100	100	50	0	Good
5	Reallocated sector count	100	100	10	0	Good
9	Power-on hours count	100	100	50	969	Good
12	Power cycle count	100	100	50	97	Good
171	Program fail count	100	100	50	0	Good
172	Erase fail block count	100	100	50	0	Good
173	Wear level count	100	100	50	70	Good
174	Unexpected power loss count	100	100	50	4	Good
183	SATA downshift count	100	100	50	0	Good
184	End-to-End error	100	100	50	0	Good
187	Uncorrectable error count	100	100	50	0	Good
194	Temperature	63	41	50	1900581	Good
196	Reallocation count	100	100	50	0	Good
197	Current pending sector count	100	100	50	0	Good
198	Offline scan uncorrectable count	100	100	50	0	Good

On the next tab, **Printers**, you can see the status and detailed information about all the printers connected to that computer.

www.onQloud.com

GRAIER-PC (Online) ✕

General		
Task Manager		
Installed Software		
Patch Management		
Hardware		
HDD/SSD Info		
Printers		
Antivirus		
Event Log		
Hyper-V Manager		
PowerShell		
Registry Editor		

Enter Search Request 🔍

Printers: 6   ⟳ ◰

↓ Name	Status
Fax	Idle
HP LaserJet Professional M1210 MFP Series Fax	Idle
HP LaserJet Professional M1212nf MFP	Idle
Microsoft Print to PDF	Idle
Microsoft XPS Document Writer	Idle
OneNote (Desktop)	Idle

In the **Antivirus** tab, you can check the status of the antivirus installed on the machine and also update its databases. To do this, click on the checkbox near the required antivirus, followed by the **Update Database** button.

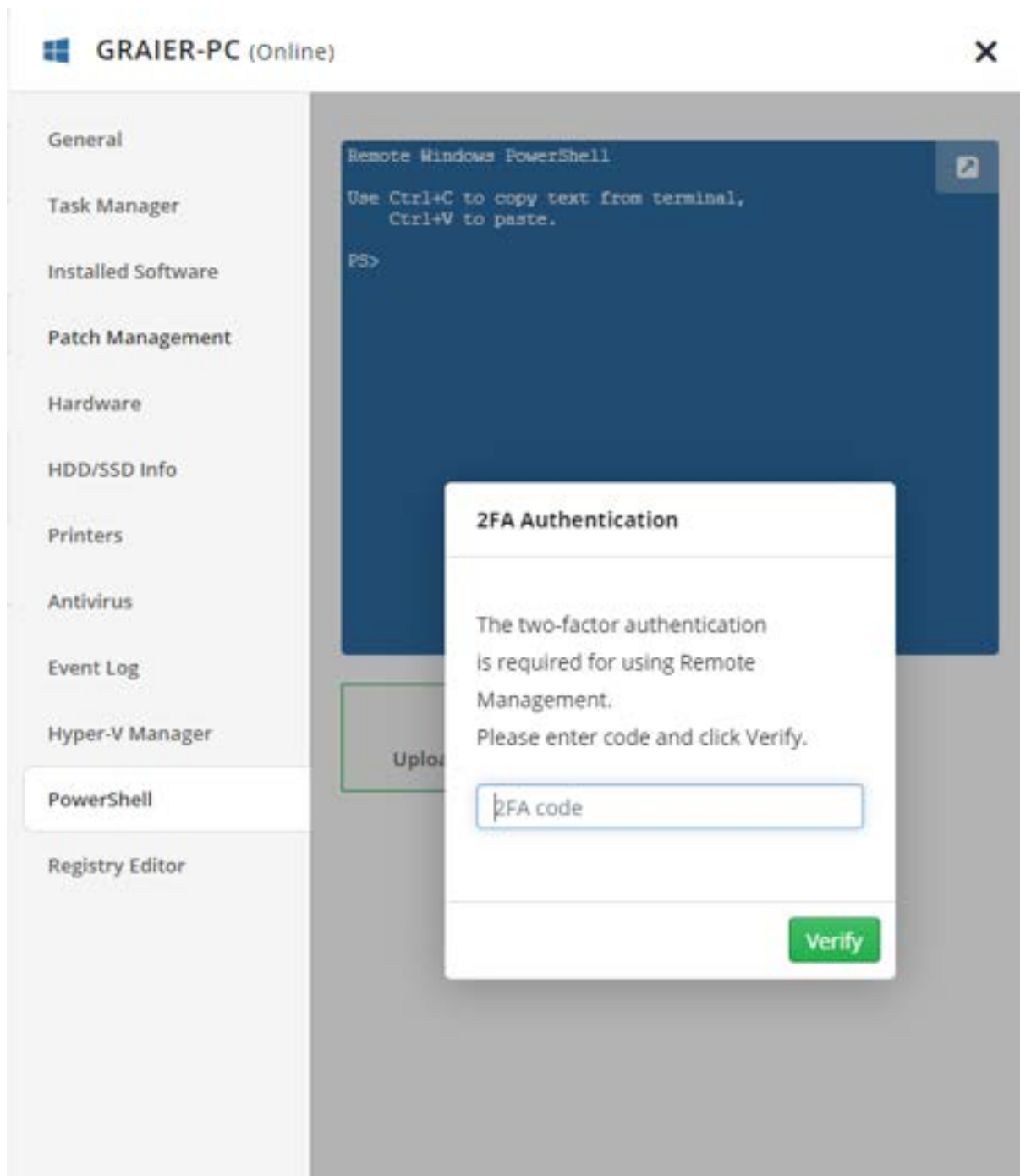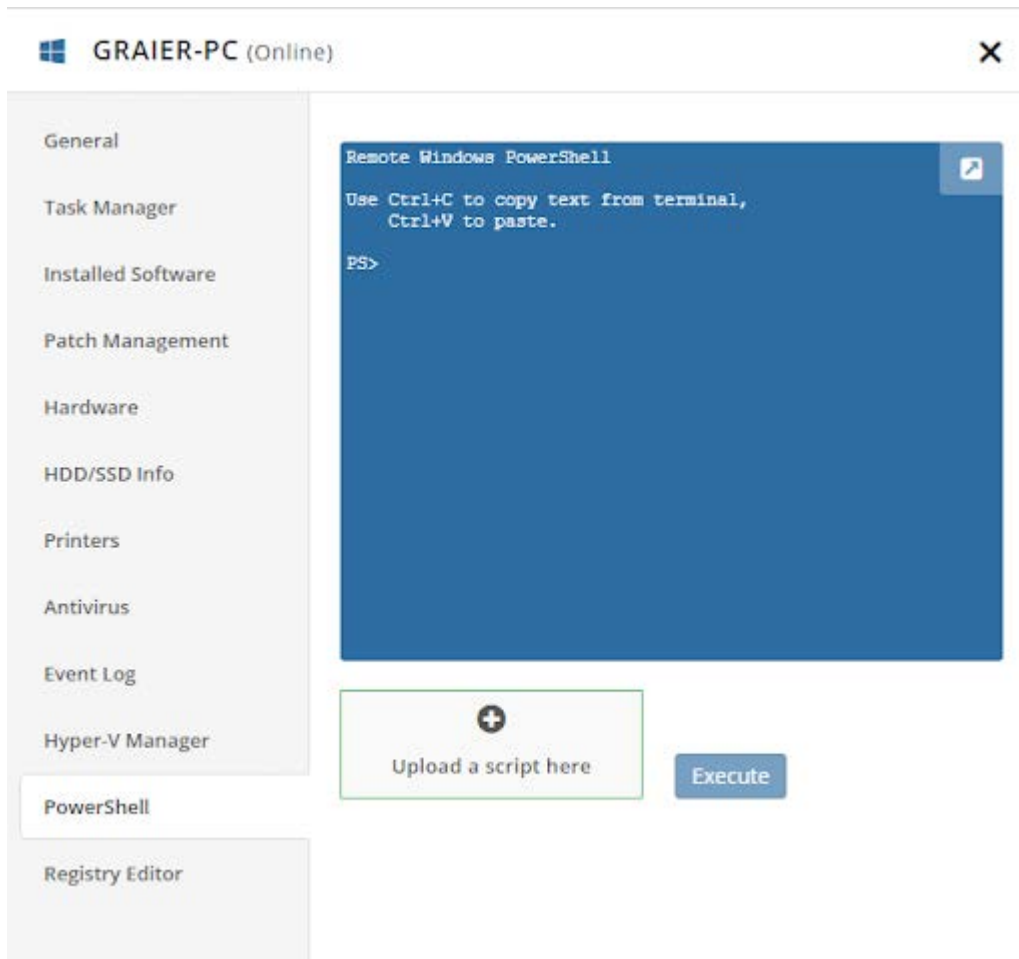On the **Hyper-V Manager** tab, you can start, turn off or restart your Hyper-V virtual machines. If you open the modal window, you will also see detailed information about them.
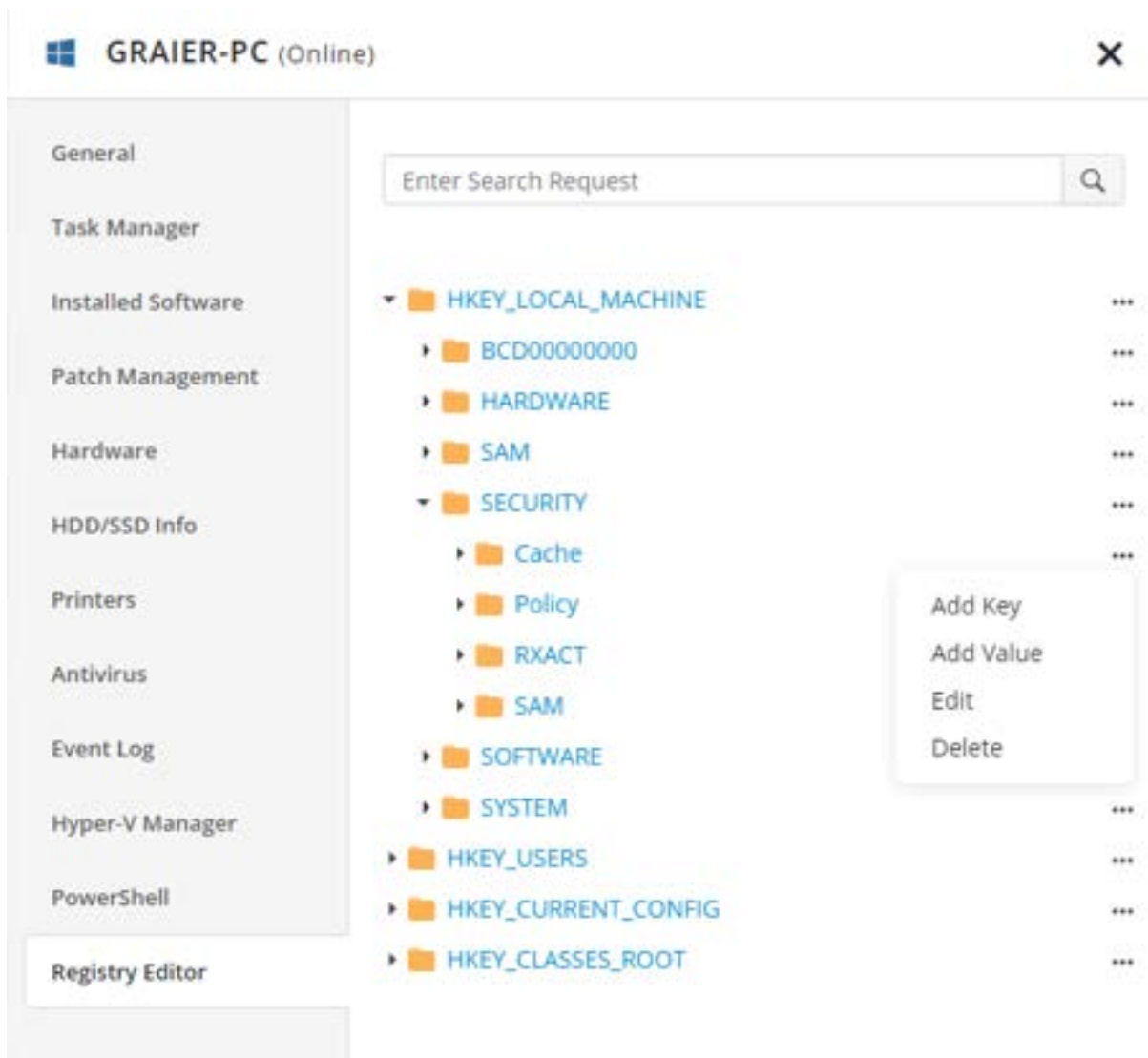
On the next tab, **PowerShell**, you can run or upload any PowerShell scripts. Bear in mind that this option is only available if you have enabled two-factor

authentication. To do this, go to the **Settings** tab, **General** section and enable 2FA. Once this is done, you will be able to write, upload and execute PowerShell scripts on the given machine.

GRAIER-PC (Online)   ✕

General

Task Manager   Remote Windows PowerShell

Installed Software   Use Ctrl+C to copy text from terminal,
                                          Ctrl+V to paste.
Patch Management
                                      PS>
Hardware

HDD/SSD Info

Printers   2FA Authentication

Antivirus
                                                      The two-factor authentication
Event Log   is required for using Remote
                                                      Management.
Hyper-V Manager   Please enter code and click Verify.
                              Uploa
PowerShell   2FA code

Registry Editor

                                                                              Verify

The last tab, **Registry Editor**, allows you to view and manage registry entries within a user's machine.

www.onQloud.com

You can also set up alerts for all companies or for specific company in **Settings** tab, **Notifications** section. onQloud RMM service features the following alert types: CPU and memory usage, used disk space, Windows updates, antivirus issues, incorrect system time, lost connection with server and S.M.A.R.T issues.

RMM Notifications ⓘ

Problem

☐ Provider   (sergey.ko@cloudberrylab.com)

☐ Specified Emails   Add

Alerts

☑ CPU Usage > 90% for 5 Minutes

☑ Memory Usage > 90% for 5 Minutes

☑ Used Disk Space > 90%

☑ Windows Update Not Found or Not Running

☑ Antivirus Issues

☑ Incorrect System Time

☑ S.M.A.R.T Issues

☐ Connection Loss (for Servers Only)

That's it. If you have any questions regarding the onQloud Remote Monitoring and Management service, feel free to contact our pre-sales team. presales@anamtech.com