



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

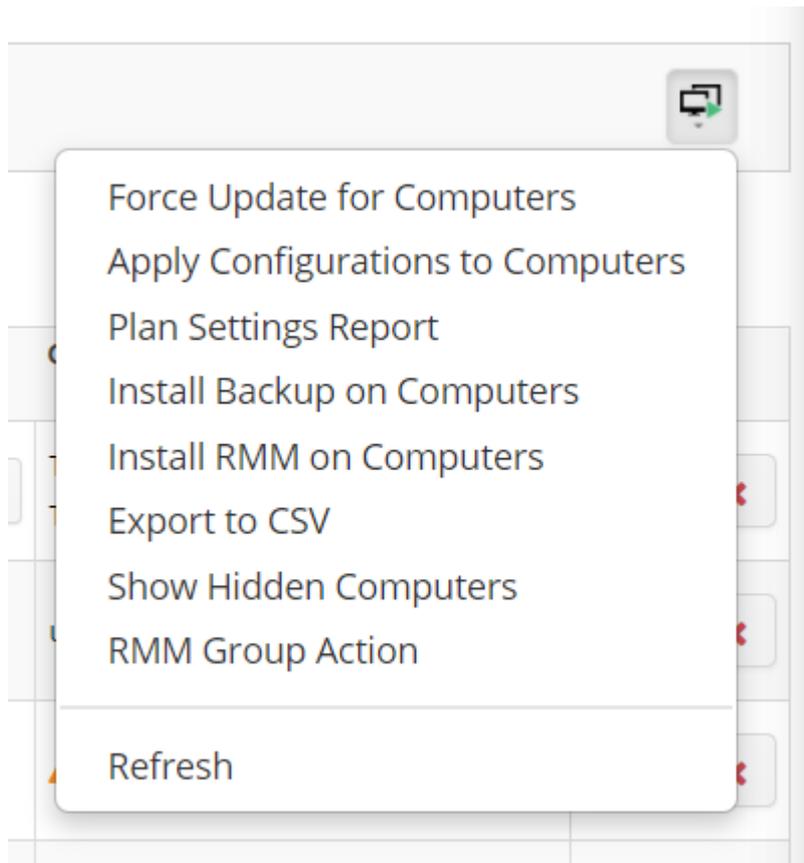
To start using the solution, you need to install the agent on the target computer. To do this, go to the **Downloads** tab.

The screenshot shows a 'Downloads' window with a close button (X) in the top right. Below the title bar are two tabs: 'Builds' (selected) and 'Options'. The 'Builds' tab contains a list of three items:

- Backup for Windows** (with an info icon) - Public v6.3.5.29 - Includes a toggle switch, a download icon, a link icon, a share icon, and a close icon.
- Backup Virtual Machine Edition** (with an info icon) - Public v6.3.5.29 - Includes a toggle switch, a download icon, a link icon, a share icon, and a close icon.
- RMM Agent (Beta)** - Public v1.0.0.636 - Includes a toggle switch, a download icon, a link icon, and a close icon. Below this item is a green link: [Update Public to Newer v1.0.0.682](#)

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.



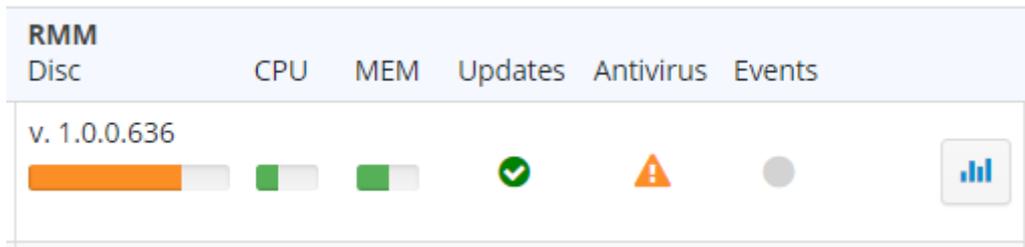
Solution Overview

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.

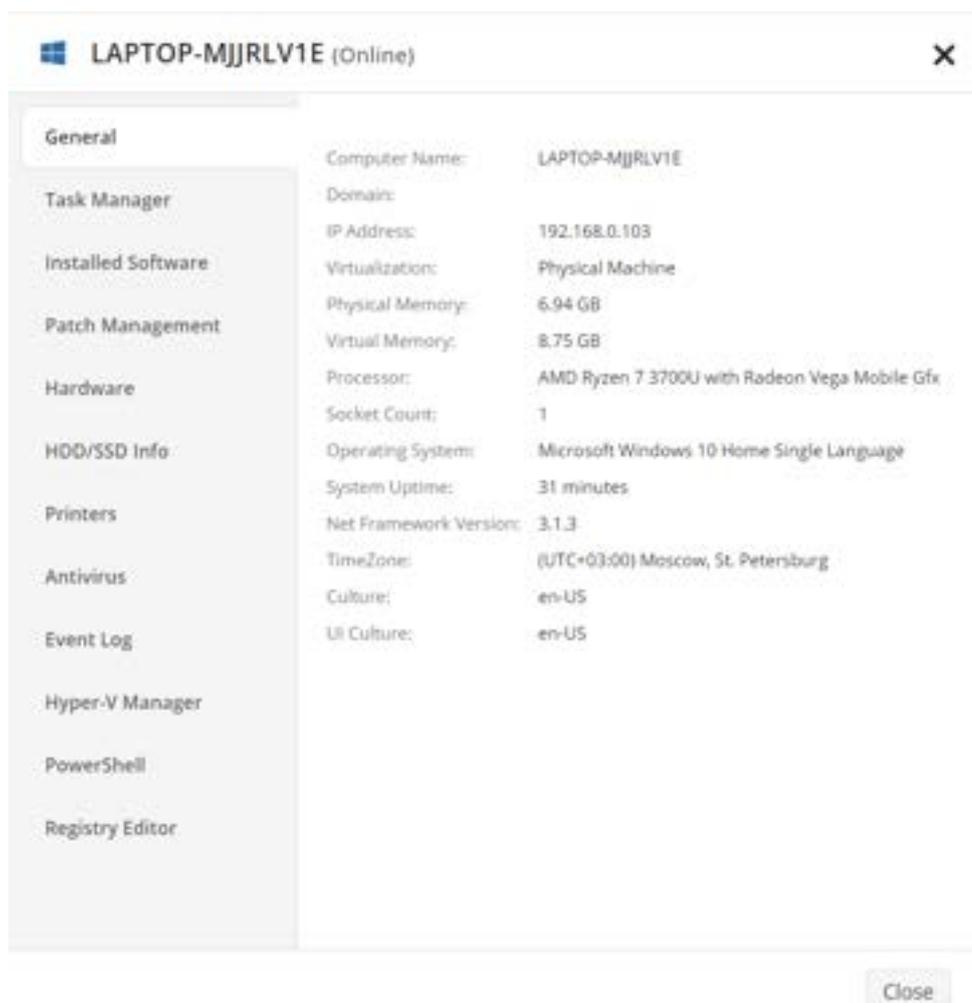
To manage a specific computer, click on the button in the right corner of the **RMM** section, or any of the status bars.



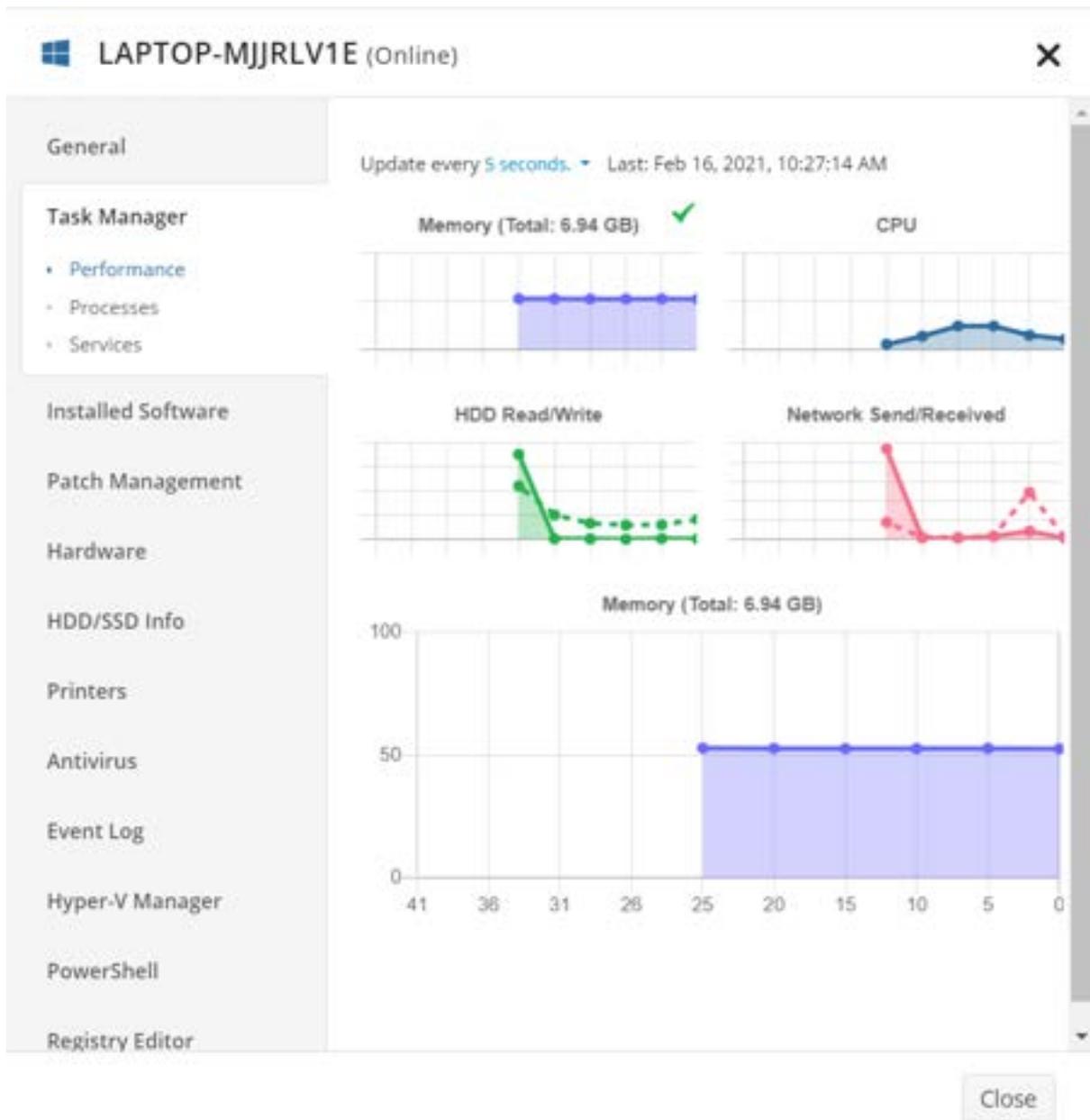
You will then see a slide-in tab. The right-hand part of the tab shows information and allows you to manage the solution. On the left, you can select the required section of the tab.

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.

The screenshot displays the 'Installed Software' tab in the Microsoft Management Console (MMC) for a virtual machine named 'sergeykovm2012'. The interface includes a search bar at the top with the text 'Enter Search Request' and a magnifying glass icon. Below the search bar, it indicates 'Software: 21' and provides refresh and help icons. The main area contains a table of installed software with the following columns: Name and Version. The 'ClamAV' entry is selected, and a tooltip with the 'Uninstall' button is visible over the search bar.

| ↓ Name | Version |
|--------------------------------------------------------------------------|---------------|
| <input checked="" type="checkbox"/> ClamAV | 0.102.1 |
| <input type="checkbox"/> CloudBerry Backup | |
| <input type="checkbox"/> Google Chrome | 96.0.4664.45 |
| <input type="checkbox"/> Microsoft .NET Core 2.2.8 - Windows Server ... | 2.2.8.0 |
| <input type="checkbox"/> Microsoft .NET Core Runtime - 2.2.8 (x64) | 2.2.8.28209 |
| <input type="checkbox"/> Microsoft .NET Core Runtime - 2.2.8 (x86) | 2.2.8.28209 |
| <input type="checkbox"/> Microsoft .NET Core Runtime - 3.1.0 (x64) | 3.1.0.28315 |
| <input type="checkbox"/> Microsoft .NET Core Runtime - 3.1.0 (x86) | 3.1.0.28315 |
| <input type="checkbox"/> Microsoft ASP.NET Core 2.2.8 - Shared Fram... | 2.2.8.0 |
| <input type="checkbox"/> Microsoft Visual C++ 2008 Redistributable - ... | 9.0.30729.... |
| <input type="checkbox"/> Microsoft Visual C++ 2008 Redistributable - ... | 9.0.30729.... |
| <input type="checkbox"/> Microsoft Visual C++ 2010 x64 Redistributab... | 10.0.40219 |
| <input type="checkbox"/> Microsoft Visual C++ 2013 Redistributable (x... | 12.0.30501.0 |
| <input type="checkbox"/> Microsoft Visual C++ 2015-2019 Redistributa... | 14.24.2812... |
| <input type="checkbox"/> Notepad++ (64-bit x64) | 7.8.4 |

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

LAPTOP-MJJRLV1E (Online) ✕

General

Task Manager

Installed Software

Patch Management

- Available Hotfixes
- Installed Hotfixes

Hardware

HDD/SSD Info

Printers

Antivirus

Event Log

Hyper-V Manager

PowerShell

Registry Editor

Last status: Idle
Downloaded: 0/0 Size: 0 MB/0 MB Installed: 0/0

Enter Search Request 🔍

Available Hotfixes: 0 🔗 Install selected 🔄 📄

| <input type="checkbox"/> | Hotfix | Title | Size |
|--------------------------|--------|-------|------|
| There is no data here | | | |

Close

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

LAPTOP-MJJRLV1E (Online) X

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) X

- General
- Task Manager
- Installed Software
- Patch Management
- Hardware
- HDD/SSD Info
- Printers

CT240BX500SSD1 ATA Device
1944E3D3AF93
✔ SMART

(C:) NTFS 138.29 GB free of 240 GB

ST1000DM003-1CH162 ATA Device
Z1D25KYZ
✔ SMART

(I:) Graier Storage NTFS 503.02 GB free of 931.29 GB

WDC WD5003AZEX-00K1GA0 ATA Device
WD-WCC152457983
✔ SMART

SMART data device CT240BX500SSD1 ATA Device X

| 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 | 909 | 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 |

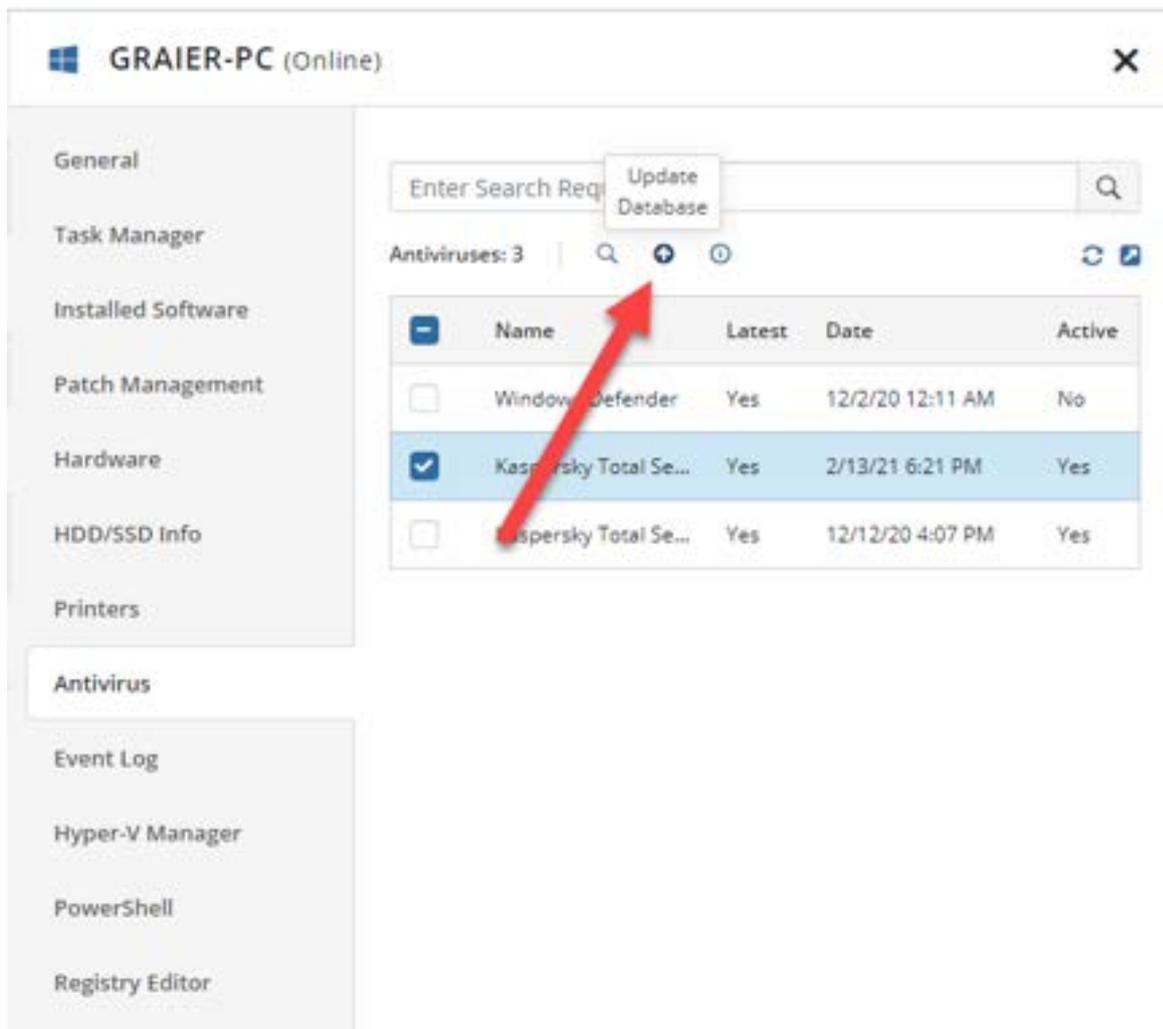
On the next tab, **Printers**, you can see the status and detailed information about all the printers connected to that computer.

The screenshot shows the GRAIER-PC (Online) interface. The title bar reads "GRAIER-PC (Online)" with a close button (X) on the right. A search bar at the top contains the text "Enter Search Request" and a magnifying glass icon. Below the search bar, the "Printers" section is active, showing "Printers: 6" with refresh and help icons. A table lists the printers and their status:

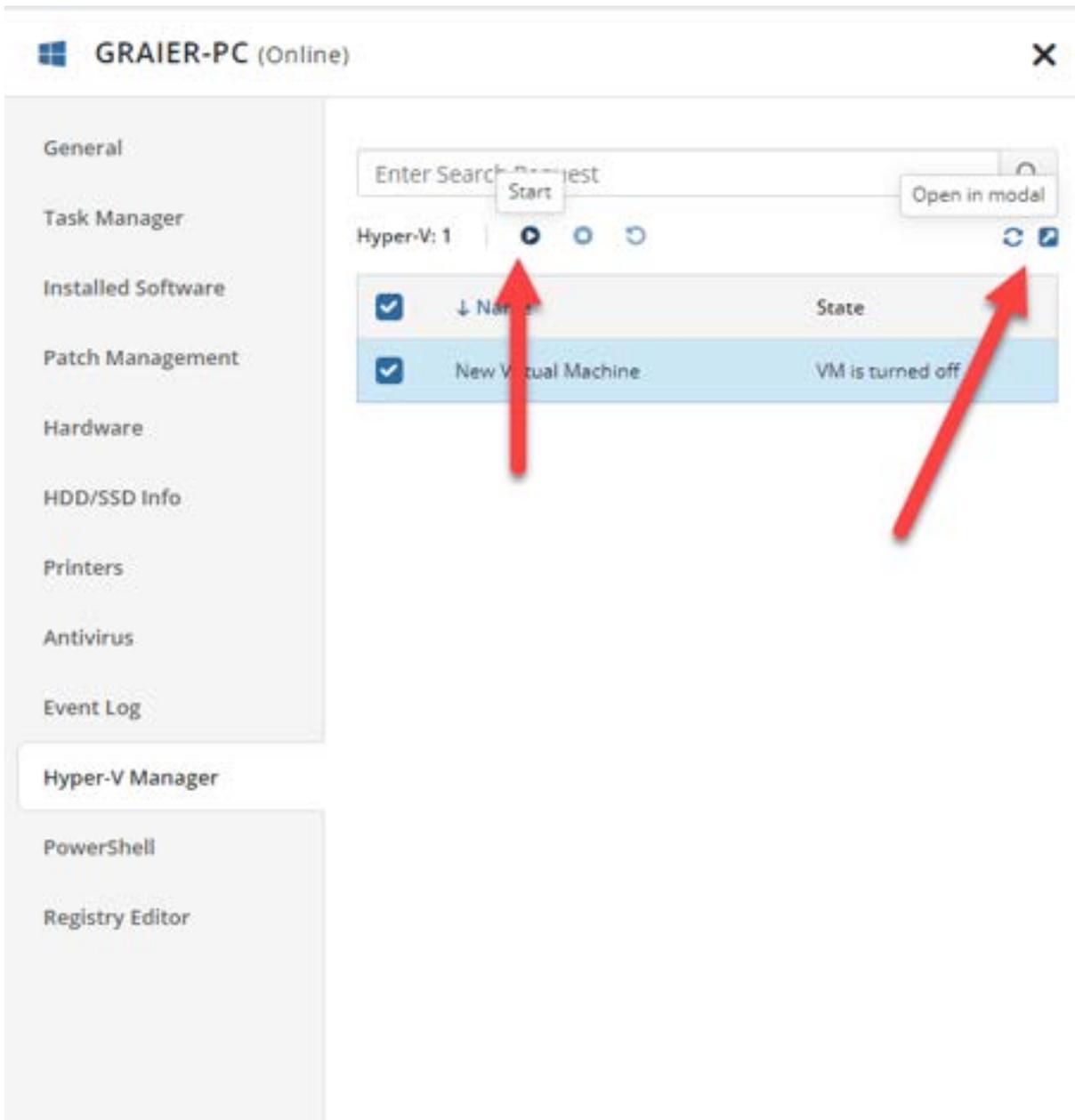
| ↓ Name | Status |
|-----------------------------------------------|--------|
| Fax | idle |
| HP Laserjet Professional M1210 MFP Series Fax | idle |
| HP Laserjet Professional M1212nf MFP | idle |
| Microsoft Print to PDF | idle |
| Microsoft XPS Document Writer | idle |
| OneNote (Desktop) | idle |

The left sidebar contains the following navigation options: General, Task Manager, Installed Software, Patch Management, Hardware, HDD/SSD Info, Printers (highlighted), Antivirus, Event Log, Hyper-V Manager, PowerShell, and Registry Editor.

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.



Virtual Machines (Hyper-V)

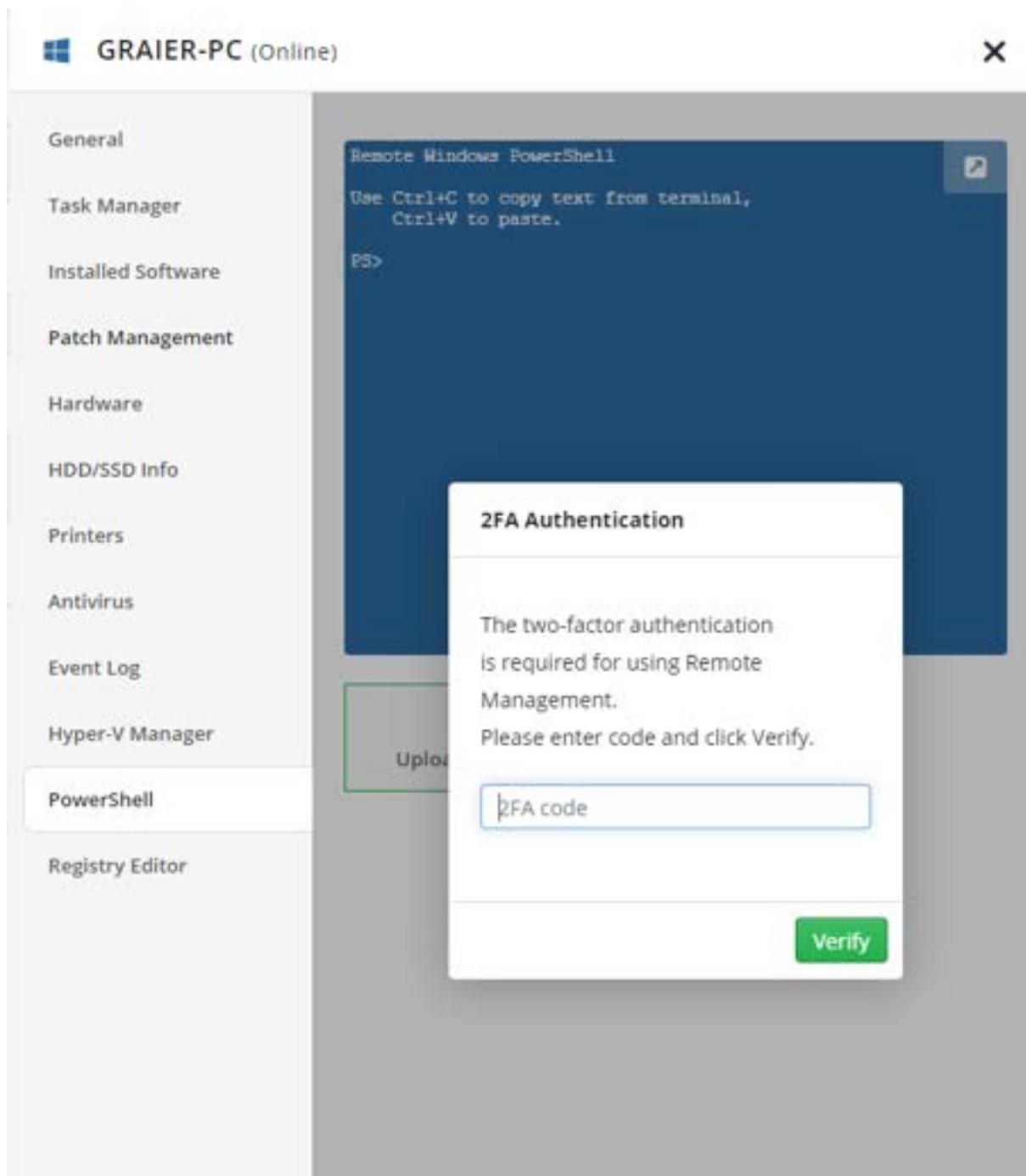
Enter Search Request

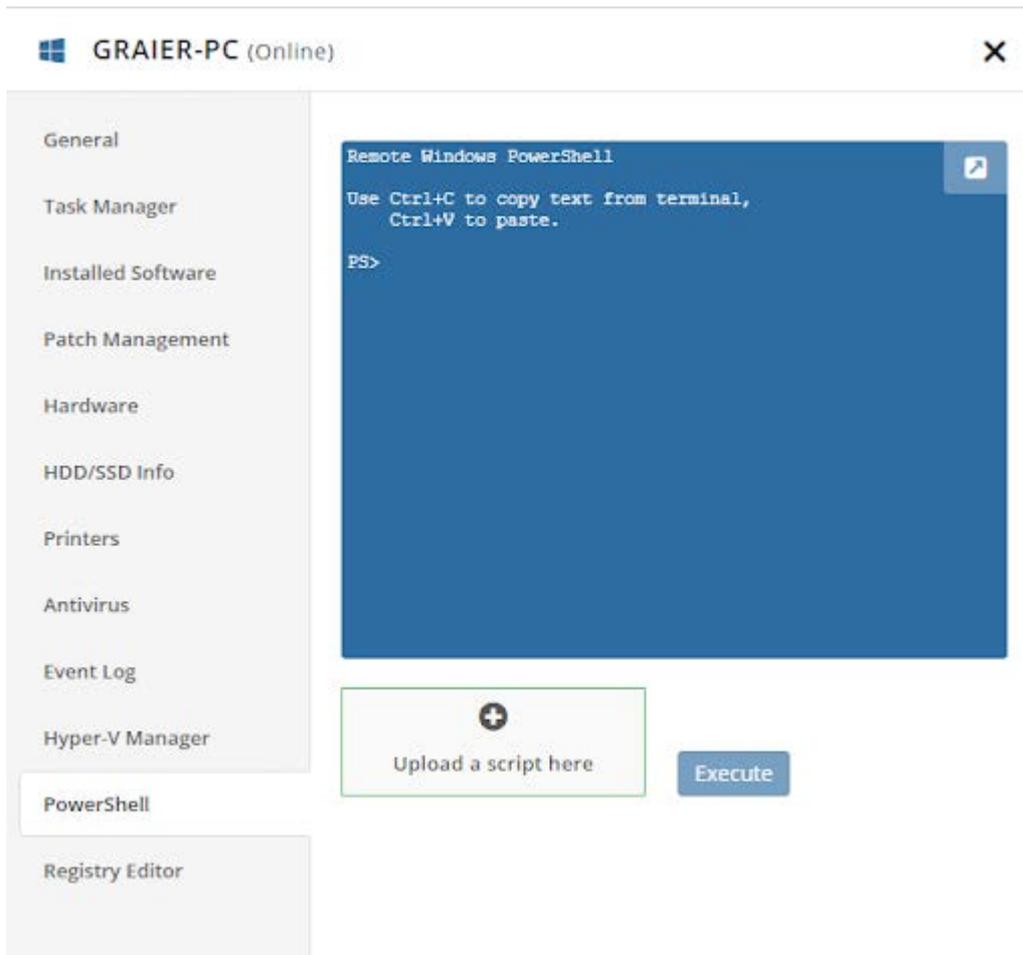
Hyper-V: 1

| Create Date | GUID | Heartbeat | Health State | Memory Usage | Cores | Memory | Replication Mode | Shielded | Swap Files | Versions |
|----------------------|---------------------------------------|-----------|--------------|--------------|-------|--------|------------------|----------|------------|----------|
| 11/12/20 08:45:43 AM | CB8D895F-E61A-4AF2-875E-258B16ACT1... | | 5 | | 1 | 2 GB | 0 | False | False | 0.0 |

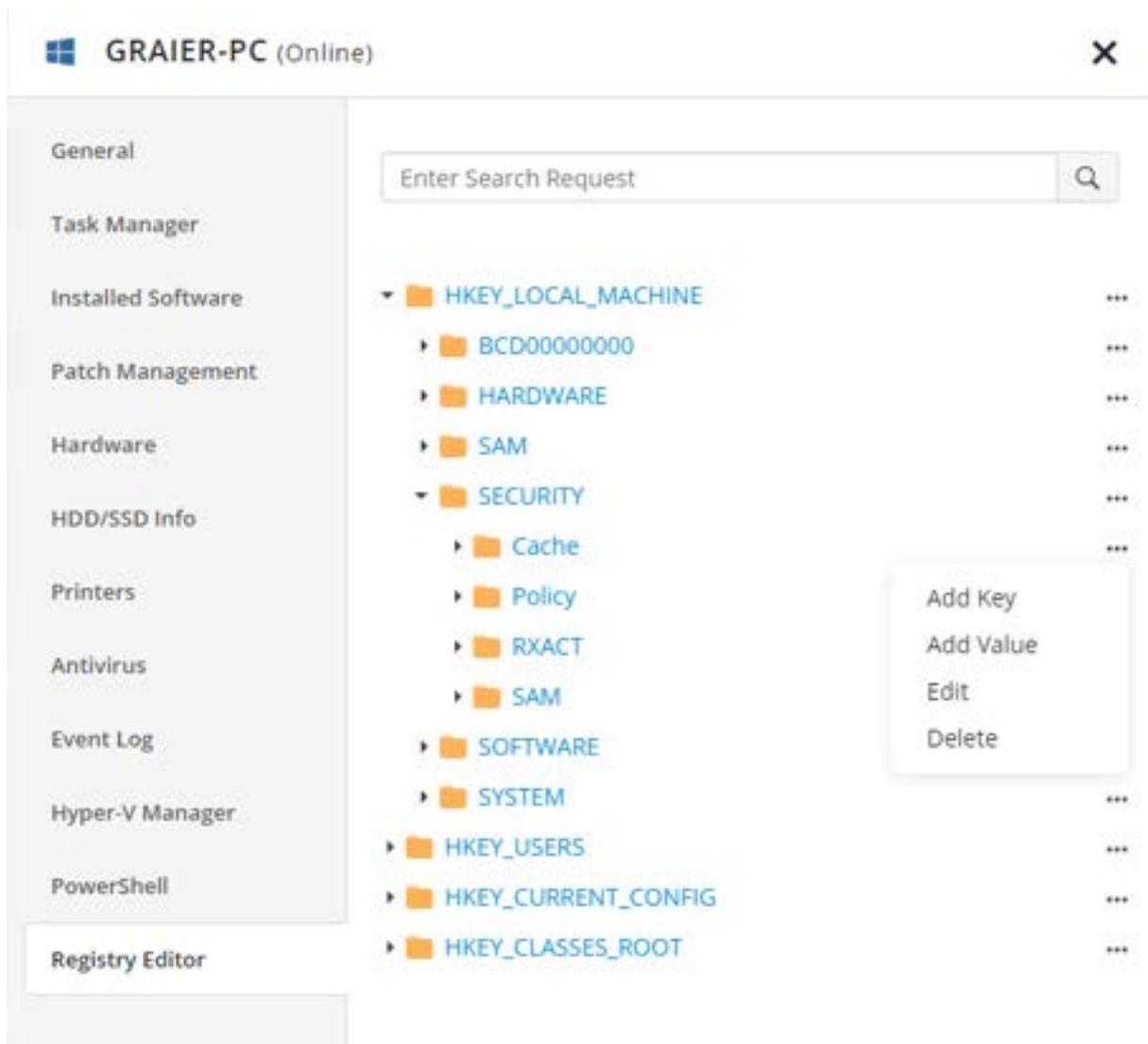
On the next tab, **PowerShell**, you can run or upload any PowerShell scripts. Bear in mind that this option is only available if you have enabled two-factor

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.





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



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