

## How does the check of disk status by the solution CUSTOMER MONITOR® work?

- C-Monitor transparently collects information about the local, as well as network drives, using C-Deskript. The information obtained by C-Deskript is then sent by C-Monitor to the CM Server generally once a day, if the default C-Deskript's execution interval hasn't been changed
- C-Deskript calculates information about disks, their assigned letters (C:, D:, etc.), type of partition (NTFS, FAT32, ...), type of disk (Basic, dynamic), its capacity, free space, percentage of its capacity usage, values of S.M.A.R.T parameters
- Check of free space on drives through CM warns the user given in the PC's license, as well as the operator, if empty space on a disk gets below standardly 500MB, the evaluation goes according to the installed OS. The default value can be changed through CM Portal in *Admin zone*, in the left menu *Parameters - Error settings*, in the item *Show evaluation* select *Disk - free space*, according to OS

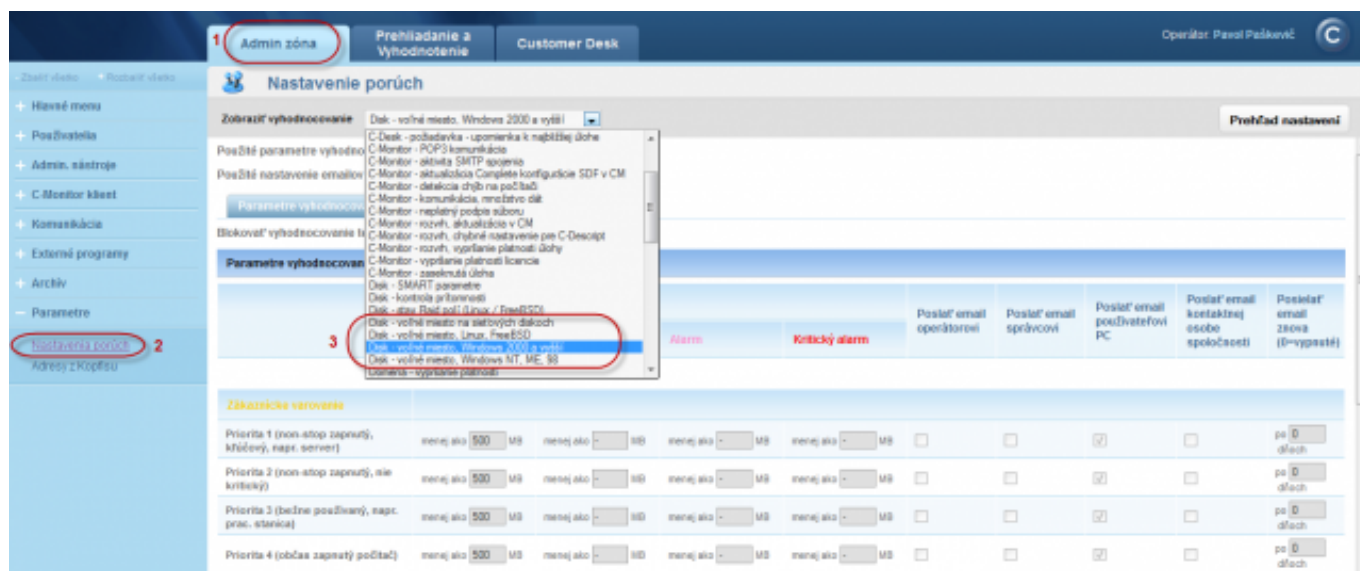


Image: Nastavenie prahových hodnôt pre poruchy

## Options to check state of disk occupation via CM portal

- Information about the current state of local drives are gathered on Customer Monitor portal. These data can be accessed through "*Presentation and Evaluation*" > "*Zones*" and select the filter "*Disks - local*"

**Zóny**

Spoločnosť: real Počítač & Umiestnenie: 6530 Používateľ: [ ]

Operator: OS: Zoradiť podľa: CM-ID Zoradiť ako: Vzdupne Hľadať Rozšírené

☒ Zahnúť ručne zadane počítače ☐ Len online počítače

**Zóna Disky - lokálne [zobrazená 1 položka]**

Sekcia	Parameter	1. SEAMB02
History		Show history
Network Name		XP6030P
User		Pavel
Current Login		XP6030Ppavop
Location		prenosy BA
Hard drives		349.8 GB - WDC WD1000BJKT-TP47D - SN WD-WVA8A99CT504
CD-dvd rom		hp CDDVDW TS-L633N 6300
C	Letter	C - Hard Drive 0
	Type	Fixed
	File system	NTFS
	Disk type	Basic
	Capacity	74.9 GB
	Free	37.3 GB
	Usage	50%
D	Letter	D - Hard Drive 0
	Type	Fixed
	File system	NTFS
	Disk type	Basic
	Capacity	74.1 GB
	Free	47.2 GB
	Usage	36%
	Label	Data

Image: Zobrazenie lokálnych diskov

- CM Server also offers information about network drives, of the currently logged user. These data are accessed through "Presentation and Evaluation" > "Zones" and select the filter "Disks - network"

**Zóny**

Spoločnosť: [ ] Počítač & Umiestnenie: PSTPC01 Používateľ: [ ]

Operator: OS: Zoradiť podľa: CM-ID Zoradiť ako: Vzdupne Hľadať Rozšírené

☒ Zahnúť ručne zadane počítače ☐ Len online počítače

**Zóna Disky - sieťové [zobrazená 1 položka]**

Sekcia	Parameter	1. PSTPC01
History		Show history
Network Name		PS-ASIST-01
User		Jana
Current Login		PSDOM02\Jana
Location		kancelaria na pravo vžadu 2.posch
O	Letter	o
	Type	Remote
	Capacity	300.0 GB
	Free	45.3 GB
	Usage	84%
	Path	\\sba-04\data\asistent
P	Letter	p
	Type	Remote
	Capacity	300.0 GB
	Free	45.3 GB
	Usage	84%
	Path	\\sba-04\data\Public

Image: Zobrazenie sieťových diskov

Image: Zobrazenie sieťových diskov

After the free space gets below the set value, an error is generated, which can be viewed at *Presentation and Evaluation* -> *Errors*. The error can be confirmed, after selecting the computer (ticking), press "**Confirm error**".

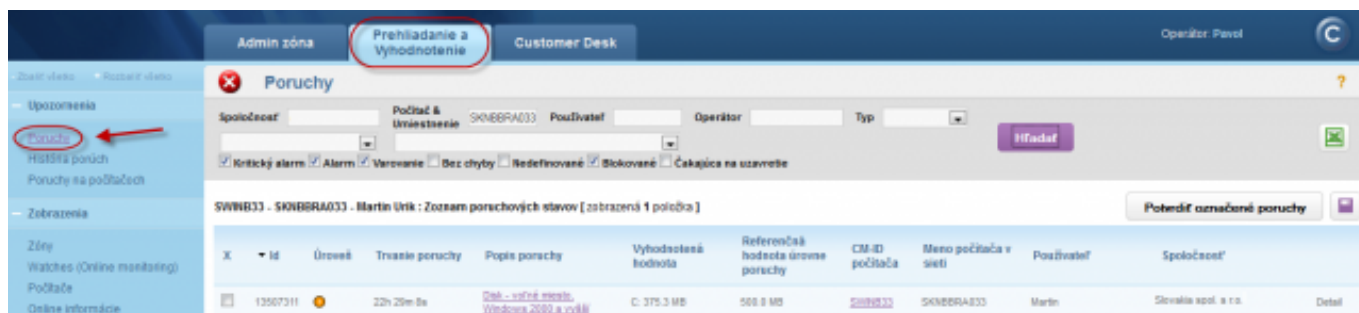


Image: Zobrazenie poruchy

A notification email about the error's occurrence is also generated.

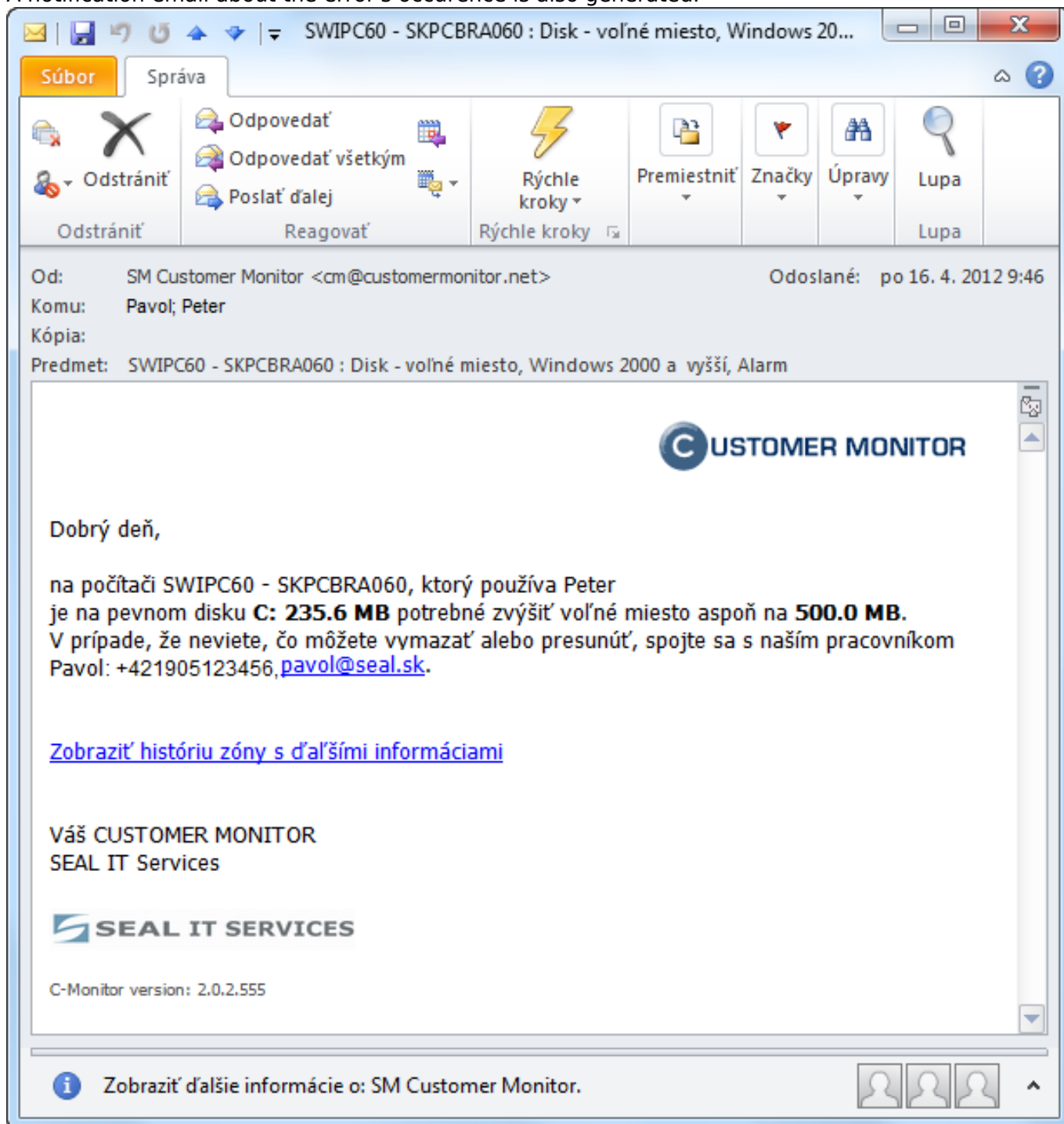


Image: Notifikačný email o poruche

## Removing the error

The error is ceased immediately when a C-Deskript from C-Monitor is received, where the zone is already evaluated with faultless state. This was preceded by freeing space on the drive by the user, or a technician directly on the PC.

It's possible to **completely block evaluation or notification of errors** at "Admin zone" > "Computers", where after clicking on the concerned computer, and then clicking on the tab "Evaluation of zones" may be evaluation of the zone blocked completely, or eventually blocked just notification about occurrence of the error. There is also an option to block size of just selected drives - by entering the drive's letter into the field "Logic disks whose size is not evaluated". This is especially relevant for optical drives, or for instance, system partitions of pre-installed OS from the manufacturers (HP, DELL), which serve to recovery. Their size doesn't change, and they're usually used up to maximum.

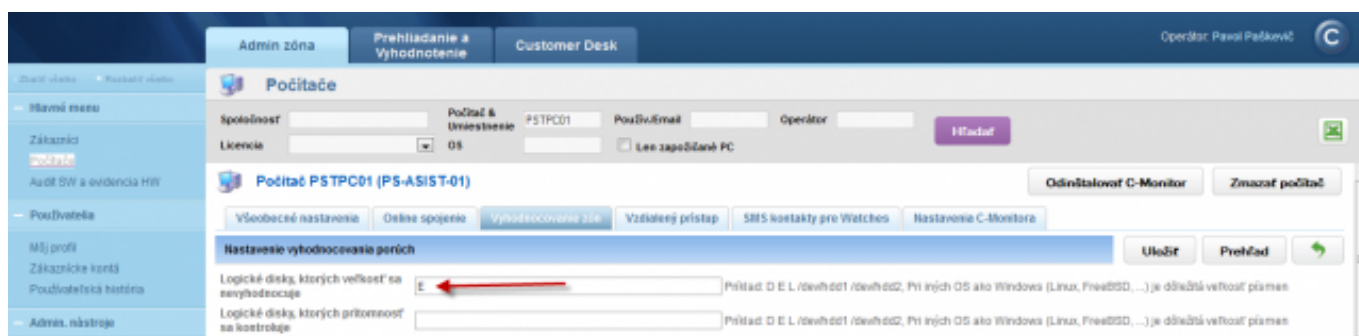


Image: Blokovanie vyhodnotenia niektorých partícií

Date:

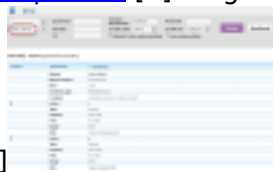
04/06/2012

External Links: [Nastavenia a notifikácia porúch](#) [1]

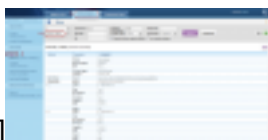
Images:



[2]



[3]



[4]



[5]



[6]



[7]

## Links

[1] <https://customermonitor.co/node/605>

[2] [https://customermonitor.co/sites/default/files/6\\_2.png](https://customermonitor.co/sites/default/files/6_2.png)

[3] [https://customermonitor.co/sites/default/files/7\\_2.png](https://customermonitor.co/sites/default/files/7_2.png)

[4] [https://customermonitor.co/sites/default/files/9\\_2.png](https://customermonitor.co/sites/default/files/9_2.png)

[5] [https://customermonitor.co/sites/default/files/4\\_2.png](https://customermonitor.co/sites/default/files/4_2.png)

[6] [https://customermonitor.co/sites/default/files/5\\_3.png](https://customermonitor.co/sites/default/files/5_3.png)

[7] [https://customermonitor.co/sites/default/files/8\\_2.png](https://customermonitor.co/sites/default/files/8_2.png)