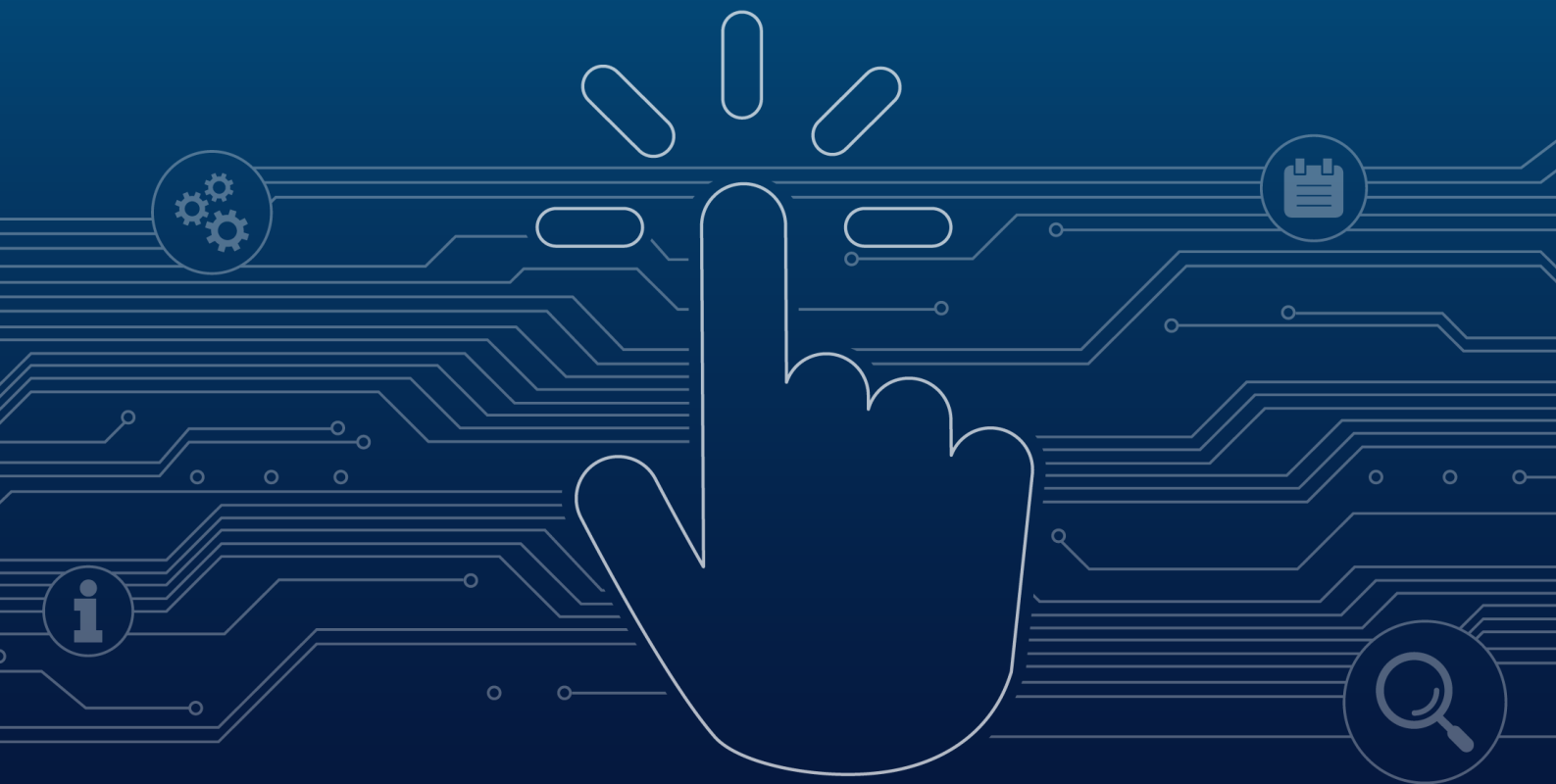


Paessler PRTG Enterprise Monitor

Quick Start Guide



Paessler PRTG Enterprise Monitor Quick Start Guide

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Introduction

Welcome to Paessler PRTG Enterprise Monitor. You have chosen a software product that comes with a comprehensive set of features and provides the scalability and flexibility you need for monitoring large-scale IT environments.

Paessler PRTG Enterprise Monitor offers the same extensive monitoring feature set as **PRTG Network Monitor** and also includes the product extensions **PRTG SLA Reporter**, **PRTG MultiBoard**, and **PRTG Multi-Core Dashboards**.

- PRTG SLA Reporter offers detailed reports for easier SLA compliance and ensures 99.999% uptime.
- PRTG MultiBoard is a native desktop application where you can interact with several PRTG servers in one interface.
- PRTG Multi-Core Dashboards combines **PRTG Data Exporter** with **Grafana®**. It allows you to consolidate data from multiple PRTG servers and build unified, customizable dashboards for visualization.

i PRTG Data Exporter streamlines the process of visualizing PRTG monitoring data by exporting it to standalone databases (MS SQL, PostgreSQL) that can be easily connected to Grafana® for powerful dashboard creation and data visualization via Grafana® APIs. Grafana® is a trademark of Grafana Labs. PRTG Data Exporter is not affiliated with or endorsed by Grafana Labs.

Step 1: Check the system requirements for the installation of a PRTG server

To install a PRTG server, you need to meet several system requirements.

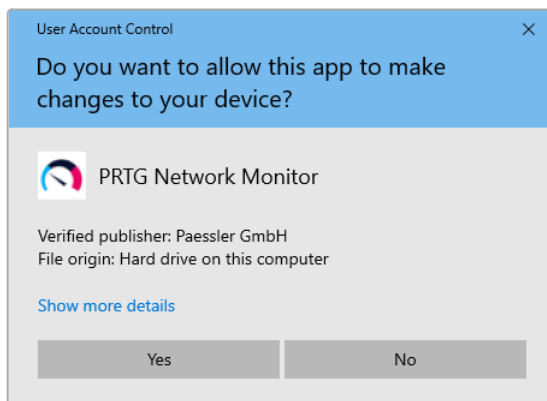
■ For up-to-date setup recommendations, see the Paessler website: [System requirements for PRTG](#).

Step 2: Install a PRTG server

Installing a PRTG server works like other Windows-based applications. To install a PRTG server, run the installation setup program **prtg_installer.exe** from the .zip file that you downloaded.

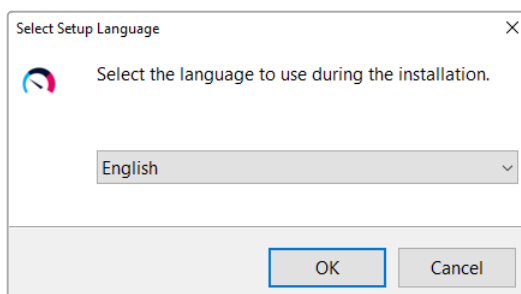
 The activation of a Paessler PRTG Enterprise Monitor subscription license requires as of **PRTG 21.4.73**.

1. Confirm the question of the [Windows User Account Control](#) with **Yes** to allow PRTG to install. The installation dialog guides you through the installation process.



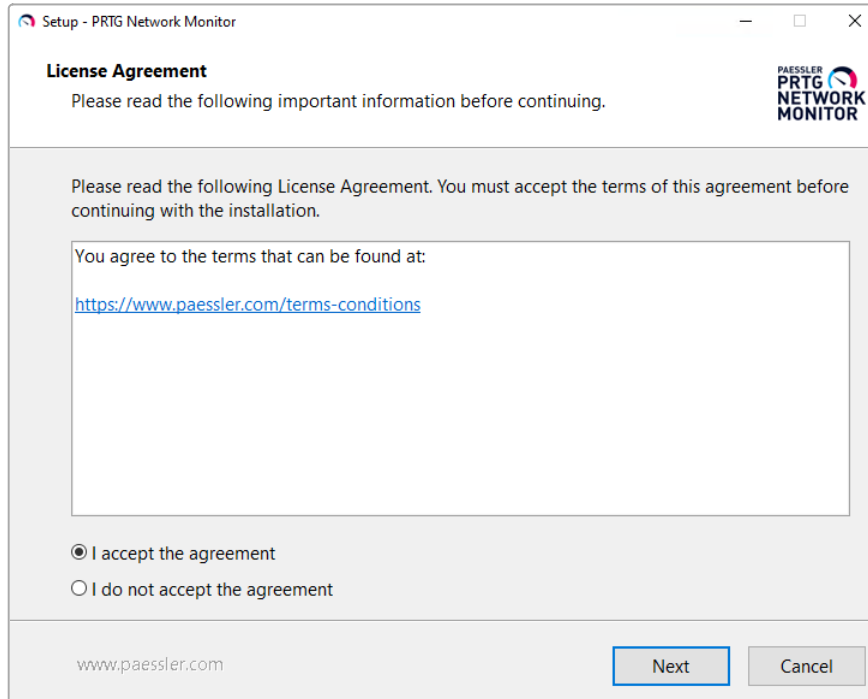
Windows User Account Control confirmation request

2. Select a language for the installation and click **OK**. The available language options depend on both your Windows version and the setup file.



Select your setup language

3. Accept the [license agreement](#) and click **Next**.



Setup - PRTG Network Monitor

License Agreement

Please read the following important information before continuing.

Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.

You agree to the terms that can be found at:

<https://www.paessler.com/terms-conditions>

☒ I accept the agreement

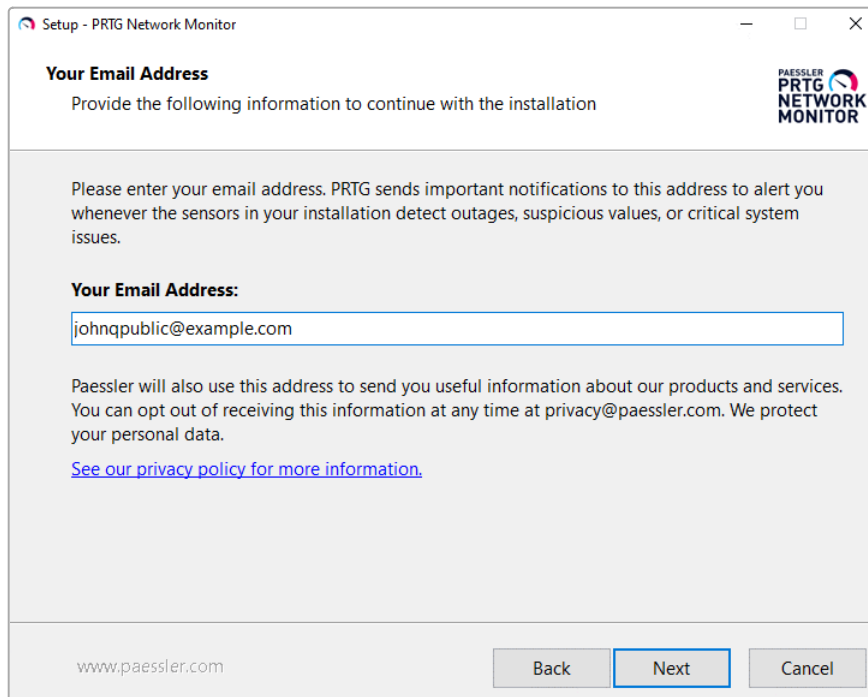
☐ I do not accept the agreement

www.paessler.com

Next Cancel

Setup: License Agreement

4. Enter your email address to make sure you receive important system alerts and click **Next**.



Setup - PRTG Network Monitor

Your Email Address

Provide the following information to continue with the installation

Please enter your email address. PRTG sends important notifications to this address to alert you whenever the sensors in your installation detect outages, suspicious values, or critical system issues.

Your Email Address:

Paessler will also use this address to send you useful information about our products and services. You can opt out of receiving this information at any time at privacy@paessler.com. We protect your personal data.

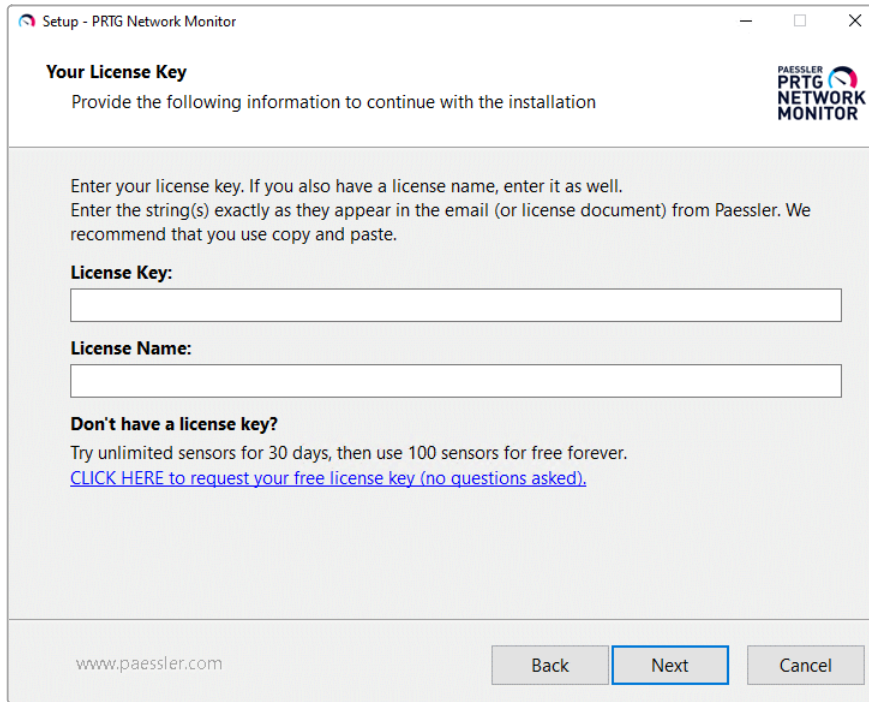
[See our privacy policy for more information.](#)

www.paessler.com

Back Next Cancel

Setup: Your Email Address

5. Enter your license key and click **Next**. For more information about the activation of your license, see section [Step 3.1: Activate your license](#).



Your License Key
Provide the following information to continue with the installation

Enter your license key. If you also have a license name, enter it as well.
Enter the string(s) exactly as they appear in the email (or license document) from Paessler. We recommend that you use copy and paste.

License Key:

License Name:

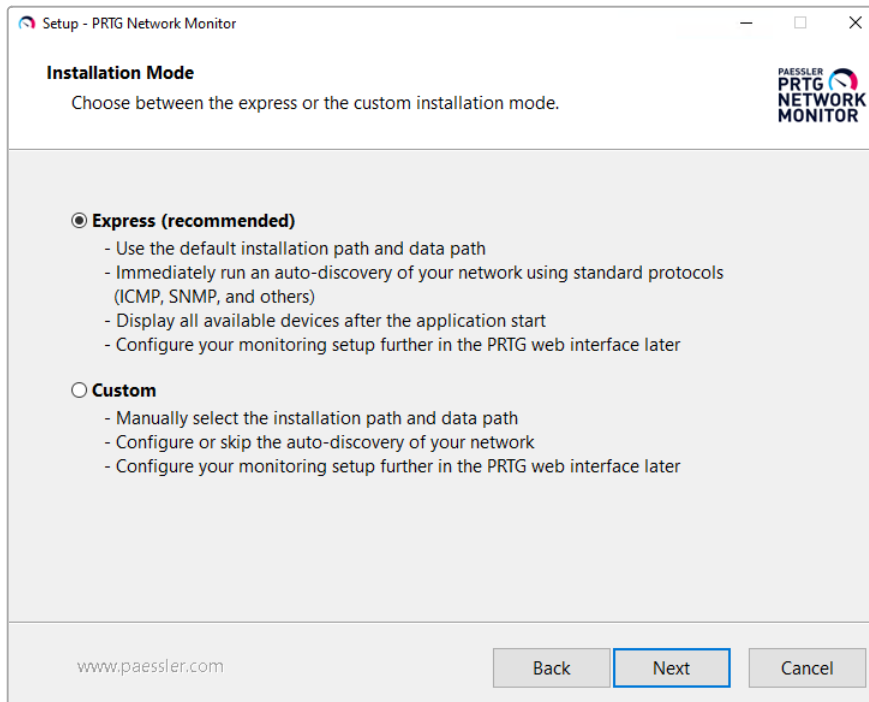
Don't have a license key?
Try unlimited sensors for 30 days, then use 100 sensors for free forever.
[CLICK HERE to request your free license key \(no questions asked\).](#)

www.paessler.com

Back Next Cancel

Setup: Your License Key

6. Select if you want to use the **Express** or the **Custom** installation mode and click **Next**. If you select the **Express** installation mode, you can directly proceed with step 9.



Installation Mode
Choose between the express or the custom installation mode.

☒ **Express (recommended)**

- Use the default installation path and data path
- Immediately run an auto-discovery of your network using standard protocols (ICMP, SNMP, and others)
- Display all available devices after the application start
- Configure your monitoring setup further in the PRTG web interface later

☐ **Custom**

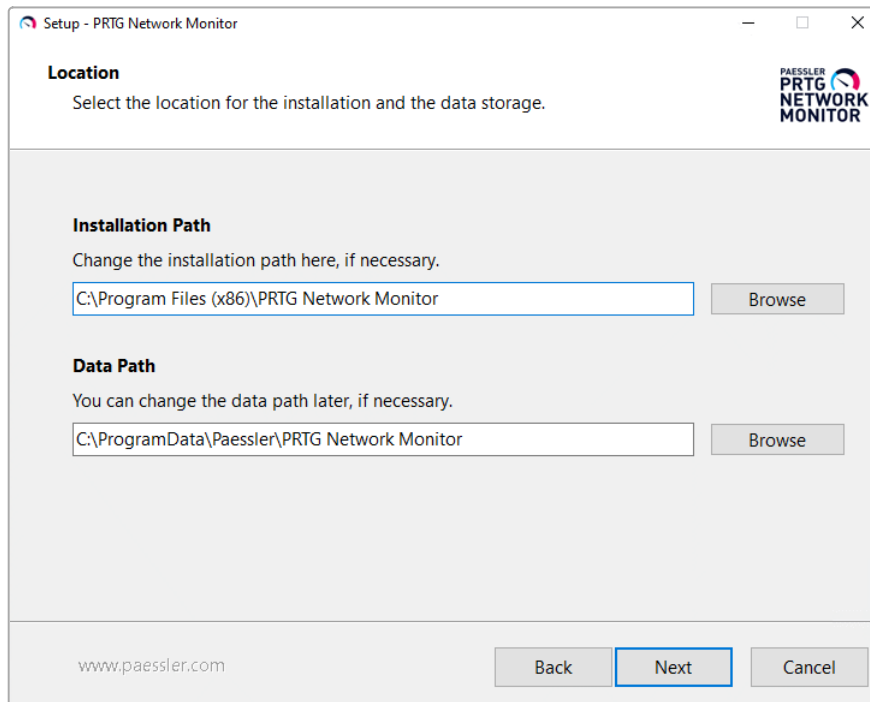
- Manually select the installation path and data path
- Configure or skip the auto-discovery of your network
- Configure your monitoring setup further in the PRTG web interface later

www.paessler.com

Back Next Cancel

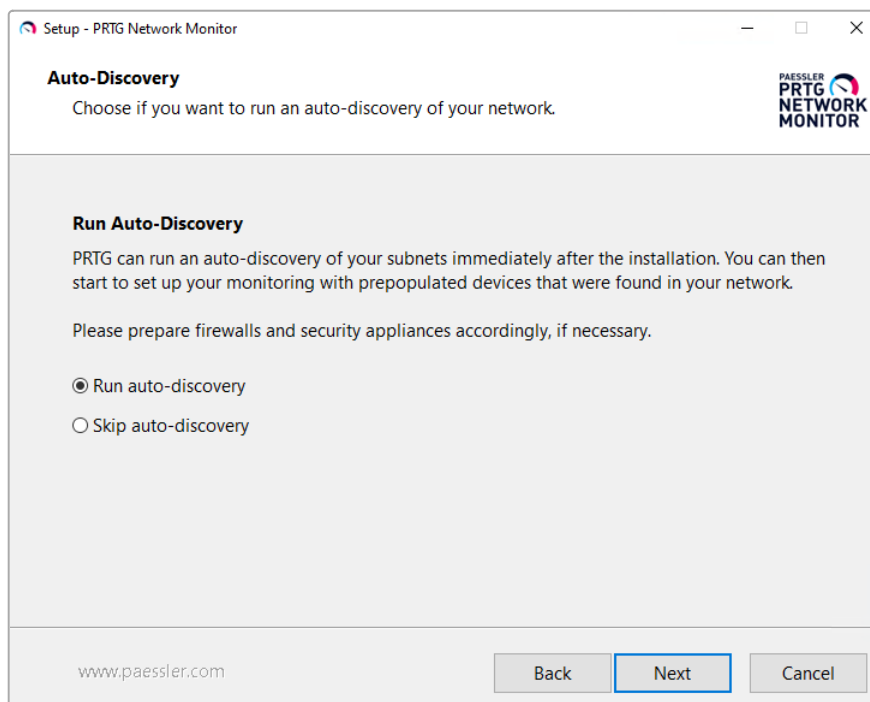
Setup: Installation Mode

7. This page is only visible if you use the **Custom** installation mode. You can change the paths to the [PRTG program directory](#) and [PRTG data directory](#), if necessary. Click **Next**.



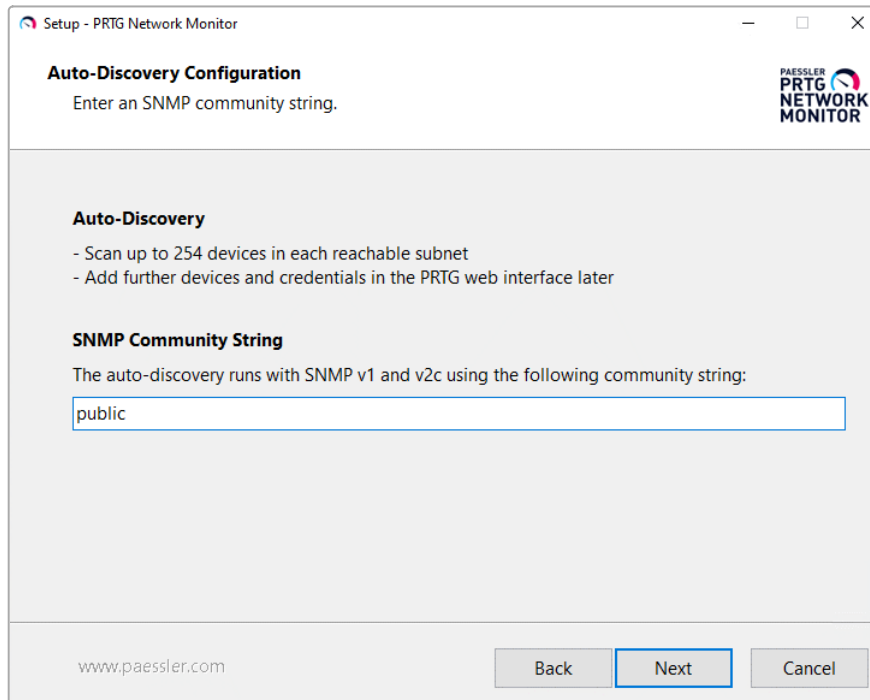
Setup: Location

8. This page is only visible if you use the **Custom** installation mode. Select if you want to run an [auto-discovery](#) of your network or if you want to skip the auto-discovery. This might be useful for performance reasons or if you prefer to manually add devices and sensors to your installation. Click **Next**.



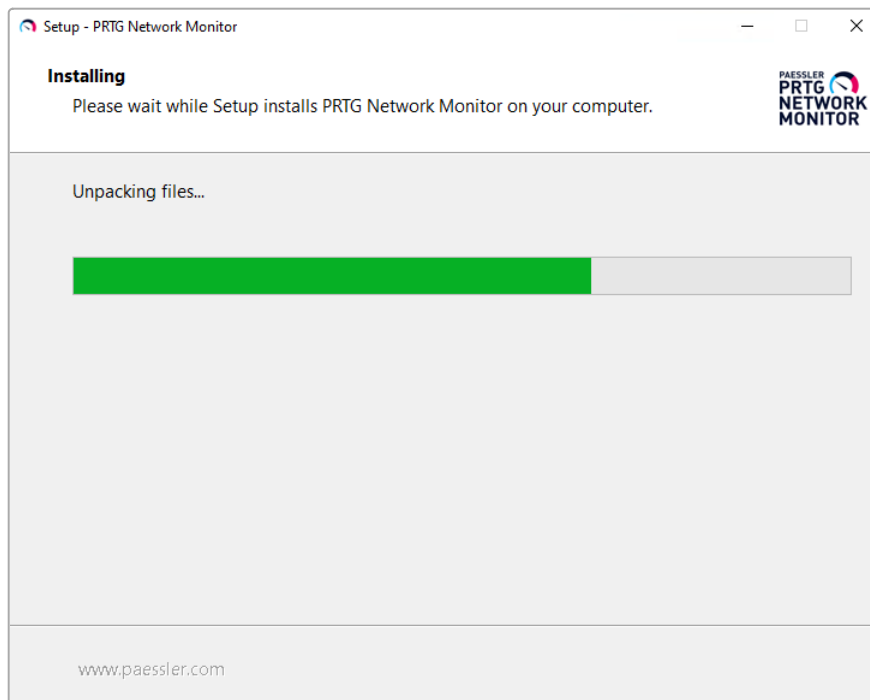
Setup: Auto-Discovery

9. This page is only visible if you select **Run auto-discovery**. You can enter a Simple Network Management Protocol (SNMP) community string. The default SNMP community string is [public](#). Click **Next**.



Setup: Auto-Discovery Configuration

10. PRTG is installed on your computer.



Setup: Installing

11. Click **Finish** to complete the setup of PRTG.

After installation, you can open the PRTG web interface in one of the supported browsers. For more information, see the [PRTG Manual: System Requirements](#).

- i** In some cases, antivirus software like Windows Defender interferes with the PRTG installer. This might cause high CPU load on the PRTG server, which might prevent a successful installation. Temporarily disable Windows Defender and other antivirus software if you have issues installing PRTG.

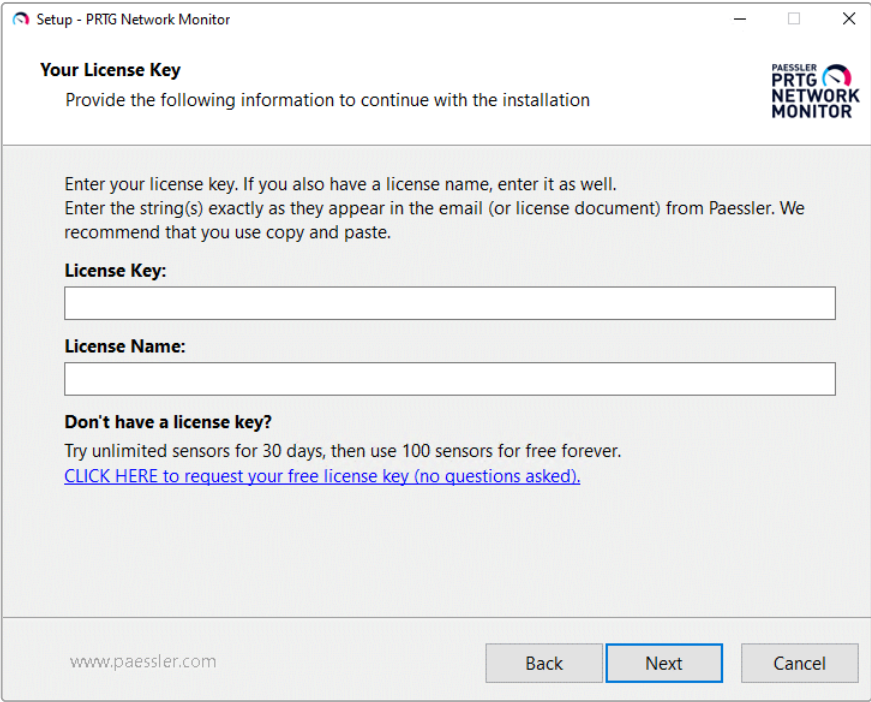
Step 3.1: Activate your license

During the install process, PRTG validates your license information by connecting to the activation server. You can activate your license automatically online or manually offline.

Online Activation

You received the **License Key** from Paessler via email. Copy the key and paste it when PRTG asks you to enter your license information in the setup dialog.

- i** Paessler PRTG Enterprise Monitor subscription licenses do not have a **License Name**. The installer automatically grays out the **License Name** field if you enter a PRTG Enterprise Monitor subscription license key.



The screenshot shows the 'Setup - PRTG Network Monitor' window. The title bar includes the Paessler logo and window controls. The main content area is titled 'Your License Key' and instructs the user to provide license information. It contains two text input fields: 'License Key:' and 'License Name:'. Below these fields, there is a section titled 'Don't have a license key?' which offers a 30-day trial and a link to request a free license key. At the bottom of the window, there is a footer with the website 'www.paessler.com' and three buttons: 'Back', 'Next' (which is highlighted with a blue border), and 'Cancel'.

Setup: Your License Key

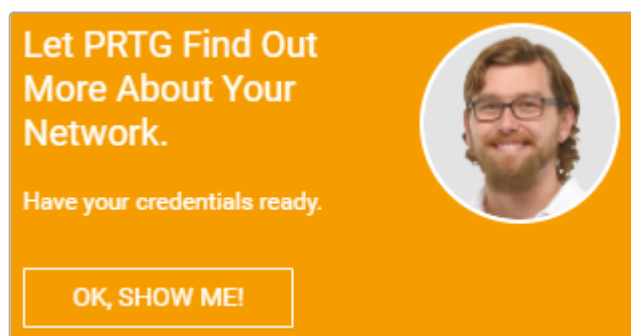
- i** If you think that you have correctly entered your license key but get a **License Invalid** message, contact sales@paessler.com.

Offline Activation

If no internet connection is available, you must activate PRTG manually. For more information, see the Paessler website: [How to use PRTG Enterprise Monitor in an offline environment in 5 steps](#).

Step 3: Set up your PRTG installation

PRTG automatically starts the **Smart Setup** on a new PRTG installation. This setup assistant, represented by a member of the Paessler team, guides you through the initial setup of your network monitoring system. The Smart Setup reappears until you have completed all steps. You can skip the introduction altogether right at the beginning.



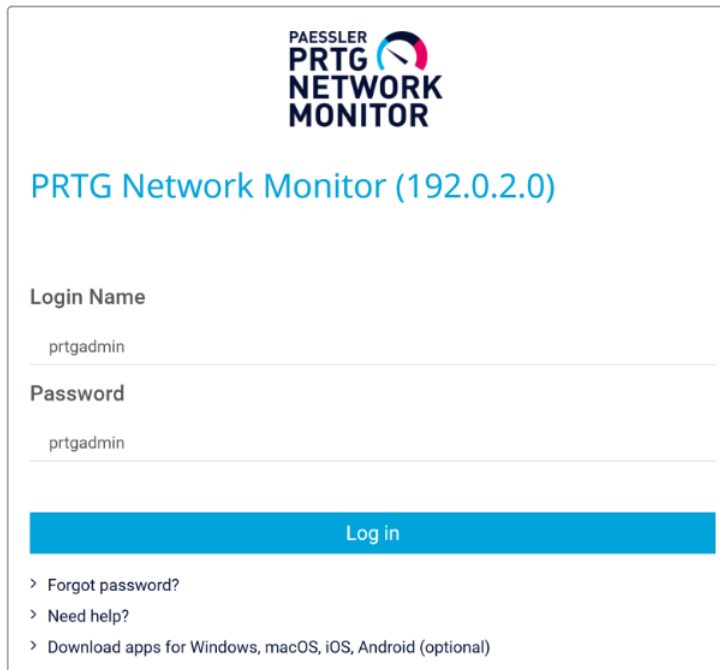
Smart Setup assistant

■ For more information, see the [PRTG Manual: Step 2: Smart Setup](#).

Step 4: Add a user account to your PRTG installation

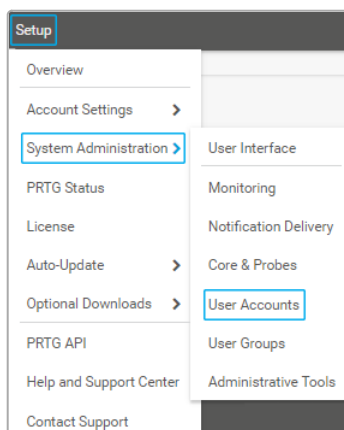
To add a dedicated user account to your PRTG installations, follow the steps given below:

1. Log in to the PRTG web interface as an administrator user. The default login name and password for the PRTG System Administrator user are [prtgadmin](#) and [prtgadmin](#).



Login screen

2. Select **Setup | System Administration | User Accounts** from the main menu bar.



Navigate to User Accounts

3. Hover over  and select **Add User** from the dropdown menu.
4. Enter a **Login Name** for the new user, and a **Display Name**.
5. Enter a primary email address and a password for the new user.
6. For **Account Type**, select **Read/write user**.

7. Select the PRTG Administrators group from the dropdown list as the user's primary group.

Note: This is necessary because the new user needs to be an administrator user. You can also select any other user group with administrative rights.

8. Set all other options as you require them.

9. Click **Create** to add the new user account to PRTG.

Add User

Settings

User Account

Login Name ⁱ johnq

Display Name ⁱ johnqpublic

Primary Email Address ⁱ johnqpublic@company.com

Password ⁱ

Confirm Password ⁱ

Create

Account Control

User Type ⁱ ☒ Read/write user ☐ Read-only user

Primary Group ⁱ PRTG Administrators

Status ⁱ ☒ Active ☐ Paused

Last Login ⁱ (has not logged in yet)

Add a dedicated user

For more information on how to manage user accounts in PRTG, see the PRTG Manual: User Accounts and User Groups.

Step 5: Install more PRTG servers (optional)

If you already want to set up more PRTG servers, repeat [step 2](#), [step 3](#), and [step 4](#). You can also install further PRTG servers at a later time.

 Note that each PRTG server system has its own configuration and its own local user accounts.

Step 6: Install Paessler PRTG MultiBoard

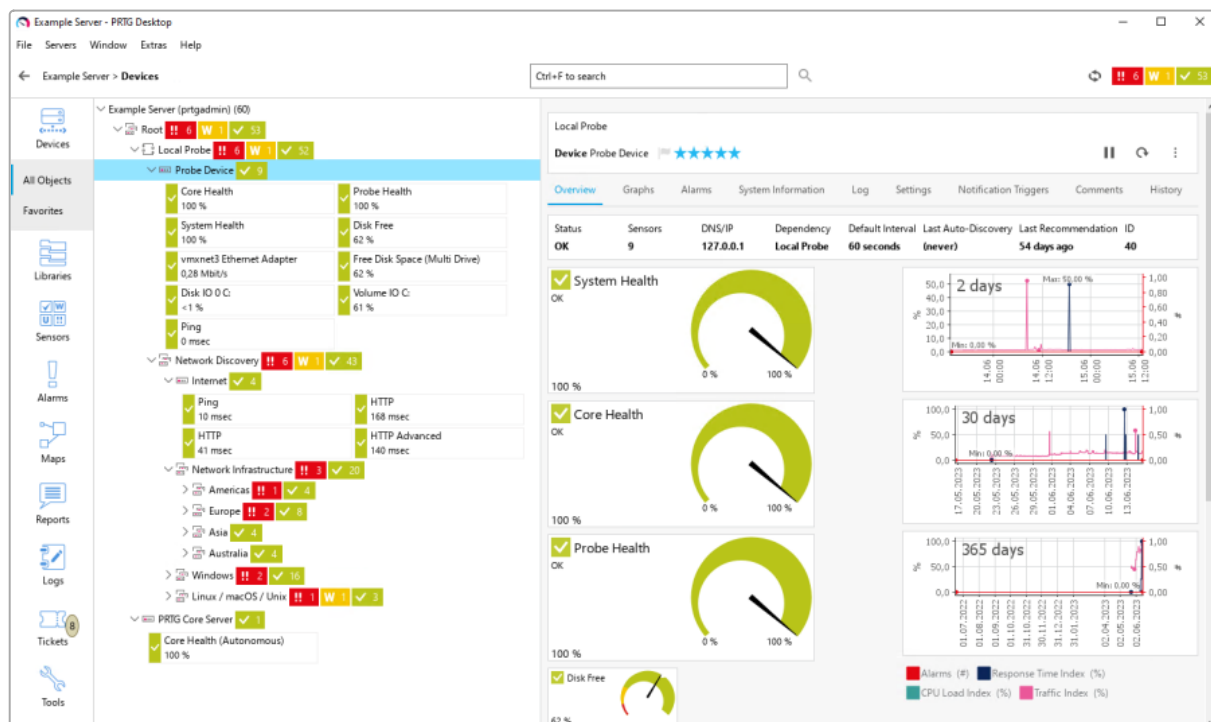
i You can find a comprehensive guide to PRTG MultiBoard in the [PRTG MultiBoard & PRTG app for desktop manual](#).

Paessler PRTG MultiBoard is a native, cross-platform application that enables fast access to all of your PRTG servers, including PRTG Network Monitor and PRTG Hosted Monitor instances. With PRTG MultiBoard you can configure your setup, view monitoring results, and keep an eye on your network.

As a PRTG Enterprise Monitor user, you also have access to **PRTG MultiBoard features**, which has extended features, including the **multiboard** and **probe transfer**.

For more information, see sections **4: General features** and **5: PRTG MultiBoard** in the [PRTG MultiBoard & PRTG app for desktop manual](#).

PRTG MultiBoard natively includes most PRTG functions. For a few options, PRTG MultiBoard opens an external browser window using your default browser, for example, for system setup.



PRTG MultiBoard device tree

System Requirements

To install and use PRTG MultiBoard, you must have the following:

- Administration rights
- A local system running a supported operating system
- A viable internet connection
- A PRTG core server running as of **PRTG 17.4.35** and open to connections

■ For more information, see section **2.1: System Requirements** in the [PRTG MultiBoard & PRTG app for desktop manual](#).

Install PRTG MultiBoard on Windows

Before you can activate and use PRTG MultiBoard, you must first install the application.

1. Download the [PRTG MultiBoard installer](#) from the Paessler website.
2. Execute the setup program that you downloaded.
3. Click **Install** to accept the terms and conditions and begin the installation.
 - ❗ The application is automatically installed under **C:\Program Files\Paessler\PRTG Desktop**. Click **Change Path** to select a different folder. We recommend that you use the default path.
 - ❗ If asked, confirm the question of the [Windows User Account Control](#) with **Yes** to allow the program to install.
4. After installation, click **Launch** to open the application and configure your first PRTG server connection.
5. Click **Connect to my server** to continue. Optionally, you can try the demo server.
6. Enter the connection settings for one of your PRTG servers and click **Save** to connect. To begin, you will only be adding one PRTG core server or PRTG Hosted Monitor instance. After installation, you can add more servers in **File | Settings | Accounts**.
 - For more information, see section [Step 7: Connect your PRTG servers with PRTG MultiBoard](#).
7. Click **Yes** to continue.
8. The installer will show a few tips on how to use the application. Click **Next** to continue for the next few screens.
9. On the last screen, the installer will prompt you to enable the system tray to receive desktop notifications. Enable or disable the checkbox next to **Enable the system tray** to receive desktop notifications via the system tray or to deactivate notifications. This setting can be changed after installation.
10. Click **Done** to finish.

Activate PRTG MultiBoard

Once you have installed the application, you can activate PRTG MultiBoard. You will need the PRTG MultiBoard License Key you received via email.

- ❗ The PRTG MultiBoard license key is different from your PRTG license key.
1. In the application, navigate to **File | Settings | License Info** and click **Activate** to continue.
 2. Enter your license key to activate PRTG MultiBoard.
 3. Restart the application to enable the PRTG MultiBoard features.

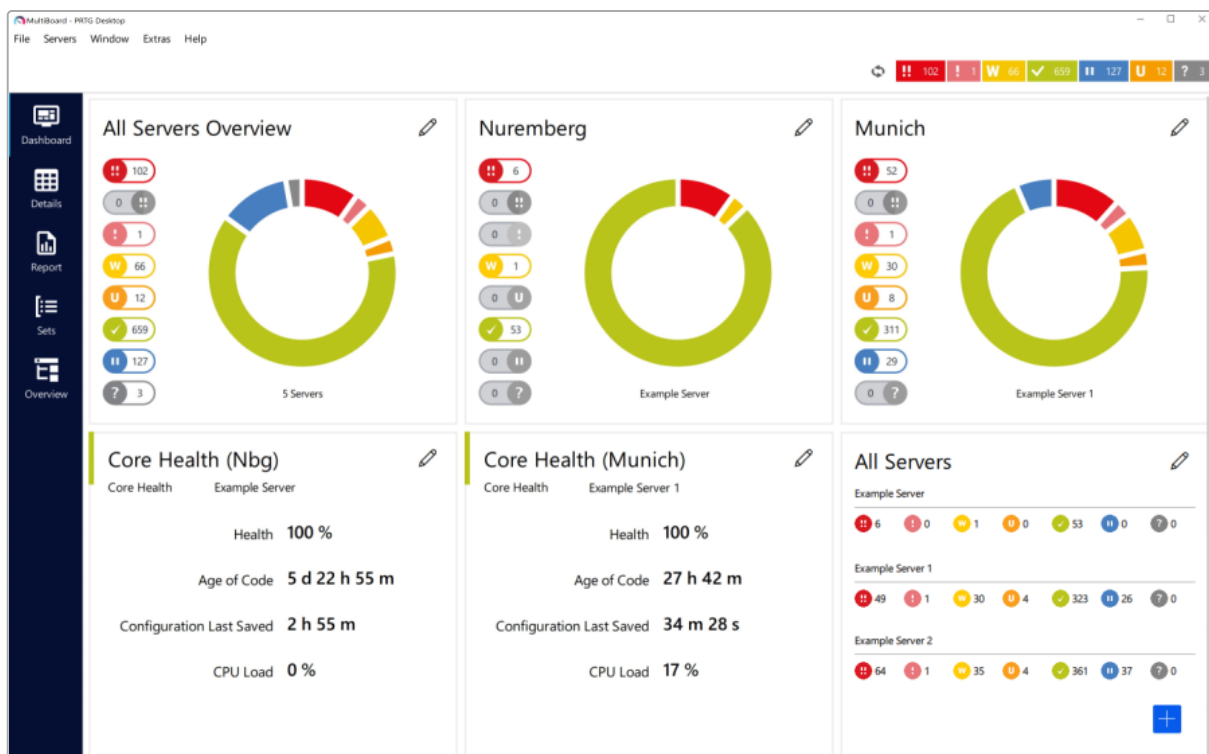
■ For more information, see section **6.6 License Info** in the [PRTG MultiBoard & PRTG app for desktop manual](#).

General features

Device tree management	- Move or clone objects in the device tree using drag-and-drop. - Copy and cut objects to the clipboard using standard keyboard shortcuts Ctrl+C and Ctrl+X. - Paste objects to the clipboard using standard keyboard shortcut Ctrl+V.
Multi-edit	- Select multiple objects in the device tree to bulk edit settings or to apply context menu functions to all selected objects at once. - View data of the first five selected objects, for example index graphs.
Alerting	Enable the tray icon, taskbar notifications, or notification sounds to keep you up to date in the case of new Alarms, Log Entries, or Tickets.

For more information, see section **4: General features** in the [PRTG MultiBoard & PRTG app for desktop manual](#).

PRTG MultiBoard features



PRTG MultiBoard Multi Server dashboard

MultiBoard	- Configure access to all your PRTG servers in PRTG Desktop. - View the device trees and data of all your PRTG servers at a glance.
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	▪ Create customized dashboards. ▪ Group sensors into customized sensor sets across all your PRTG servers.
Probe Transfer	▪ Clone remote probes from one PRTG server to another without losing historic data.
Template Transfer	▪ Copy and share custom device templates for sensors to other PRTG servers.
Configuration Viewer	▪ Compare PRTG Configuration.dat files between PRTG servers.

 For more information, see section **5: PRTG MultiBoard** in the [PRTG MultiBoard & PRTG app for desktop manual](#).

Step 7: Connect your PRTG servers with PRTG MultiBoard

In the **Accounts** settings, you can add, edit, and remove connections to one or more PRTG servers. PRTG MultiBoard connects to the PRTG web server that runs on the PRTG core server system or to a PRTG Hosted Monitor instance.

Add new account

Click  to open the **New Account** dialog and enter the following settings.

 Note that PRTG MultiBoard does not support multiple connections to the same PRTG server. You can only add one account per PRTG server.



Add new account

Setting	Description
Name	Optionally enter a name that PRTG MultiBoard displays in the Servers list and in the page header bar.  If you leave this field empty, PRTG MultiBoard displays the IP address or Domain Name System (DNS) name that you enter under Server.
Server	Select if you want to use a secure HTTPS connection or an unsecure HTTP connection. The default port for a secure connection is 443. The default port for an unsecure connection is 80. Enter the IP address or DNS name of the PRTG server that you want to connect to. This is the same address or name as defined in the PRTG web server settings.  Make sure that the values match the values of the PRTG web server settings.  Make sure that the PRTG server is reachable and that no firewall settings block the connection. This is especially important if you use network address translation (NAT) rules.  PRTG MultiBoard can connect to a maximum of two non-commercial installations (trial edition or freeware edition). There are no restrictions on connections to commercial installations.

Setting	Description
Port	Use the default port or enter the port that the PRTG server runs on. This is the same port as defined in the PRTG web server settings.  Make sure that the values match the values of the PRTG web server settings.  Make sure that the PRTG server is reachable and that no firewall settings block the connection. This is especially important if you use NAT rules.  For more information, see section 2.1: System requirements in the the PRTG MultiBoard & PRTG app for desktop manual.
Login Name	Enter the login name that you use to log in to the PRTG web server. This can be the login name of the PRTG System Administrator user or the login name of a different PRTG user.  The default login name of the PRTG System Administrator user is prtadmin.  For more information, see the PRTG Manual: User Accounts.
Password	Enter the password that you use to log in to the PRTG web server.  The default password of the PRTG System Administrator user is prtadmin.

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

-  PRTG Desktop individually stores the connection settings for each Windows user under **%appdata%\Paessler\PRTG Desktop\data**.

Step 8: Install Paessler PRTG Multi-Core Dashboards

As a PRTG Enterprise Monitor user, you also have access to **PRTG Multi-Core Dashboards**.

This solution combines **PRTG Data Exporter** with **Grafana®**, which allows you to consolidate data from multiple PRTG servers and build unified, customizable dashboards for visualization. PRTG Multi-Core Dashboards offers preconfigured **dashboard templates** designed specifically for PRTG monitoring data.

 You can find a comprehensive guide to PRTG Multi-Core Dashboards and PRTG Data Exporter in the [PRTG Data Exporter manual](#).

Step 9: Install Paessler PRTG SLA Reporter

As a PRTG Enterprise Monitor user, you also have access to **PRTG SLA Reporter**. With PRTG SLA Reporter, you can create detailed reports for easier SLA compliance and ensure 99.999% uptime.

① You can find a comprehensive guide to PRTG SLA Reporter in the [PRTG SLA Reporter manual](#).

