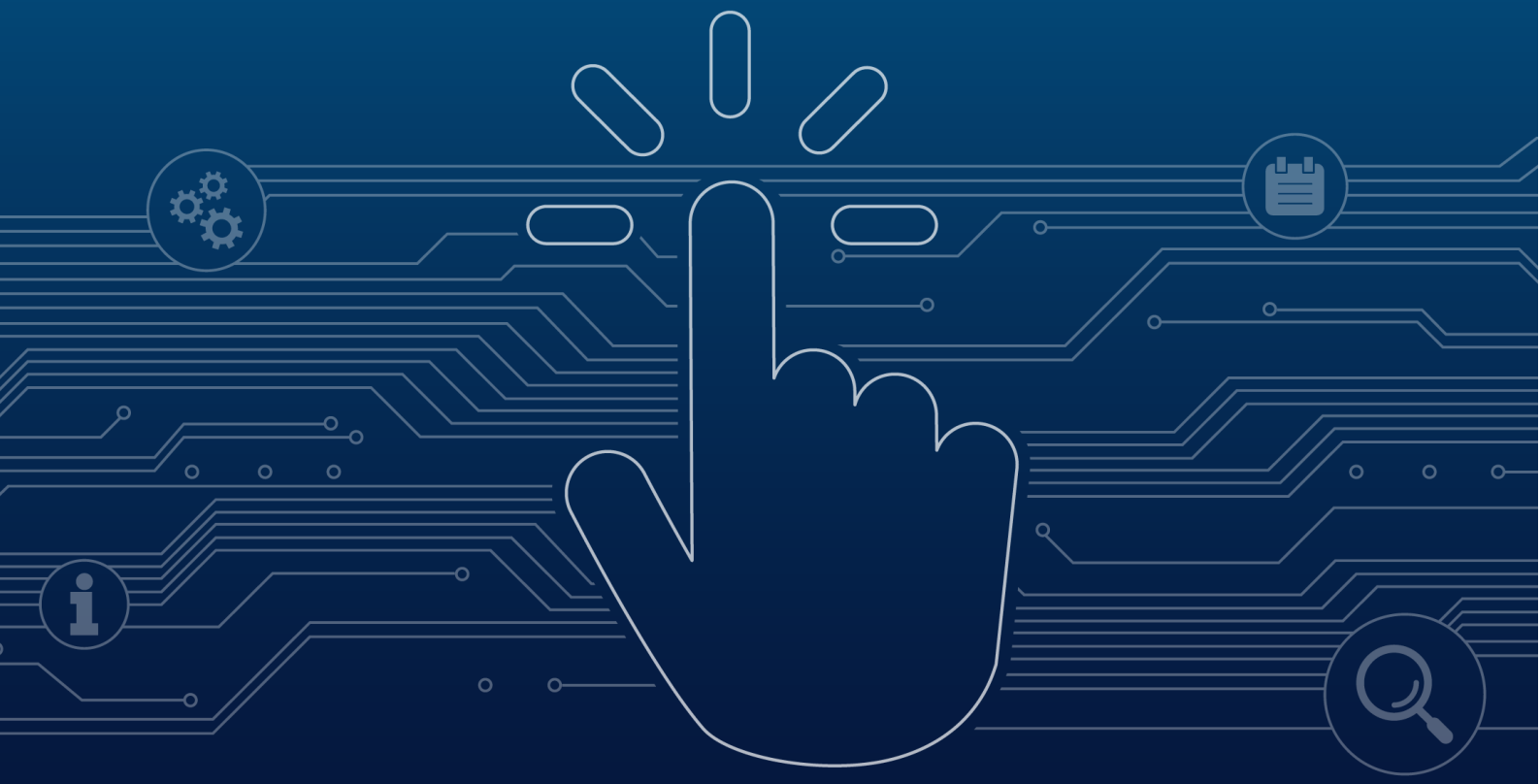
PAESSLER
THE MONITORING EXPERTS

USER MANUAL

PRTG MultiBoard & PRTG app for desktop

Cross-Platform Application for Comprehensive Network Monitoring



PAESSLER PRTG

PRTG MultiBoard & PRTG app for Desktop
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Printed: December 2025 in Nuremberg

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Part 1

Welcome to the Paessler PRTG app for desktop

1 Welcome to the Paessler PRTG app for desktop

The PRTG app for desktop is an alternative interface that you can use to connect to one or several independent PRTG core servers or PRTG Hosted Monitor instances (hereinafter referred to as PRTG servers if we mean both PRTG core servers and PRTG Hosted Monitor instances combined) 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.

Benefits of the PRTG app for desktop

The PRTG app for desktop natively includes most PRTG functions. For a few options, the PRTG app for desktop opens an external browser window via your default browser, for example, for system setup.

General features are available for both users of the **PRTG app for desktop** and **Paessler PRTG MultiBoard**. These include the option to enable a tray icon, set up taskbar notifications, or notification sounds to keep you up to date when there are new alarms, and compare sensors using the Compare Sensors tool.

For more information, see section General features 56.

PRTG MultiBoard features are available for users of PRTG MultiBoard. These include the MultiBoard, Probe Transfer, and Configuration Viewer features. With the MultiBoard, you can connect to several independent PRTG servers to view their data and centrally manage your monitoring on one interface.

For more information, see section PRTG MultiBoard 67.

Using the PRTG app for desktop

To use the PRTG app for desktop, download and install 14 it on your Windows, macOS, or Linux system.

For more information, see section Download and installation process 9.

The PRTG app for desktop is mainly designed to review and manage PRTG installations 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. Afterwards, you can seamlessly switch to the PRTG app for desktop.

For more information, see the PRTG Manual: Smart Setup.

PRTG Hosted Monitor supports connections from the PRTG app for desktop. For more information, see the PRTG Manual: Using PRTG Hosted Monitor.

About this manual

This manual provides a comprehensive overview of the PRTG app for desktop and PRTG MultiBoard and is updated with every version release.

See below for a list of icons used in this documentation.

ⓘ	Notes that contain additional information.
ⓘ	Notes that contain critical information on the functioning of PRTG. Pay close attention to this information to avoid serious consequences for PRTG.

	There is more information on this topic in another section in the PRTG MultiBoard & PRTG app for desktop manual, the PRTG Manual, or the Knowledge Base.
	This information is relevant for PRTG Hosted Monitor.
	This information is relevant for macOS systems.
	There is more information on this topic in the Knowledge Base or on the Paessler website.

More

PRTG MANUAL

- Smart Setup
- Using PRTG Hosted Monitor

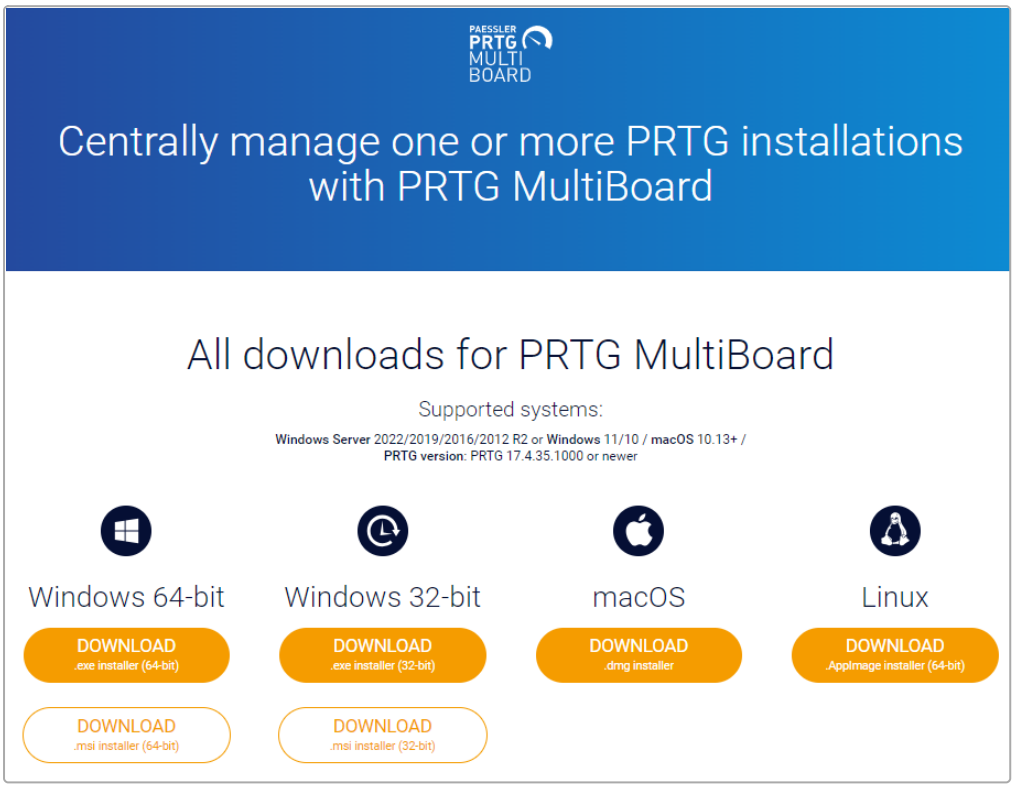
Part 2
Download and installation process

2 Download and installation process

PRTG MultiBoard

Download the appropriate PRTG MultiBoard installer for your operating system from the Paessler website: All downloads for PRTG MultiBoard.

PRTG MultiBoard is only available to PRTG Enterprise Monitor users.



Download PRTG MultiBoard

PRTG app for desktop

Download the appropriate PRTG app for desktop installer for your operating system from the Paessler website: PRTG app for desktop.

Download the PRTG app for desktop

Before you install the application, make sure your system meets the necessary requirements 11.

To install or uninstall the application, see the following sections:

- Install the PRTG app for desktop 14
- Uninstall the PRTG app for desktop 22

2.1 System requirements

To install and use the PRTG app for desktop, you need to meet the following requirements:

- Supported operating systems 11
- Requirements for connections to PRTG web servers 11
- Restrictions for non-commercial editions 13
- Internet connection 13

Supported operating systems

The PRTG app for desktop officially supports the following operating systems.

Operating system	Supported systems
Windows (64-bit)	▪ Microsoft Windows Server 2025 ▪ Microsoft Windows Server 2022 ▪ Microsoft Windows Server 2019 ▪ Microsoft Windows 11 ▪ Microsoft Windows 10
macOS	▪ As of macOS 10.15
Linux	▪ Tested on Ubuntu 20.04.4

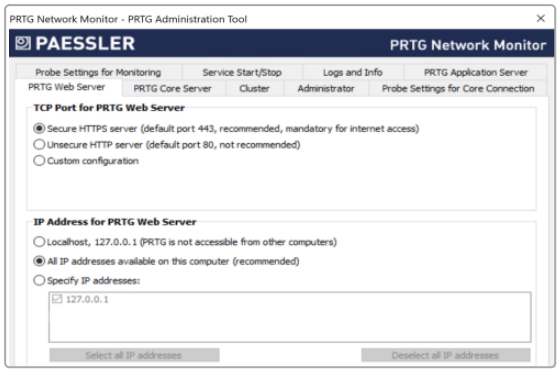
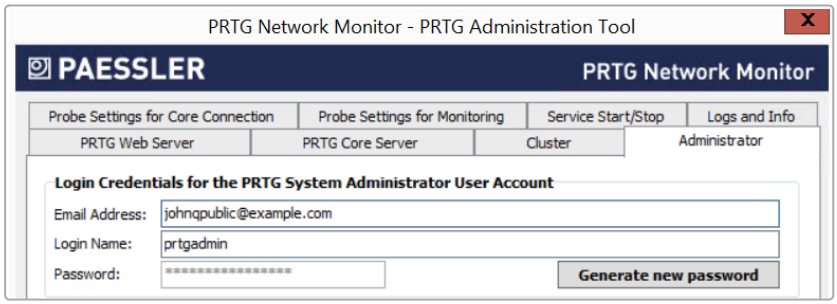
ⓘ We recommend that you keep your graphics card drivers up to date for best performance.

Requirements for connections to PRTG web servers

ⓘ To show monitoring data of your PRTG setup, the PRTG app for desktop must be able to establish a connection to your PRTG web servers.

Make sure that the following account settings 104 in the PRTG app for desktop match the following settings in the PRTG Administration Tool.

PRTG app for desktop account settings	PRTG Administration Tool settings
Server	**IP Address for PRTG Web Server** on the **PRTG Web Server** tab

PRTG app for desktop account settings	PRTG Administration Tool settings
	 PRTG web server settings in the PRTG Administration Tool For connections to PRTG Hosted Monitor instances, this is the domain name. For more information, see the PRTG Manual: PRTG Administration Tool on PRTG Core Server Systems.
Port	**TCP Port for PRTG Web Server** on the **PRTG 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 the PRTG app for desktop cannot automatically recognize these ports (8080+, 8443+), manually enter the used port in the **Port** setting when you add or edit an account in the PRTG app for desktop. If you do not get a connection to the PRTG web server, also check the used port in the **PRTG Web Server** settings under **System Administration** | **User Interface** in the PRTG web interface. For connections to PRTG Hosted Monitor instances, this is 443 by default.
Login Name	**Login Name** on the **Administrator** tab  Administrator settings in the PRTG Administration Tool

PRTG app for desktop account settings	PRTG Administration Tool settings
	For connections to PRTG Hosted Monitor instances, this is the **API User Name** under **Account Settings** | **My Account** in the PRTG web interface. For more information, see the PRTG Manual: PRTG Administration Tool on PRTG Core Server Systems.
Password	**Password** on the **Administrator** tab For connections to PRTG Hosted Monitor instances, this is the **API Passhash** under **Account Settings** | **My Account** in the PRTG web interface.

Also make sure that you meet the following requirements:

- No local software firewall blocks the connection.
- No local virus protection program blocks the connection.
- No other application uses the specified port.
- No (hardware) firewall blocks the connection when you connect through a network (LAN or WAN).
- The software version of the PRTG web server is as of **PRTG 17.4.35**.

Restrictions for non-commercial editions

The PRTG app for desktop can connect to a maximum of two non-commercial installations (trial edition or freeware edition).

There are no restrictions on connections to commercial installations.

Internet connection

To install and use the PRTG app for desktop, your system must be connected to the internet as the PRTG app for desktop needs to connect with the PRTG servers you want to monitor.

More

PRTG MANUAL

- PRTG Administration Tool on PRTG Core Server Systems

PAESSLER WEBSITE

How to connect PRTG through a firewall in 4 steps

- https://www.paessler.com/support/how-to/firewall

2.2 Install the PRTG app for desktop

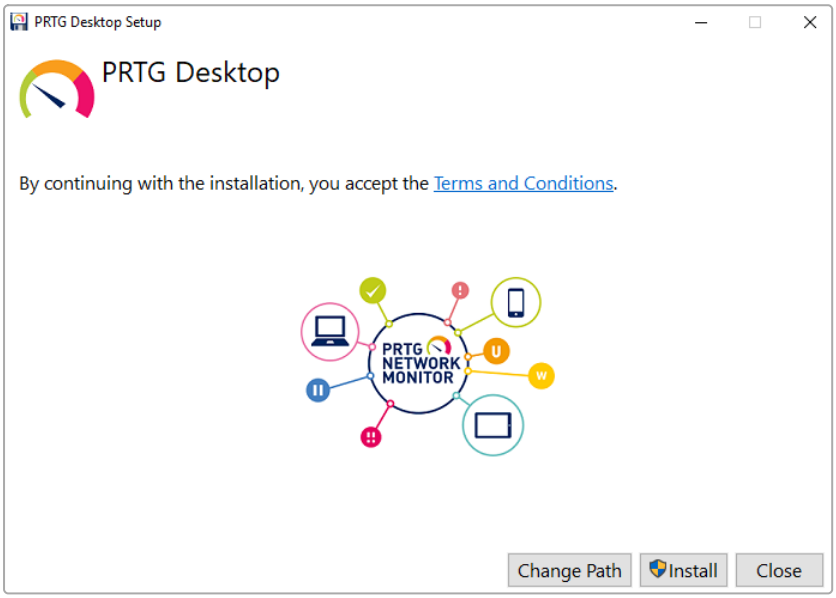
You can install the PRTG app for desktop on any system that meets the necessary requirements 11.

You need administration rights to install the PRTG app for desktop on all supported Windows Server 11 versions.

If you have not yet downloaded the PRTG app for desktop installer from the Paessler website, you can find it here: https://www.paessler.com/prtg/apps/desktop.

Install the PRTG app for desktop on Windows

1. Execute the setup program **prtg-desktop.exe** that you have downloaded.
   To install the PRTG app for desktop on macOS, open the PRTG app for desktop disk image, and drag the PRTG icon onto the **Applications** folder icon.
2. Click **Install** to accept the terms and conditions and to install the PRTG app for desktop.

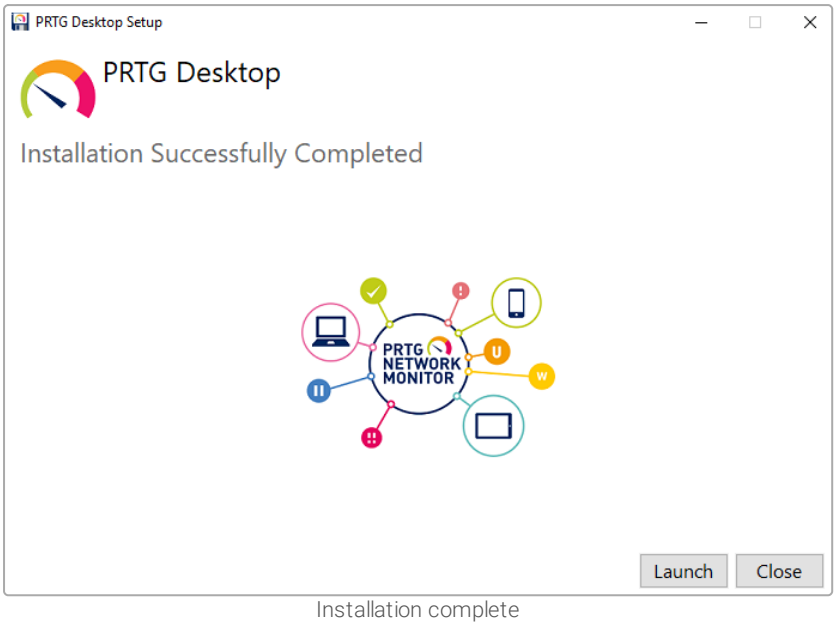


License agreement

The PRTG app for desktop 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.

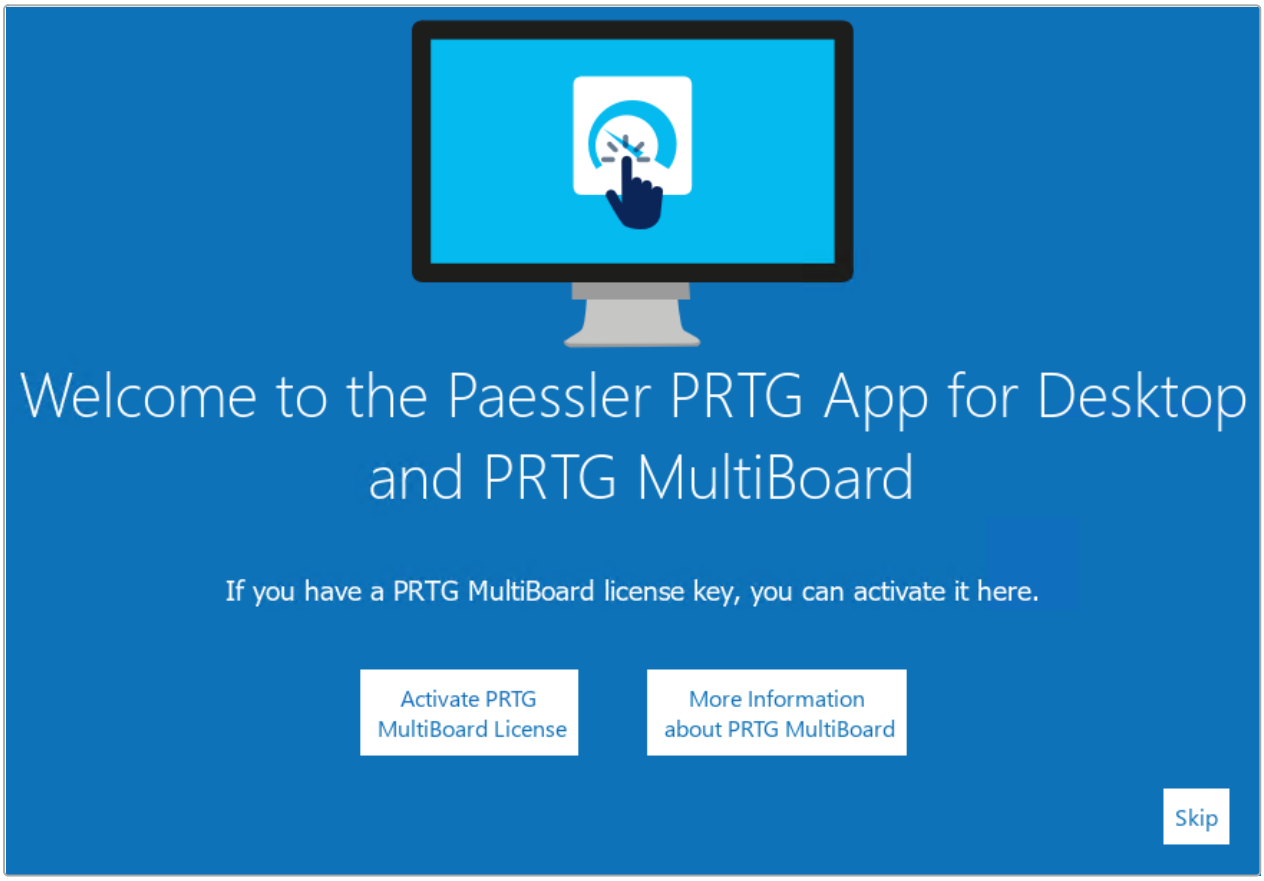
If asked, confirm the question of the Windows User Account Control with **Yes** to allow the program to install.

3. After installation, click **Launch** to start the PRTG app for desktop.



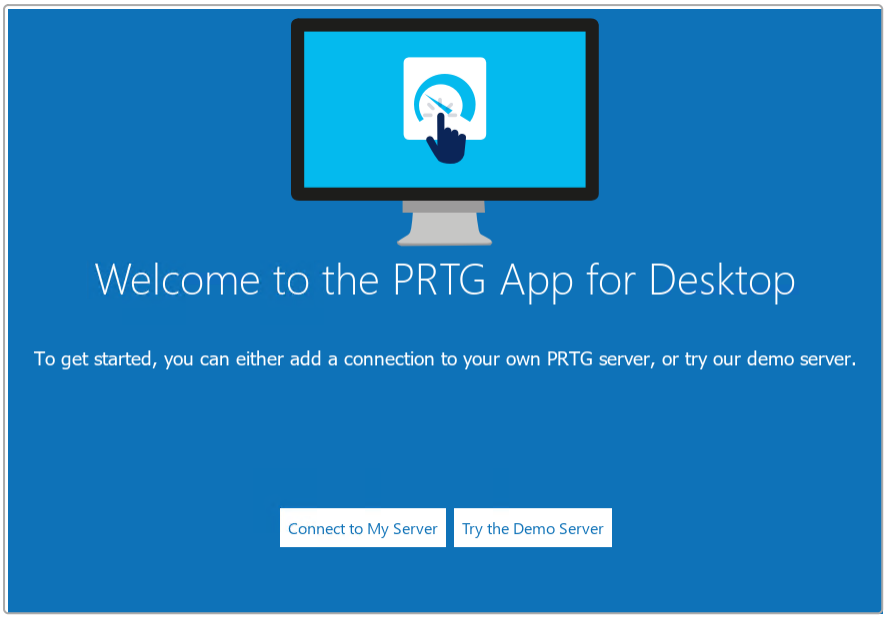
Installation complete

4. The welcome page is displayed. To continue with PRTG app for desktop, click **Skip**.
   ⓘ Optionally, click **Activate PRTG MultiBoard License** to enter your PRTG MultiBoard License Key. Enter your license key and click **Next**.



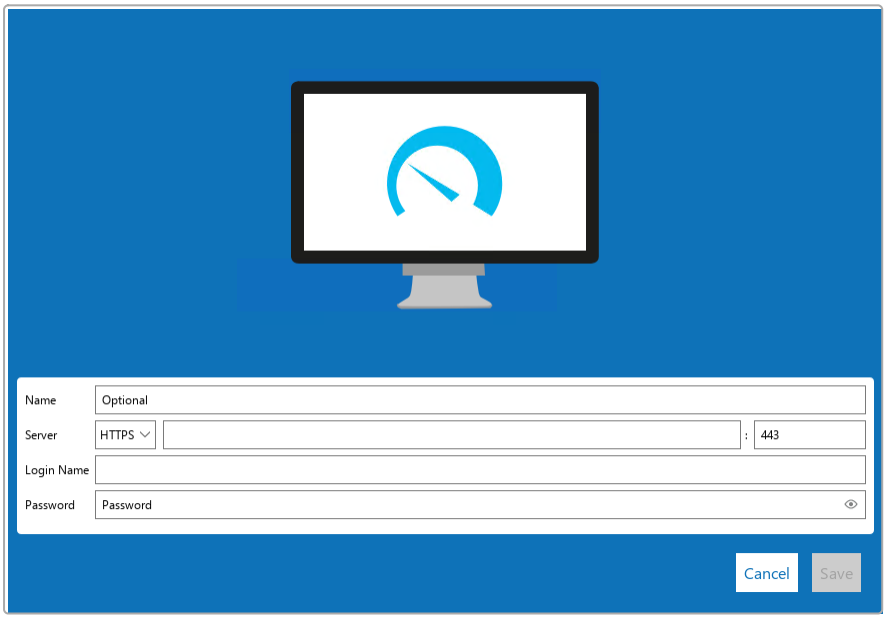
Welcome page

5. Click **Connect to my server** to continue. Optionally, you can try the demo server.



Connect to your server

6. If you choose **Connect to my server**, enter the connection settings 104 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 Accounts 104.



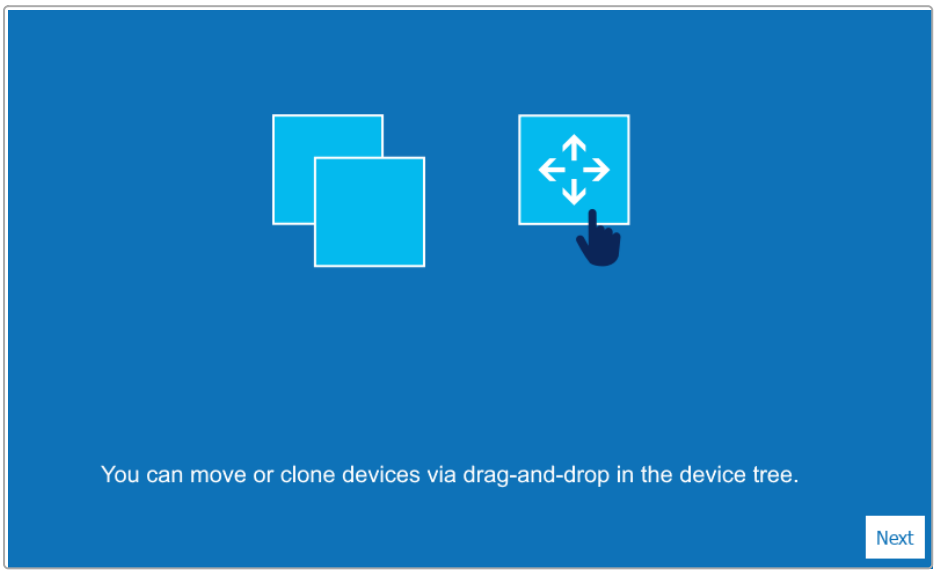
Connection settings

ⓘ The PRTG app for desktop individually stores the connection settings for each Windows user under **%appdata%\Paessler\PRTG Desktop\data**.

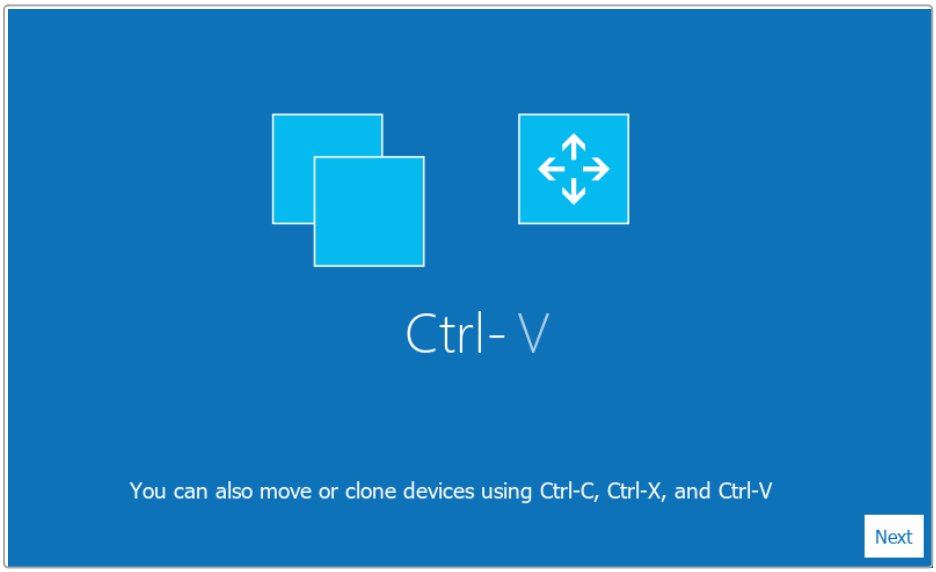
7. If the PRTG server uses Secure Sockets Layer (SSL), the PRTG app for desktop shows a certificate warning because the certificate that comes with PRTG cannot be signed by a valid authority.Click **Yes** to continue.

Certificate warning

8. The installer will show a few tips for using the PRTG app for desktop features. Click **Next** to continue.

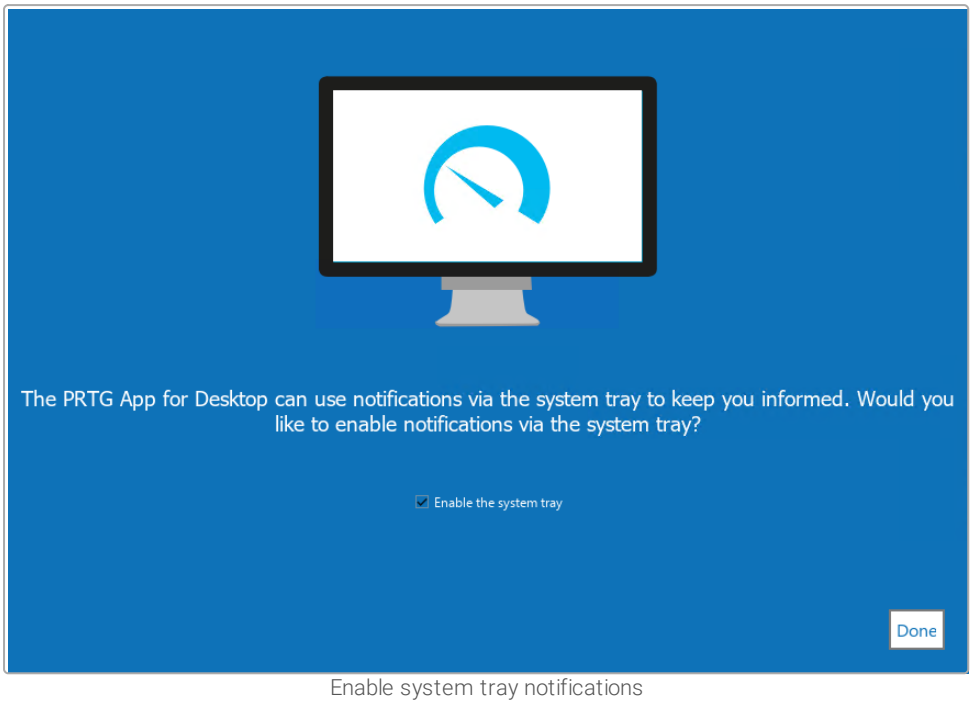


Tip how to move or clone devices



Move or clone devices shortcuts

9. Enable or disable the checkbox next to **Enable the system tray** to receive desktop notifications 62 via the system tray or to deactivate notifications. This setting can be changed after installation.



Enable system tray notifications

10. Click **Done** to start the PRTG app for desktop.

Open the PRTG app for desktop

Click the **PRTG app for desktop** icon in the Windows **Start** menu to open the PRTG app for desktop. As soon as it opens, the PRTG app for desktop tries to connect to your PRTG servers via the defined connection settings.

ⓘ If you get an error message when you open the PRTG app for desktop, check the connection settings. This is necessary, for example, if the IP address or password of your PRTG server changes.

You can now add more PRTG servers to your PRTG app for desktop instance. For more information , see section Accounts 104.

More

KNOWLEDGE BASE

PRTG app for desktop on macOS 10.15 Catalina cannot be opened. What can I do?

- https://helpdesk.paessler.com/en/support/solutions/articles/76000076557

2.3 Enter a license key

A license key is only necessary for users of PRTG MultiBoard. A license key is a string that consists of 10 blocks with six characters each. The PRTG MultiBoard License Key is different from your PRTG License Key.

To request a license key, go to the Paessler website and click **Get PRTG MultiBoard**.

Your License Information

Paessler provides the **PRTG MultiBoard License Key** via email. Copy this information and paste it in the settings (**File** | **Settings** | **License Information** | **Activation**) to activate your license.

License Information	Example
License Key	P10000 - AAA111 - ZHGRD5 - UR1CS9 - U73FG2 - G645F1 - YVF1D0 - H83234 - YVF1D0 - H83234

To activate your license, you need the Paessler **PRTG MultiBoard** License Key sent to you via email.

1. In the license information tab, click **Activate**.

2. Enter your **PRTG MultiBoard** license key and click **Activate**.
   ⓘ We recommend you copy and paste the license key directly from the email.

3. Restart the PRTG app for desktop to enable PRTG MultiBoard features.

More

PRTG MULTIBOARD & PRTG APP FOR DESKTOP MANUAL

- Available licenses 20
- License information 120

2.4 Available licenses

Two different license editions are available.

Edition	Description
Freeware	The **PRTG app for desktop** is a good solution for users of PRTG Network Monitor and PRTG Hosted Monitor: ▪ No license key required ▪ Includes access to the following general features 56: ▫ Multi-edit ▫ Compare sensors ▫ Desktop notifications ⓘ You can add up to two PRTG servers with freeware edition or trial edition licenses. You can add an unlimited number of PRTG servers with commercial edition licenses.
Commercial	**PRTG MultiBoard** is a good solution for users of PRTG Enterprise Monitor: ▪ Included in a bundle with PRTG Enterprise Monitor ▪ Annual subscription ▪ Requires activation via a License Key For more information, see section: Enter a license key 19. ▪ In addition to the general features, includes access to the following features: ▫ MultiBoard ▫ Probe Transfer ▫ Configuration Viewer ⓘ You can add up to two PRTG servers with freeware edition or trial edition licenses. You can add an unlimited number of PRTG servers with commercial edition licenses. ⓘ PRTG MultiBoard is not currently available for individual purchase.

More

PRTG MULTIBOARD & PRTG APP FOR DESKTOP MANUAL

- License information 120
- PRTG MultiBoard 67

PAESSLER WEBSITE

PRTG MultiBoard

- https://www.paessler.com/prtg/extensions/prtg-multiboard

PRTG app for desktop

- https://www.paessler.com/prtg/prtg-desktop

2.5 Uninstall the PRTG app for desktop

You can use the Windows uninstall routines to remove the PRTG app for desktop software from your system.

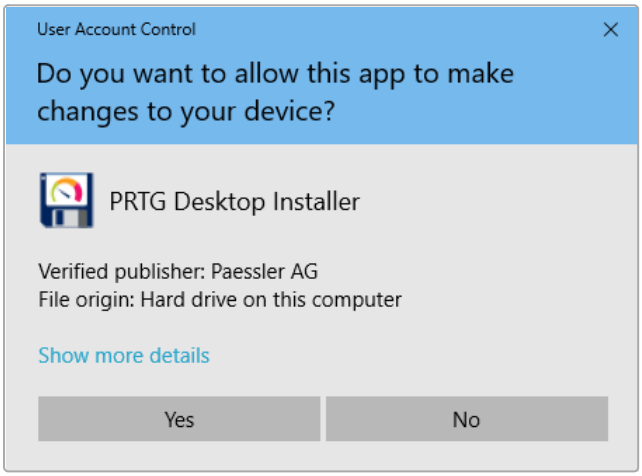
You need administration rights to uninstall the PRTG app for desktop on all supported Windows Server 11 versions.

To uninstall the PRTG app for desktop on macOS, drag the PRTG app for desktop out of your **Applications** folder to the trash can.

Uninstall the PRTG app for desktop

Take the following steps to remove the PRTG app for desktop from your system:

1. From the Windows **Start** menu, open the Windows Control Panel (the Windows **Settings** in Windows 10), go to the **Programs and Features** section (the **Apps** section in Windows 10), select the **PRTG app for desktop**, and click **Uninstall**.
2. If asked, confirm the question of the Windows User Account Control with **Yes** to allow the program to uninstall.



Allow uninstall

3. Click **Uninstall** to start the uninstall process.

Uninstall the PRTG app for desktop

4. Wait while the software is removed. The dialog shows you the uninstall progress. Click **Close** when the uninstall process is complete.
5. After the software is removed, there is still some custom data in the PRTG app for desktop data directory. To completely remove all PRTG app for desktop data from a Windows system, delete the following folder in the data directory: **%allusers%\AppData\Roaming\Paessler**.

   On macOS, delete **/Users/<username>/Library/Application Support/Paessler/PRTG Desktop**.

   For more information, see section Data storage.

More

KNOWLEDGE BASE

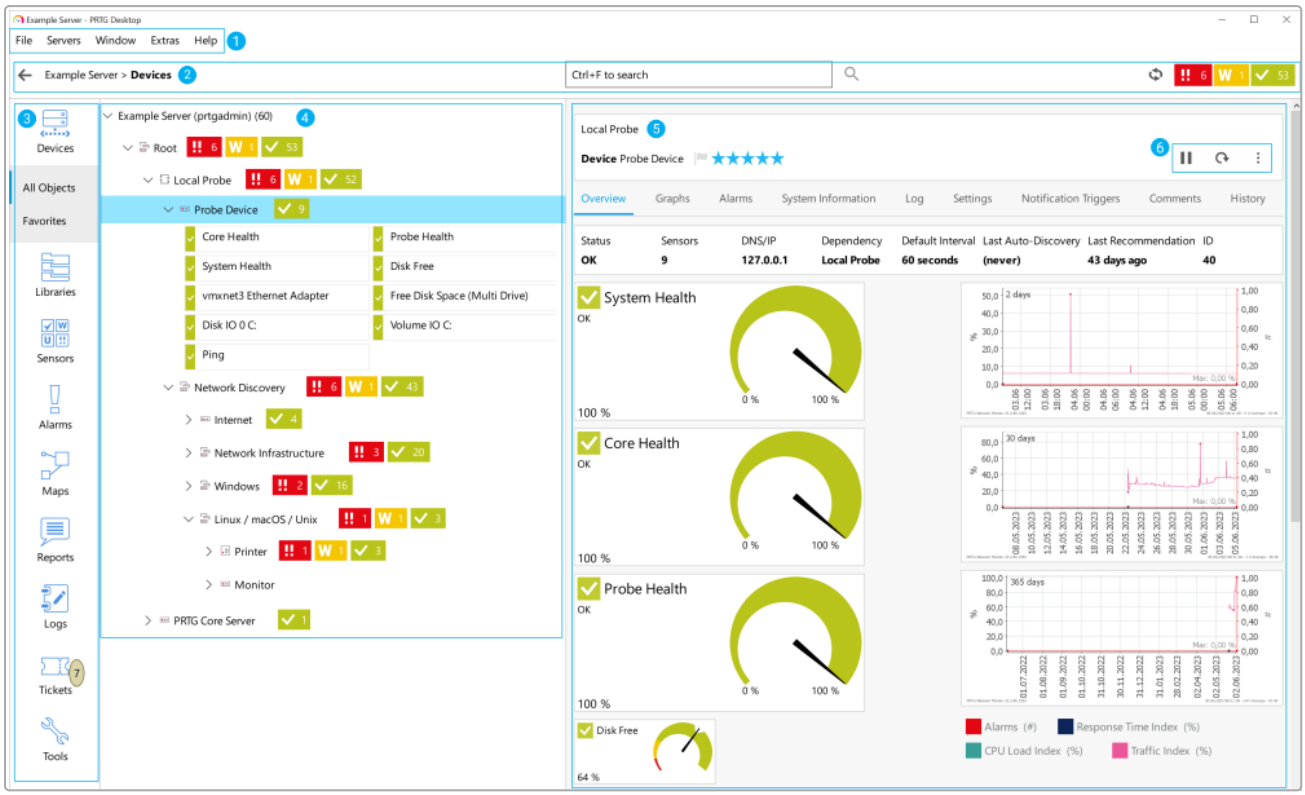
I have issues with the PRTG app for desktop and PRTG MultiBoard. What can I do?

- https://helpdesk.paessler.com/en/support/solutions/articles/76000064832

Part 3
General layout

3 General layout

The main layout of the PRTG app for desktop consists of different elements.



PRTG app for desktop layout

Screen number	Page area name	Description
1	Main menu 26	The main menu gives access to general configuration and settings.
2	Page header bar 26	This area contains breadcrumbs, the search bar, the refresh button, and the sensor states overview.
3	Menu tabs 27	This area contains the main navigation tabs.
4	Device tree 57	This area contains the entire object hierarchy.
5	Page content 27	This area contains information about the object, the object's status bar with command buttons, and several tabs with settings.

Screen number	Page area name	Description
6	Command bar 27	This area contains several command buttons for the device tree object.

Often, the PRTG app for desktop displays data and settings directly. It also provides a seamless link to the PRTG 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 where the PRTG web interface opens. In this case, you are logged in to the PRTG web interface automatically via login name and passhash. In your browser, it might be necessary to confirm the certificate that the PRTG core server uses.

ⓘ If the PRTG 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 core server is secured via SSL, and you can confirm the claimed security risk.

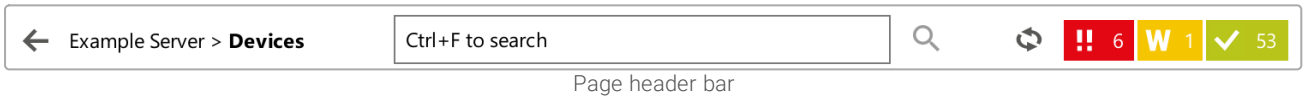
If you configure the PRTG app for desktop for a connection with more than one PRTG server, use the Servers 30 menu to select which PRTG server's data you want to access.

Main menu

The main menu gives you access to general configuration and settings.

For more information, see section Main menu structure 30.

Page header bar



Page header bar

The page header bar consists of the following parts.

Part	Description
← Previous viewpoint	The PRTG app for desktop stores the different views that you navigate to in the application. Click the previous viewpoint button to step back in the history. ⓘ You can also use the shortcut Ctrl+Left on Windows, ⌘+Left on macOS.
Breadcrumbs	The breadcrumbs show you the PRTG server and the menu tab that you are on.
Status information	This area shows, for example, if a new PRTG core server version is available. It also shows the maintenance or trial status, or if overload protection is active. For more information, see the Knowledge Base: What is overload protection?

Part	Description
Search bar	Enter a keyword to search the respective PRTG server. In the **Search Results** dropdown list, the PRTG app for desktop displays matching objects and related objects. If you click an object, for example a sensor, in the search results, the PRTG app for desktop opens the object on the Devices 35 menu tab with the sensor overview on the right-hand side.
Refresh	Click refresh (or use the shortcut F5 on Windows, ⌘+R on macOS) at any time to refresh the screen. This immediately queries data for the screen from the PRTG server just like the automatic refresh does.
Sensor status icons	This area shows the aggregated status of all sensors from the PRTG server, divided into different sensor states. Depending on the particular sensor states, you see boxes in different colors with numbers that represent the sensors. For example, you can see how many sensors are in the **Up**, **Down**, **Down (Acknowledged)**, **Down (Partial)**, **Warning**, **Paused**, **Unusual**, or the **Unknown** status. For more information, see the PRTG Manual: Sensor States.

Menu tabs

You can navigate through your setup via the menu tabs. The page content varies depending on the menu tab. It shows various types of information about your monitored objects.

For more information, see section Menu tabs and page content 34.

Command bar

You can use several command buttons for different actions on the right side of the page content area.

Command bar

Depending on the object you select in the device tree, the following actions are available.

Command buttons	
Pause —or— Resume	**Pause** the object. If the object is already in the **Paused** status or in the simulated error status, **Resume** appears. Click to resume monitoring for the object.

Command buttons	
Acknowledge alarm	Acknowledge an alarm for a sensor in the **Down** or **Down (Partial)** status. For more information, see section Alarms 47.
Scan now	Perform an immediate scan for the object. This queries the data for all devices and sensors underneath in the object hierarchy.
Open PRTG setup in a web browser	Open the **Setup** page in the PRTG web interface. This setting is only available for the root group.
| Add [Object]	Add a group, an auto-discovery group, a device, or a sensor. Click to open the respective dialog.
| Add Ticket	Open the **New Ticket** dialog. For more information, see section Tickets 53.
| Share	Hover over **Share** to see available options: ▪ **Send Link by Email**: Send the link to the object by email. Click to create a new email with your system's default email client. The email contains a direct link to the **Overview** tab of the object. ▪ **Open in a Web Browser**: Open the object in the PRTG web interface with your system's default browser.
| Restart PRTG Core Server	Restart the PRTG core server service. Click **Yes** to restart the service. This setting is only available for the root group. If you restart the PRTG core server service, all users of the PRTG web interface, PRTG app for desktop, and PRTG apps for iOS or Android are disconnected.
| Restart PRTG Probe Service	Restart the PRTG probe service. Click **Yes** to restart the service. This option is only available for the local probe. You cannot restart disconnected probes here. Use the **PRTG Administration Tool** on the respective probe system to start a disconnected probe. For more information, see the PRTG Manual: PRTG Administration Tool on Remote Probe Systems.

More

PRTG MANUAL

- Sensor States
- PRTG Administration Tool on Remote Probe Systems

KNOWLEDGE BASE

What is overload protection?

- https://helpdesk.paessler.com/en/support/solutions/articles/76000041606

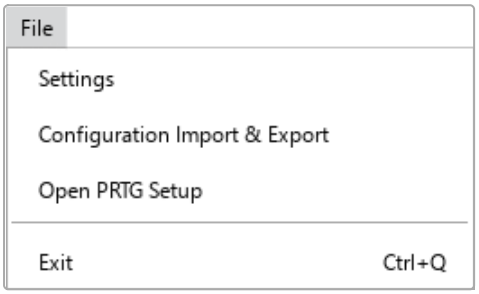
3.1 Main menu structure

The main menu includes the File 30 menu, the Servers 30 menu, the Window 31 menu, the Extras 31 menu, and the Help 32 menu.

Main menu structure

File

The **File** menu offers system-related options for the PRTG app for desktop.

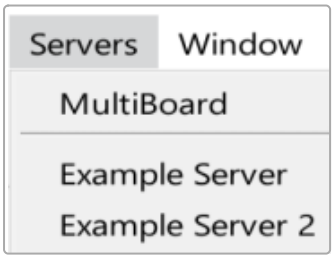


File menu

File	
Settings 103	Show settings for accounts 104, certificates 107, updates and themes 108, notifications 111, single sign-on 114, device tools 116, and license information 120.
Configuration Import & Export 98	This feature is only available for users of PRTG MultiBoard. Import or export configuration settings for PRTG MultiBoard.
Open PRTG Setup	Open the system settings in the PRTG web interface.
Exit	Close the PRTG app for desktop.

Servers

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

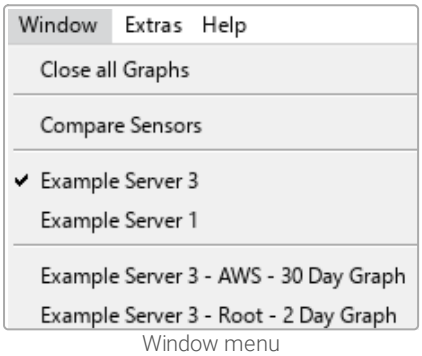


Servers menu

Servers	
MultiBoard	This setting is only available for users of PRTG MultiBoard. Open the MultiBoard 68 window to centrally view and manage all your configured PRTG servers.
[Name of Server]	Show a list of all configured PRTG servers. Click a server to view its data in a new window of the PRTG app for desktop.

Window

The **Window** menu lists all open windows of the PRTG app for desktop, for example, for different PRTG servers or graphs.

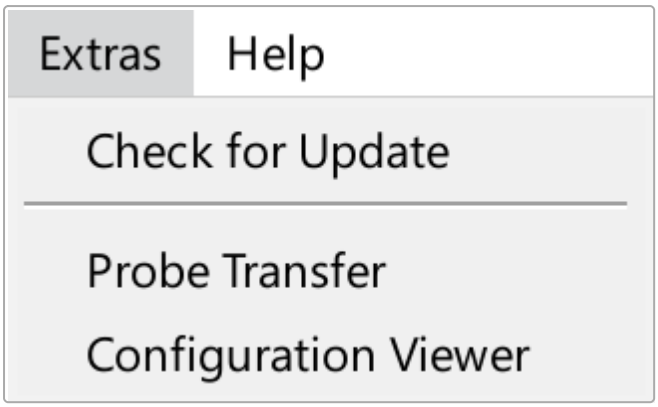


Window menu

Window	
Close all Graphs	Close all open graph windows at once.
Compare Sensors	This setting is only visible if you add sensors to the Compare Sensors 61 window. Bring the **Compare Sensors** window to the foreground.
[Name of Non-Graph Window]	Shows 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]	Shows a list of all open graph windows. Click a graph in the list to jump to the respective window.

Extras

The **Extras** menu provides displays extra options or feature previews.

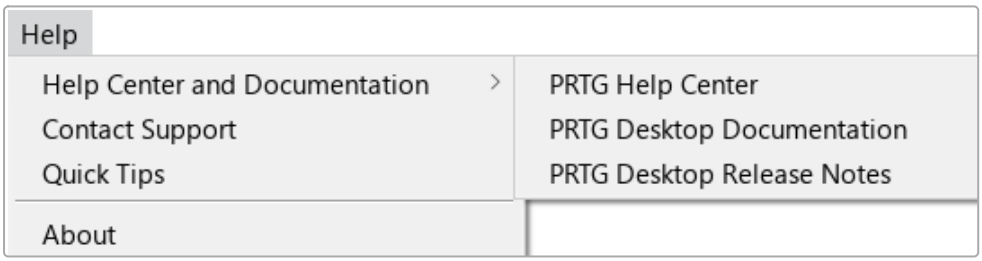


Extras menu

Extras	
Check for Update	Check for new PRTG app for desktop versions.
Probe Transfer	Open the **Probe Transfer** feature. For more information, see section Probe transfer 80.
Configuration Viewer	Open the **Configuration Viewer** feature. For more information, see section Configuration viewer 94.

Help

The **Help** menu provides links to help and information.



Help menu

Help	
Help Center and Documentation	▪ **PRTG Help Center**: Open the PRTG Help Center in the PRTG web interface where you have access, for example, to the PRTG Manual or where you can contact the Paessler support team. ▪ **PRTG Desktop Documentation**: Download the PRTG MULTIBOARD & PRTG APP FOR DESKTOP MANUAL as a .pdf file. ⓘ This might not work if you use Internet Explorer as your default browser.

Help	
	▪ **PRTG Desktop Release Notes**: View the release notes for the PRTG app for desktop.
Contact Support	This feature is only available for users with an active maintenance plan with their PRTG Network Monitor, PRTG Enterprise Monitor, or PRTG Hosted Monitor license. Open the **Contact Support** form. For more information, see the PRTG Manual: Contact Support.
Quick Tips	Open the Quick Tips 126 window that gives you short tips on how to work with the PRTG app for desktop.
About	Open an information window about the PRTG app for desktop with version number and copyright and license information.

More

PRTG MANUAL

- Contact Support

3.2 Menu tabs and page content

The PRTG app for desktop has a tab-like interface. Via 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.

PRTG app for desktop menu tabs

The following menu tabs are available:

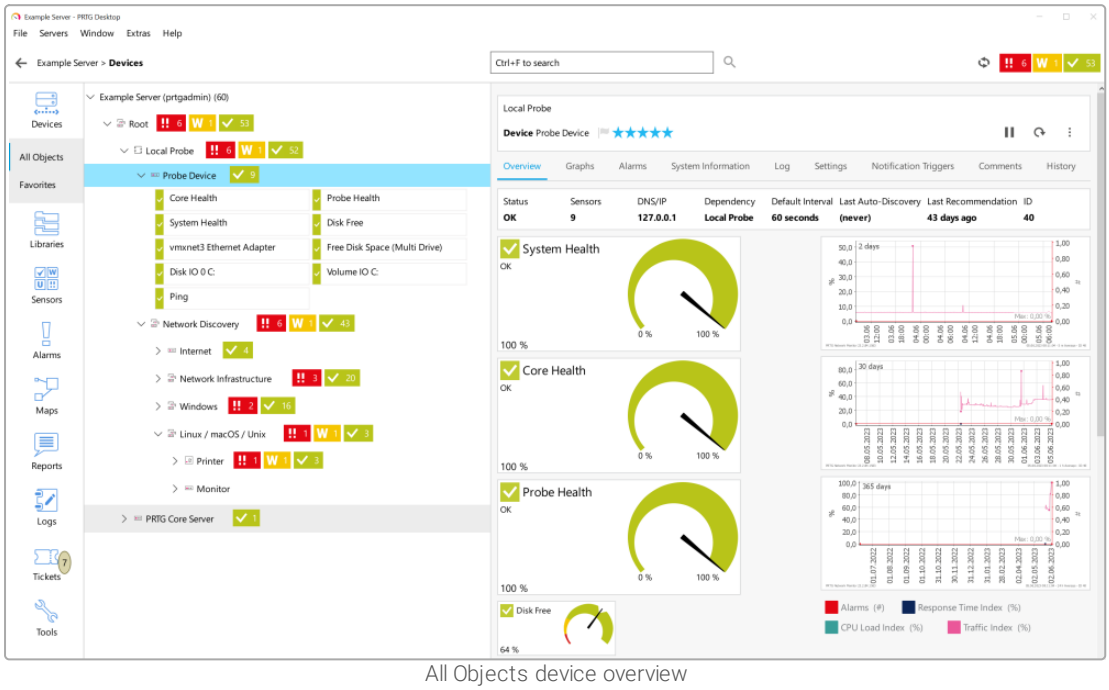
- Devices 35
- Libraries 40
- Sensors 42
- Alarms 47
- Maps 49
- Reports 51
- Logs 52
- Tickets 53
- Tools 54

3.2.1 Devices

The **Devices** menu tab is your starting point for everyday use. It has two subtabs: All Objects 35 and the Favorites 35. Click the **Devices** menu tab to automatically open the **All Objects** subtab.

All Objects

The **All Objects** subtab gives you an overview of all objects in your network. The page is split into two parts. On the left-hand side, it shows the device tree that lists the PRTG 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 according to their status.



All Objects device overview

You can display the device tree in **Classic View** or in **Modern View**.
For more information, see section Updates & Theme 108.

The PRTG app for desktop arranges all objects in a hierarchical order. The object hierarchy defines common settings for groups of objects.

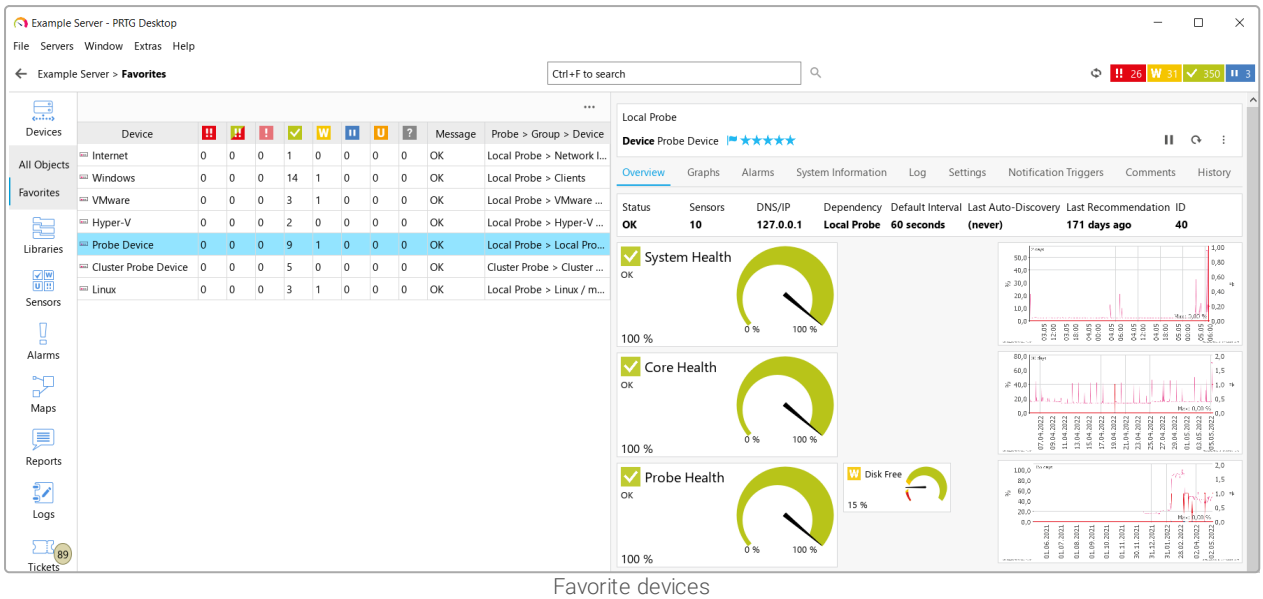
On the right-hand side, you see details about the object that you select on the left-hand side. The information is spread over several tabs.

Above the object's name, you always see a path that you can use to navigate through the device tree. Click a breadcrumb item to directly access the parent device, group, or probe.

The **Devices** menu tab for the root group, probes, and groups shows a sunburst view 38.

Favorites

The **Favorites** subtab displays all of your favorite devices. On the left-hand side, you can see a table that lists all favorite devices with their DNS name or IP address, their last message, their geographical location, the parent probe or group, and the number of sensors on a device sorted by sensor status.



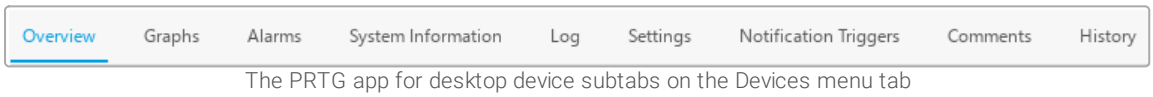
Favorite devices

Click *** above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

Click a table row to see details of the device on the right-hand side. The information is spread over several tabs. Right-click a table row to open the device's context menu 59 to access different important functions.

For more information, see the PRTG Manual: Priority and Favorites.

Overview tab



The PRTG app for desktop device subtabs on the Devices menu tab

The **Overview** tab shows general information about the object. Depending on the object that you select, 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 graphs for different time spans.
- For devices, the **Overview** tab shows device details and graphs for different time spans, gauges, and a value table for all sensors on the respective device. By default, the table is sorted by status. Click *** above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

For more information about sensor alarm states, see the section Alarms tab 37 below.

Graphs tab

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

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 via the checkbox next to the channel names.

Click a graph to open it in a new window:

- Click **Show All Channels** or **Hide All Channels** to show or hide all channels at once. You can also show or hide channels individually by enabling or disabling the checkbox next to the channel names. To show or hide the value table, click **Hide Value Table** or **Show Value Table**.
- 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.
- The following options are only visible for sensors:
  - Use the slider on the timeline below the graph to show the graph data for different points in time.
  - Click to zoom in or to zoom out of the graph.
  - Click to reset all zoom and timeline slider settings.

Alarms tab

The **Alarms** tab shows details about all alarms for this object.

You can see all sensors that are in the **Down**, **Down (Partial)**, **Down (Acknowledged)**, **Warning**, or the **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.

Click ••• above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

For more information, see section Alarms 47.

System Information tab

The **System Information** tab displays a table for each system information category.

This tab is only available for devices.

For more information, see the PRTG Manual: System Information.

Log tab

The **Log** tab shows all log information for this object. This is a subset of the entries that are available via the Logs 52 menu tab.

Settings tab

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

For more information, see the PRTG Manual:

- 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.

Notification Triggers tab

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

For more information, see the PRTG Manual: Notification Triggers Settings.

You cannot multi-edit notification settings. We recommend that you use the inheritance of settings.

For more information, see the PRTG Manual: Multi-Edit and Inheritance of Settings.

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

Comments tab

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.

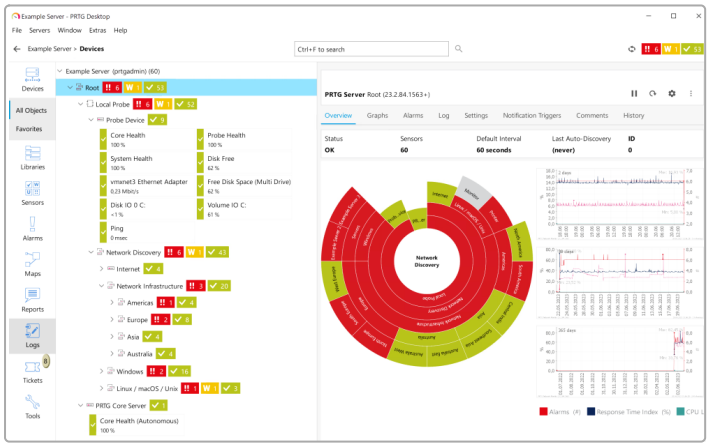
History tab

The **History** tab shows, for example, when an object was created, changes to the settings of an object via a time stamp, the user who made the change, and a message.

Click *** above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

Sunburst view

The **Devices** menu tab for probes, groups, devices, and sensors shows a sunburst view on the **Overview** tab. The sunburst view displays your entire monitoring setup as a circle diagram. The groups are represented as inner circles, and all devices that belong to a group are shown as 'cake slices' that are attached to the outside of a circle element.



Sunburst view

The sunburst is interactive:

- You can click elements to open the **Overview** tab of your objects.
- You can zoom in and out via your mouse wheel.
- You can change the position of the sunburst on the **Overview** tab via drag-and-drop.

More

PRTG MANUAL

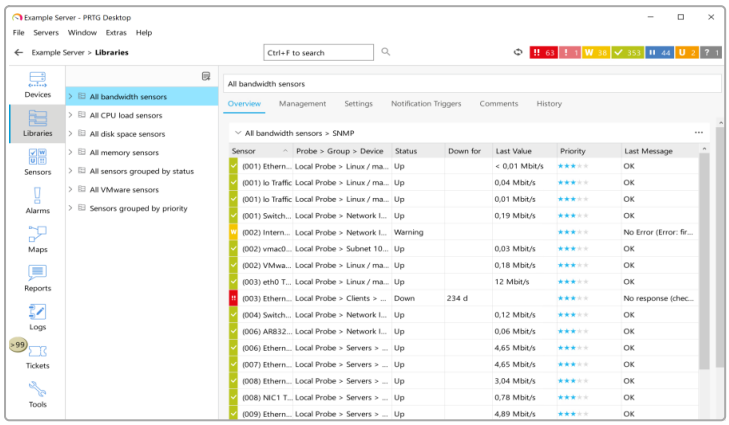
- Priority and Favorites
- Sensor States
- System Information
- Probe Settings
- Group Settings
- Device Settings
- Notification Triggers Settings
- Multi-Edit
- Inheritance of Settings

3.2.2 Libraries

With the **Libraries** feature, you can individually select the sensors that you want to display.

The **Libraries** menu tab content is split into two parts. On the left-hand side, you see all available libraries of the PRTG server and on the right-hand side, you see details about the library. The information is spread over several tabs.

For more information, see the PRTG Manual: Libraries.



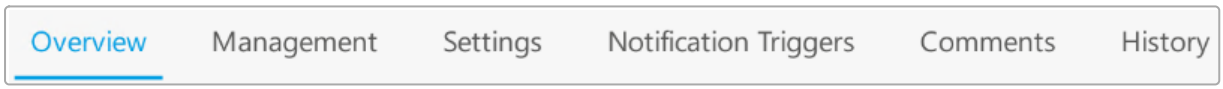
Library management

Edit libraries in the libraries list

In the list of libraries on the left-hand side, the following actions are available:

- Click a library's name to display its details on the right-hand side.
- Right-click a library's name to open its context menu 59. The following actions are available: **Rename**, **Edit**, **Clone**, and **Delete**.
- Click to add a new library.

Overview tab



PRTG app for desktop library subtabs on the Libraries tab

The **Overview** tab shows general information about the object.

- For libraries, the **Overview** tab shows a list of all library nodes. Click a library node or group to display all sensors that belong to the respective object in a detailed table view.
- For library nodes, the **Overview** tab shows all sensors that belong to the respective object in a detailed table view.

Click above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

Management tab

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

For more information, see the PRTG Manual: Library Management.

Settings tab

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

For more information, see the PRTG Manual: Libraries and Node Settings.

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

Notification Triggers tab

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

For more information, see the PRTG Manual: Notification Triggers Settings.

You cannot multi-edit notification settings. We recommend that you use the inheritance of settings.

For more information, see the PRTG Manual: Multi-Edit and Inheritance of Settings.

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

Comments tab

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.

History tab

The **History** tab shows, for example, when an object was created, changes to the settings of an object via a time stamp, the user who made the change, and a message.

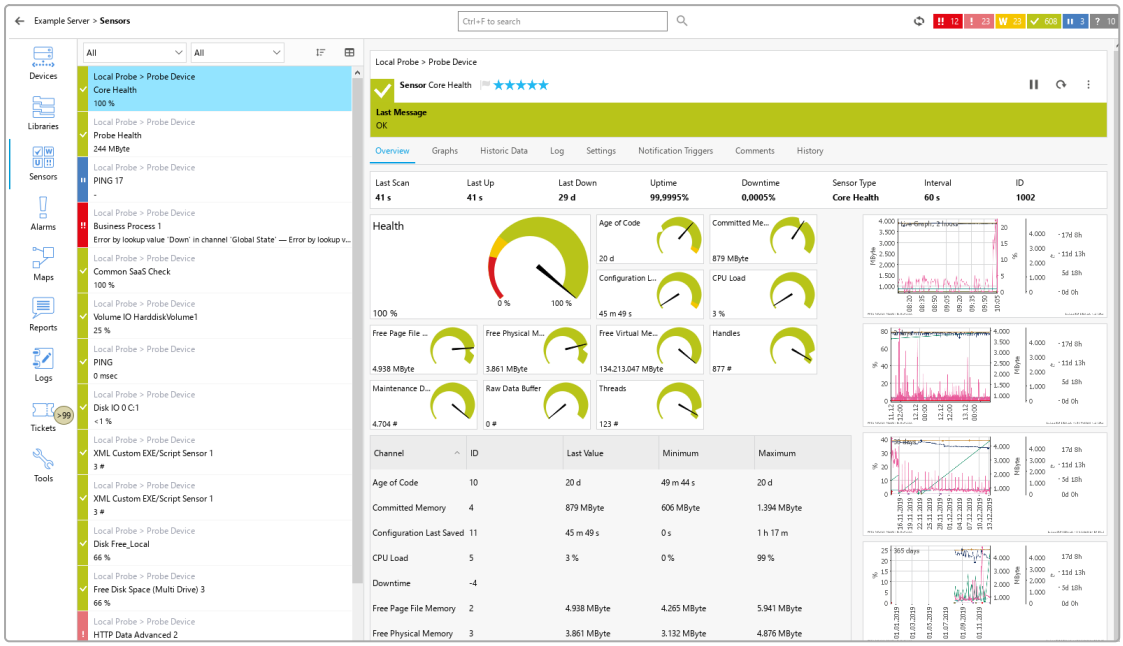
More

PRTG MANUAL

- Libraries
- Library Management
- Libraries and Node Settings
- Notification Triggers Settings
- Multi-Edit
- Inheritance of Settings

3.2.3 Sensors

On the **Sensors** menu tab, you can see a list of all sensors of the PRTG server. You can select the kind of sensors that you want to see.



All sensors in the Up status

In the list of sensors on the left-hand side, the following actions are available:

- Click to sort the list of sensors according to **Name**, **Last Value**, **Status**, **Priority**, or **Probe > Group > Device**. The default is **No Sorting**. An arrow icon next to the category name indicates an ascending or descending sorting order.
- Click to display the list of sensors as a list or to display the list of sensors as a table. Click above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.
- Click a sensor's name to display the sensor on the right. Right-click a sensor's name to open its context menu 59.
- Select multiple items to view graphs or to apply the same action to them via the context menu.

Available filters

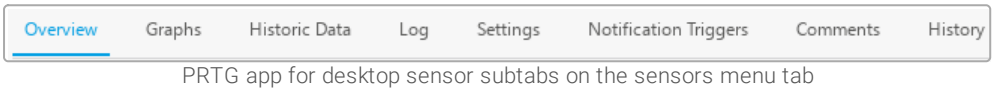
You can also enable filters to only show specific sensors. To do so, choose from two different dropdown lists to build a filter. With each filter, you can further decrease the number of shown sensors.

Filter	Description
By Type	The first dropdown list shows various filter types. Select an entry to apply the filter. The default value is **All**.

Filter	Description
By Status	The second dropdown list shows all possible sensor states. Select an entry to only show sensors that 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 icon in the page header bar 26, you can directly view a sensor list that is filtered according to the sensor status for the PRTG server.

ⓘ If you have filtered out all sensors and the list shows no entries, remove some filters by reverting them to the default values.

Overview tab



PRTG app for desktop sensor subtabs on the sensors menu tab

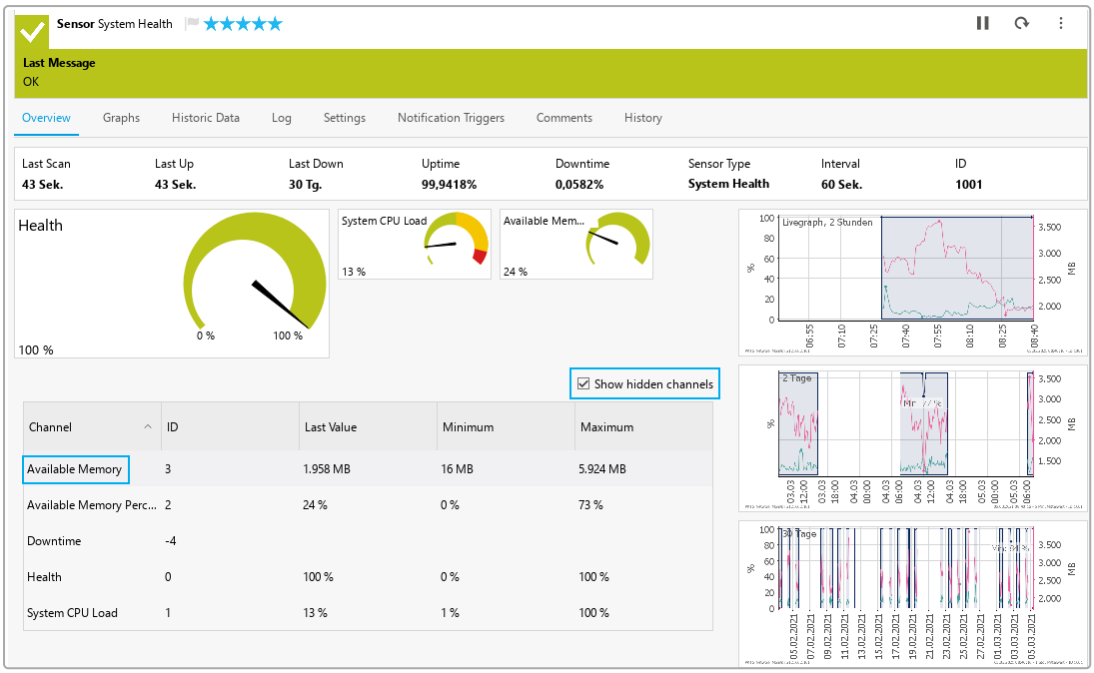
The **Overview** tab shows sensor details, status, last value of all channels of the sensor, and a channels table, as well as graphs for different time spans.

ⓘ The **Last Value** in the sensor's channels table shows only the last value of the sensor's primary channel.

Click a gauge of a channel to open the channel's settings from the PRTG web interface. The view and functionality are the same as in the PRTG web interface. You can also right-click a gauge to change its settings or to make this channel the primary channel of the sensor.

For more information, see the PRTG Manual: Channel Settings.

ⓘ If you hide channels from tables via the channel settings, the channels disappear from the sensor's **Overview** tab. **Show hidden channels** appears above the value table. Enable the checkbox to show the hidden channels in the value table again.



Show hidden channels on a sensor's Overview tab

ⓘ Click a graph to open it in a new window:

- Click **Show All Channels** or **Hide All Channels** to show or hide all channels at once. You can also show or hide channels individually by enabling or disabling the checkbox next to the channel names. To show or hide the value table, click **Hide Value Table** or **Show Value Table**.
- 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.
- The following options are only visible for sensors:
  - Use the slider on the timeline below the graph to show the graph data for different points in time.
  - Click to zoom in or to zoom out of the graph.
  - Click to reset all zoom and timeline slider settings.

Graphs tab

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

Click **Hide All Channels** or **Show All Channels** to show or hide all channels at once. You can also show or hide channels via the checkbox next to the channel names.

ⓘ Click a graph to open it in a new window:

- Click **Show All Channels** or **Hide All Channels** to show or hide all channels at once. You can also show or hide channels individually by enabling or disabling the checkbox next to the channel names. To show or hide the value table, click **Hide Value Table** or **Show Value Table**.
- 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.
- The following options are only visible for sensors:

- Use the slider on the timeline below the graph to show the graph data for different points in time.
- Click to zoom in or to zoom out of the graph.
- Click to reset all zoom and timeline slider settings.

Historic Data tab

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

For more information, see the PRTG Manual: Historic Data Reports.

Log tab

The **Log** tab shows all log information for this object. This is a subset of the entries that are available via the Logs 52 menu tab.

Settings tab

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

For more information, see the PRTG Manual: Sensor Settings.

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

Notification Triggers tab

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

For more information, see the PRTG Manual: Notification Triggers Settings.

You cannot multi-edit notification settings. We recommend that you use the inheritance of settings.

For more information, see the PRTG Manual: Multi-Edit and Inheritance of Settings.

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

Comments tab

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.

History tab

The **History** tab shows, for example, when an object was created, changes to the settings of an object via a time stamp, the user who made the change, and a message.

More

PRTG MANUAL

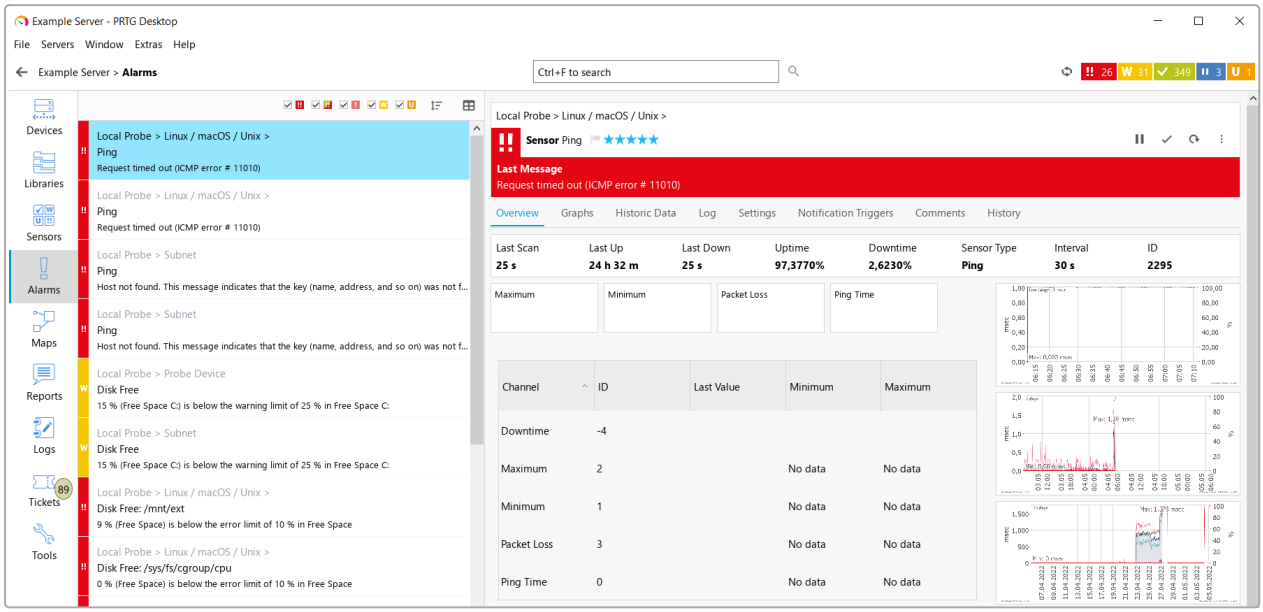
- Sensor States
- Channel Settings
- Historic Data Reports
- Sensor Settings
- Notification Triggers Settings
- Multi-Edit
- Inheritance of Settings

3.2.4 Alarms

On the **Alarms** menu tab, you can see the alarms of the PRTG server.

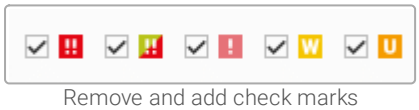
You can see all sensors that are in the **Down**, **Down (Partial)**, **Down (Acknowledged)**, **Warning**, or the **Unusual** status. Sensors in other states, for example, **Up**, **Paused**, or **Unknown**, do not appear here. This is useful for keeping track of all irregularities in your network.

From this list view, you can select multiple items 57 to view graphs or to apply the same action to the items via the context menu 59.



Alarms list

You can hide and show sensors in the **Down**, **Down (Acknowledged)**, **Down (Partial)**, **Warning**, or the **Unusual** status via the checkbox next to the status icons.



Remove and add check marks

In the list of alarms on the left-hand side, the following actions are also available:

- Click to filter the list of alarms for **Name**, **Last Value**, **Down for**, **Status**, **Priority**, or **Probe > Group > Device**. The default is **No Sorting**. An arrow icon next to the category name indicates an ascending or descending sorting order.
- Click to switch to a more detailed table view. Click above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

Acknowledge alarm

An acknowledged alarm shows up in the alarms list as **Down (Acknowledged)** and does not trigger any more notifications.

ⓘ If the alarm condition clears, the sensor usually returns to the **Up** status with the next scanning interval.

To acknowledge an alarm, right-click a sensor and select **Acknowledge Alarm** from the context menu, then select a time frame. 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**. You can optionally enter a message that appears in the last message value of the sensor. Click **OK** to confirm your settings.

If you select **Acknowledge Until**, a dialog box appears:

Acknowledge	
Acknowledge [Objects]	Shows the sensors that you want to acknowledge the alarm for. You can acknowledge alarms for more than one sensor via multi-edit.
Until	Enter the date when the **Down (Acknowledged)** status ends, or use the date time picker to enter the date and time. ⓘ If the alarm condition still persists after the specified date, the sensor shows the **Down** status again.
Optional Message	Enter a text, for example, the reason why you acknowledge the alarm. Enter a string or leave the field empty.

You can also acknowledge an alarm for a sensor by clicking ✓. Then select a time frame and optionally enter a message. Click ✓ again to change your settings, for example, to select a different time frame.

Only users with write access rights can acknowledge alarms. You can give read-only users the right to acknowledge alarms as well.

For more information, see the PRTG Manual: User Accounts.

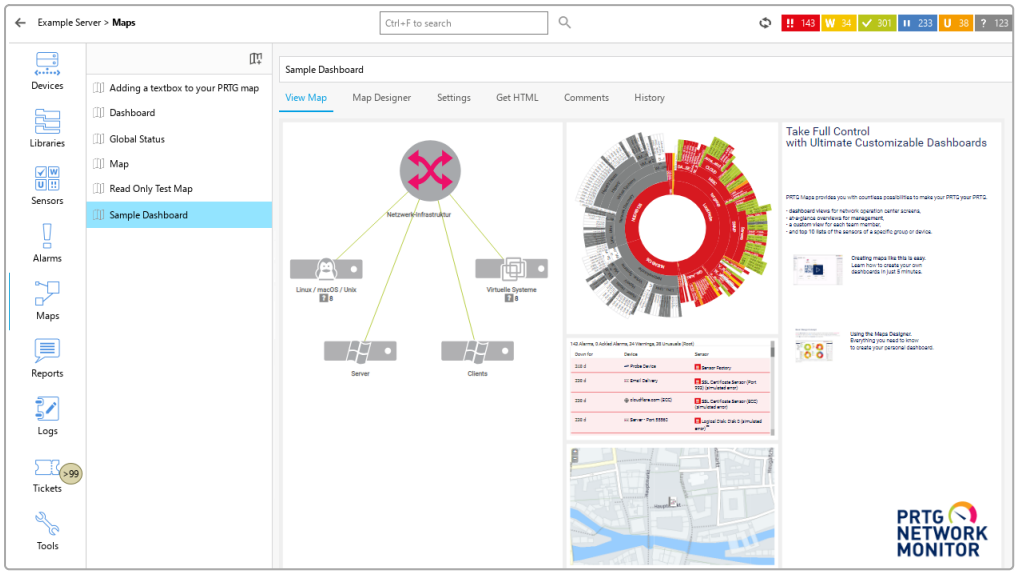
More

PRTG MANUAL

- Sensor States
- Notification Triggers Settings
- Notifications
- Multi-Edit
- User Accounts

3.2.5 Maps

The **Maps** menu tab content is split into two parts. On the left-hand side, you see all available maps from the PRTG server, on the right-hand side, the details of the map.



Maps

The following actions are available:

- Click a map's name in the list on the left-hand side 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 **Save** to apply your settings.
- You can edit a map via the Map Designer.
- Right-click a map's name to open a context menu 59. The following actions are available: **Open in new window**, **Rename**, **Edit**, **Clone**, and **Delete**.
- Click to add a new map.

For more information, see the PRTG Manual: Maps.

Map Rotation

With the Map Rotation feature, the PRTG app for desktop can show several maps or dashboards that rotate on one page. Map rotation also lets you view different information on one screen based on time. You can compare this to 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 objects for the multi-edit 58 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. The PRTG app for desktop now shows the maps in rotation in a new window.
6. You can change the refresh interval by clicking in the lower-right corner.

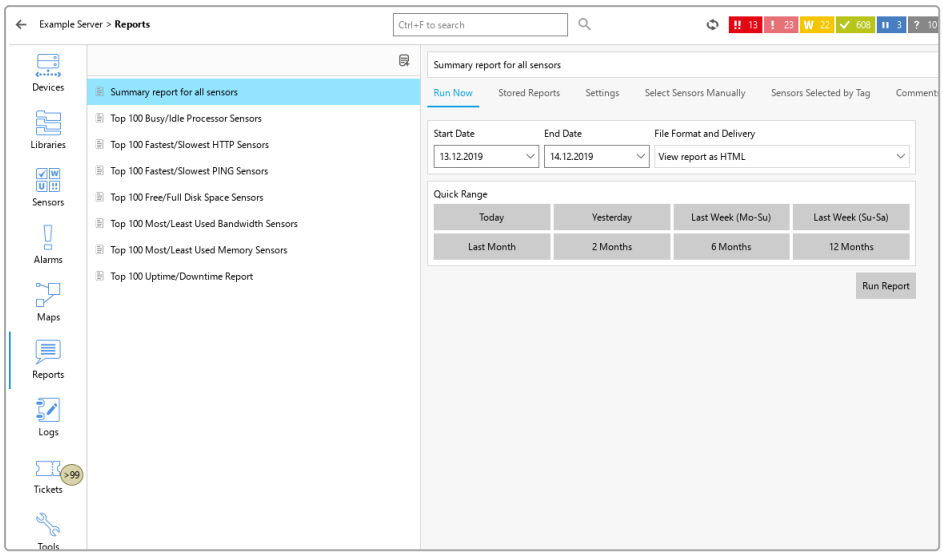
More

PRTG MANUAL

- Maps
- Map Designer
- Map Rotation

3.2.6 Reports

On the **Reports** menu tab, you see all available reports of the PRTG server.



Reports

The following actions are available:

- Click a report's name to open its details. On the right-hand side, you see the options for the report.
- In the tabs above the report, select from **Run Now**, **Stored Reports**, **Settings**, **Select Sensors Manually**, **Sensors Selected by Tag**, and **Comments**.
- Right-click a report's name to open its context menu 59. The following actions are available: **Rename**, **Edit**, **Clone**, and **Delete**.
- Click to add a new report.

More

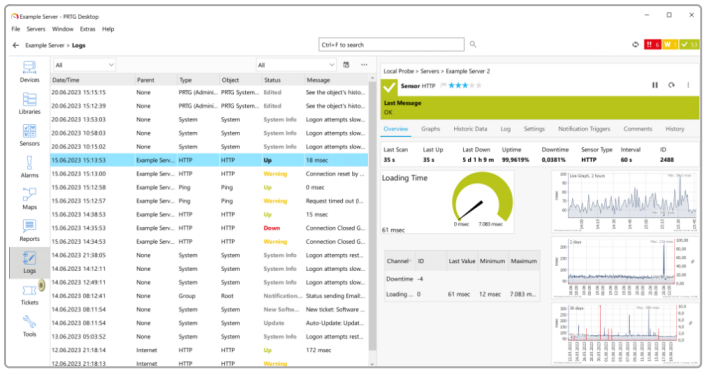
PRTG MANUAL

- Reports

3.2.7 Logs

On the **Logs** menu tab, you can find 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 PRTG app for desktop records the activity of every single object, you can use this information to check if your setup works exactly as desired.

ⓘ There are two ways to display the logs list: Either you click the **Log** tab while you view an object's details on the Devices 37 menu tab, or you click the **Logs** menu tab to show a list of all log entries of the PRTG server.



Logs list

Click ··· above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

Available filters

You can also enable filters to only show log entries of a specific event from the categories **Status Changes**, **System Events**, and **Object History**. Select the category from the first dropdown list.

The second dropdown list shows all possible event types for the category. Select an entry to only show events of the respective event type. Select a sensor status for status changes, **Probe Related**, **Auto-Discovery**, **Notification Related**, or **Status Messages** for system events, or a system object for object history.

You can also select a time span in which you want to show logs, or you use the date time picker to enter the date and time.

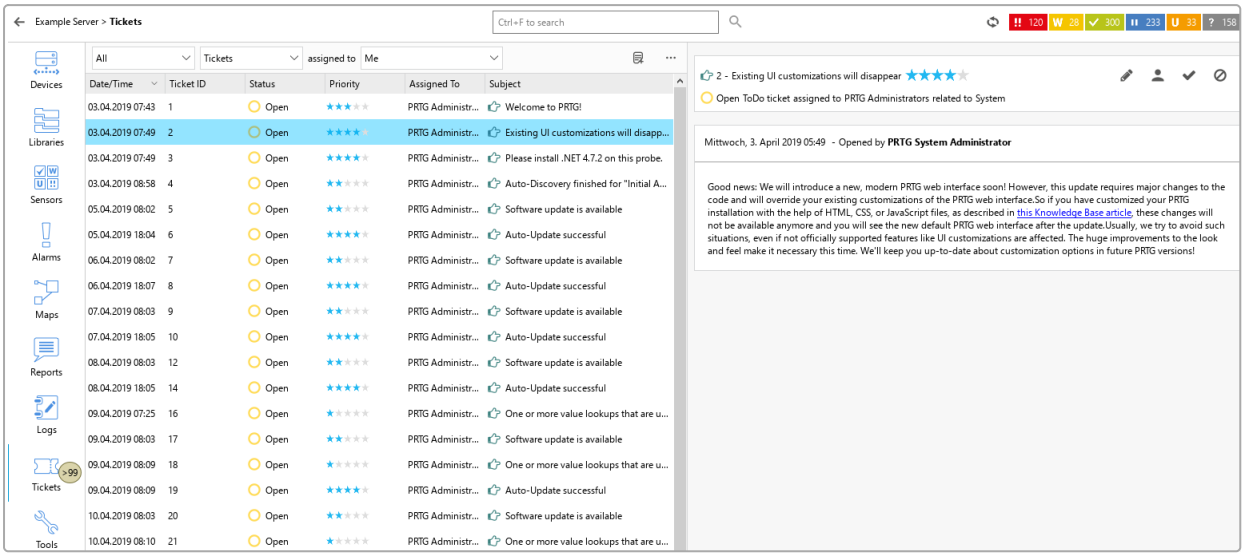
More

PRTG MANUAL

- Logs
- Sensor States

3.2.8 Tickets

On the **Tickets** menu tab, you can view a list of all tickets for the PRTG server. A badge displays the number of open tickets (the maximum number is 99 tickets).



Tickets list

The following actions are available:

- 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. Select several tickets by holding Ctrl or Shift (or ⌘ for macOS) and clicking the corresponding tickets.
- Right-click a ticket to open a context menu 59. The following actions are available: **Edit**, **Assign**, **Resolve**, **Reopen**, and **Close**.
- Click to add a new ticket.
- Click *** above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

Available filters

You can also enable filters to only show tickets from the categories **Open**, **Resolved**, and **Closed**. Select the category from the first dropdown list.

The second dropdown list shows all possible ticket types. Choose from **User Tickets**, **ToDo Tickets**, and **Notification Tickets**.

In the third dropdown list, you can select a ticket assignee. This can be yourself, a different user, or a user group.

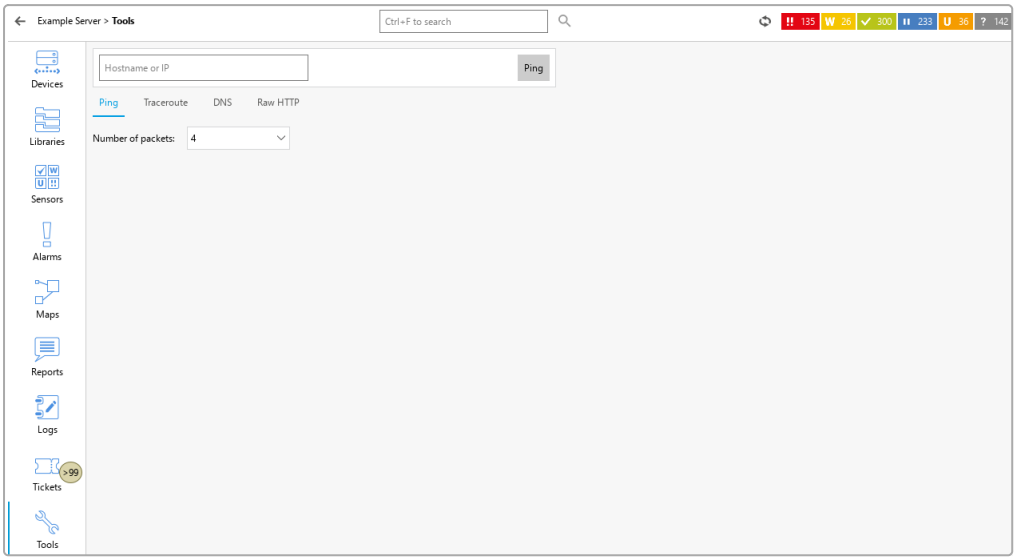
More

PRTG MANUAL

- Tickets

3.2.9 Tools

On the **Tools** menu tab, you have access to several tools. If you configure placeholders (or variables) in a tool command, the application resolves all of them.



Tools

The following tools are available:

Tool	Description
Ping	To ping a device, enter the hostname or IP address and the number of packets to send and click **Ping**. The PRTG app for 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 device, enter the hostname or IP address and click **Traceroute**. The PRTG app for desktop then displays the route and measures transit delays of packets across the IP network.
DNS	To start a DNS lookup, enter the hostname and click **Lookup**. The PRTG app for 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 **Go**. The PRTG app for desktop then returns the raw HTTP.

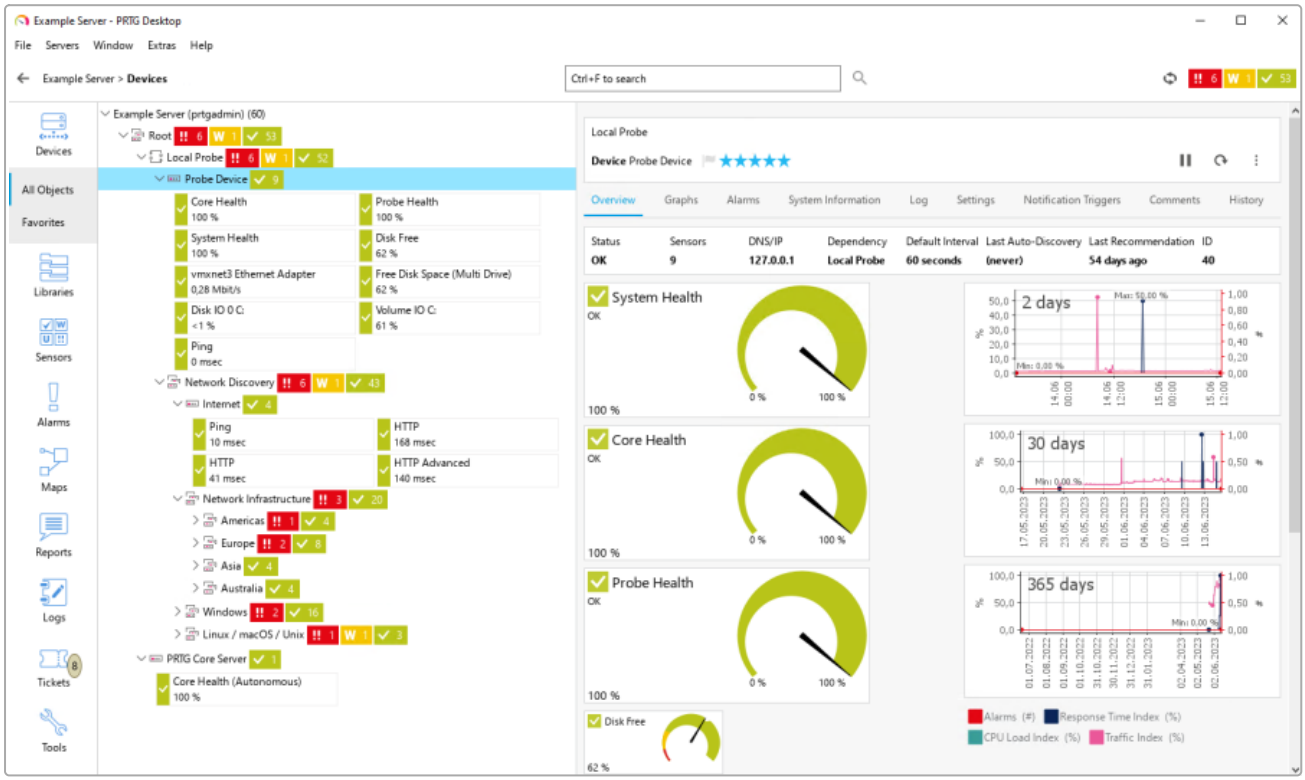
Part 4
General features

4 General features

The general features of the PRTG app for desktop are available with both a PRTG app for desktop license and a PRTG MultiBoard license.

In this section:

- Manage device tree 57
- Compare sensors 61
- Desktop notifications 62



PRTG app for desktop general features

4.1 Manage device tree

In the device tree, you can move objects via drag-and-drop or via keyboard shortcuts. You can also view and edit or multi-edit object settings. Changes take effect immediately. To manage objects in the device tree, you have the following options:

- Zoom 57
- Select multiple objects 57
- Multi-edit objects 58
- Sort objects via drag-and-drop 58
- Clone objects 59
- Context menus 59

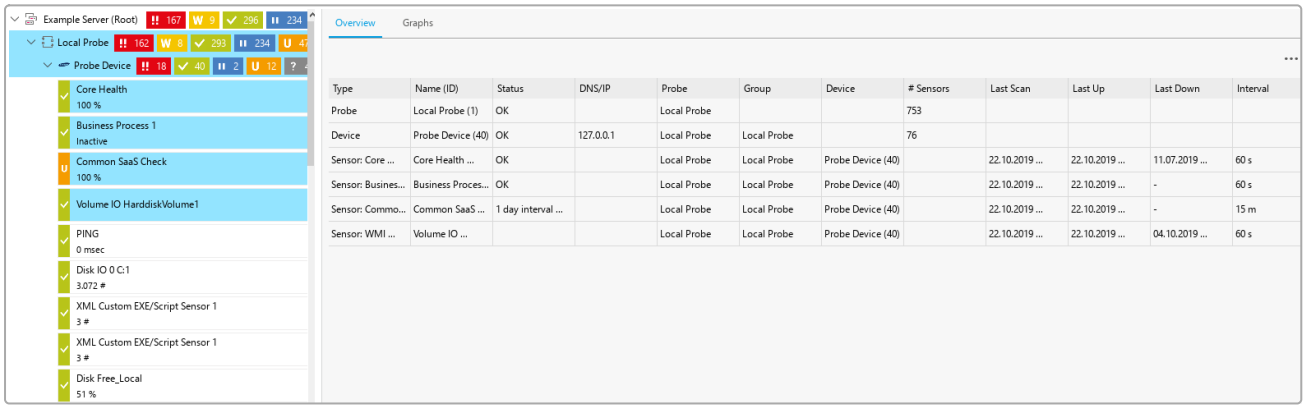
Zoom

In the device tree shown on the left-hand side, you can change the size of the objects via zoom. Hold down the Ctrl key (or ⌘ for macOS) and scroll up or down with your mouse to zoom in or out. You can also use the shortcuts Ctrl and +/- or right-click in the device tree for view options.

Select multiple objects

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 59, for example, **Pause** or **Delete**, to several objects.

When you select multiple items, the right-hand side shows data for the items.



Select multiple objects in the device tree

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

Click ··· above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox 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 five objects on one page. Each channel is represented as one line. You can individually show or hide channels via the checkbox next to the channel names. This aggregated view works for all kinds of objects. Use the dropdown list to select the graph type.

ⓘ Click a graph to open it in a new window:

- Click **Show All Channels** or **Hide All Channels** to show or hide all channels at once. You can also show or hide channels individually by enabling or disabling the checkbox next to the channel names. To show or hide the value table, click **Hide Value Table** or **Show Value Table**.
- 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.
- The following options are only visible for sensors:
  - Use the slider on the timeline below the graph to show the graph data for different points in time.
  - Click to zoom in or to zoom out of the graph.
  - Click to reset all zoom and timeline slider settings.

Live graphs are only available for sensors.

For more information, see the Knowledge Base: What do I have to consider when I want to do a regular cleanup of my PRTG environment?.

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 more information, see the PRTG Manual: Channel Settings and Multi-Edit.

Multi-edit objects

If you select several objects on the left side, you can multi-edit the objects via the context menu option **Edit Settings**. Enable the checkbox for one or more settings that you want to edit. All changes apply to all selected objects. The multi-edit dialog only displays settings that the objects have in common.

If you only multi-edit sensors, the PRTG app for desktop also displays a **Channel Settings** tab. On this tab, you can multi-edit the settings of any channels that the sensors have in common (if the channels have the same name). Enable or disable the checkbox for one or more channel settings that you want to edit. All changes apply to all selected sensors.

For more information, see the PRTG Manual: Channel Settings and Multi-Edit.

Sort objects via 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 drag it to the new position.

You can also use the shortcuts Ctrl+X and Ctrl+V to move objects. Select the object and enter Ctrl+X. The object is then copied to the clipboard. Select the new location for the object and enter Ctrl+V. When you are finished, click **Clear Clipboard**.

You can only move a sensor to the top of the parent device via the shortcuts Ctrl+X and Ctrl+V.

For macOS, the shortcuts for moving objects are ⌘+X and ⌘+V.

Restrictions for moving objects

You cannot move objects in the following cases:

- You cannot move sensors from one device to a different device. To clone sensors to other devices, see Clone objects 59.

- You cannot move sensors from one probe to a different probe. To clone sensors to other probes, see Clone objects 59.
- You cannot move probes from one probe to a different probe.

For more information, see the PRTG Manual: Manage Device Tree.

Clone objects

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 and enter Ctrl+C. The object is then copied to the clipboard.

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

Copy to clipboard

Select the new location for the object and enter Ctrl+V. When you are finished, click **Clear Clipboard**.

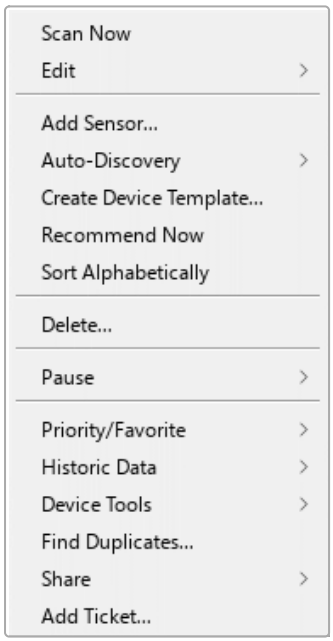
You can also clone objects to other objects via drag-and-drop plus the Ctrl key (or ⌘ for macOS).

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

For more information, see the PRTG Manual: Clone Object.

Context menus

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



Context menu of a device in the PRTG app for desktop

The content of the context menu varies, depending on the type of object that you select.

For more information, see the PRTG Manual: Context Menus.

More

PRTG MANUAL

- Channel Settings
- Multi-Edit
- Manage Device Tree
- Clone Object
- Context Menus

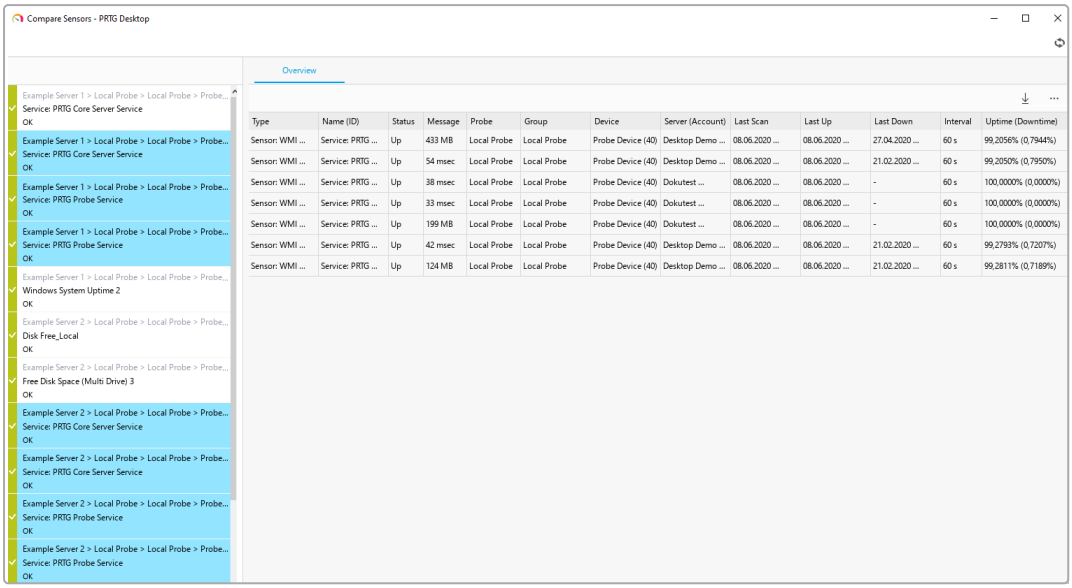
KNOWLEDGE BASE

What do I have to consider when I want to do a regular cleanup of my PRTG environment?

- https://helpdesk.paessler.com/en/support/solutions/articles/76000063584

4.2 Compare sensors

Use the **Compare Sensors** feature of the PRTG app for desktop to compare sensors from different PRTG servers.



Compare sensors window

To add sensors to the **Compare Sensors** window, select one or more sensors in the device tree and click **Add to Compare Sensors** in the context menu. Repeat this for every PRTG server whose sensors you want to compare.

The **Compare Sensors** window shows a table with detailed information about the compared sensors. The following actions are available:

- Click ··· above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.
- Click ⭳ to export the table as a .csv file.
- Right-click a sensor in the sensor list on the left-hand side to remove it from the list or to go to this sensor's **Overview** tab.

You can also select **Window** | **Compare Sensors** from the main menu to bring the **Compare Sensors** window to the foreground.

ⓘ **Compare Sensors** is only visible if you already added sensors to the sensor comparison.

ⓘ The PRTG app for desktop does not save the sensors in the **Compare Sensors** window. If you close the window, you must add the sensors again to compare them.

ⓘ The PRTG app for desktop does not automatically refresh the data of sensors in the **Compare Sensors** window. Click ⟲ or press F5 to refresh the sensors' data.

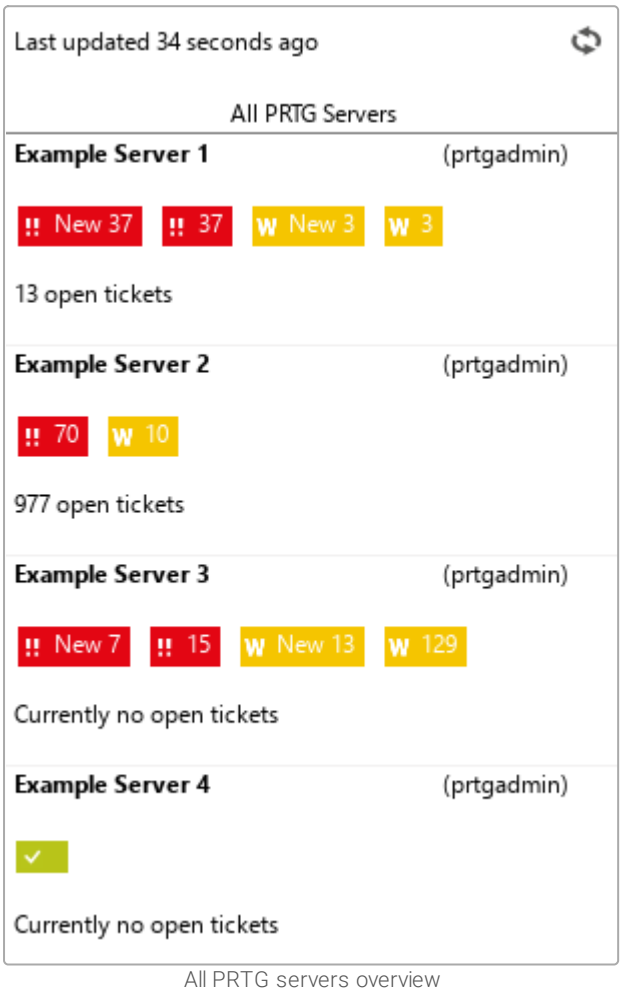
4.3 Desktop notifications

Use desktop notifications on your system tray to receive alerts from the PRTG app for desktop every time PRTG discovers new alarms in your network.

ⓘ To use the alert and notification features, you must first enable the tray icon under **File** | **Settings** | **Notifications**. If you do not enable the tray icon, PRTG app for desktop will not send alerts. For more information, see section Notifications.

Tray overview

Click (or if there are no alarms) in your system tray to open the Multi Server View. Here you can see and learn more about the status of all your PRTG servers.

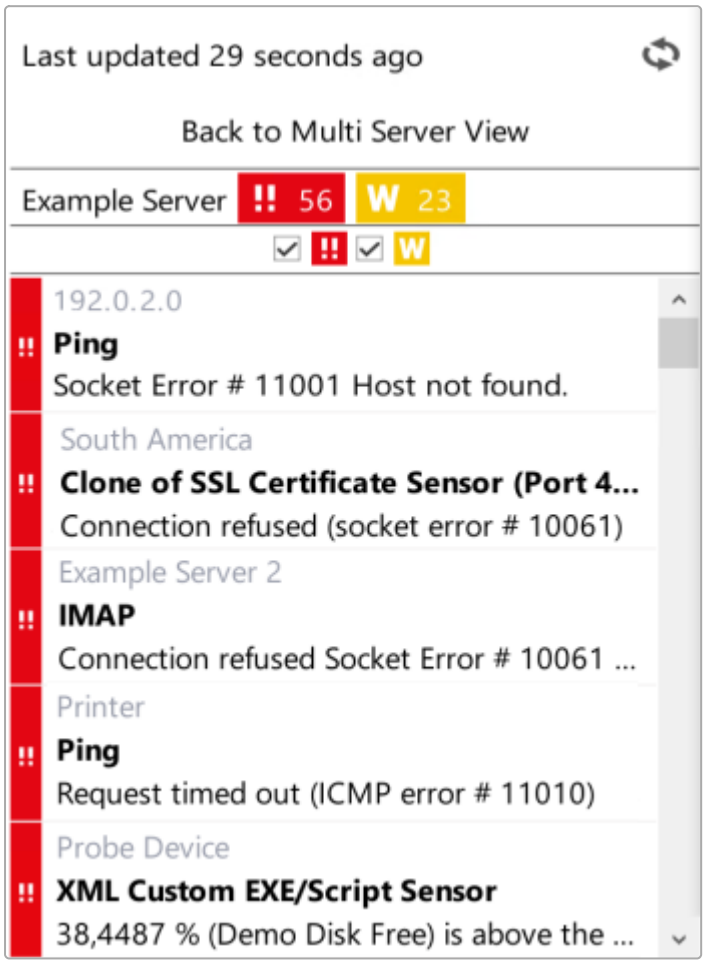


All PRTG servers overview

Setting	Description
Refresh	Click to instantly refresh the alarms of all PRTG servers.
All PRTG servers	Click a PRTG server in the list to see all sensors that are have an alarm for that server.

Setting	Description
	If a PRTG server has no alarms, the Devices menu tab will open if you click on it.

If you click on a PRTG server with warning, you can see all sensors that more detailed view of all alarms:



Tray overview

Setting	Description
Refresh	Click to instantly refresh the alarms of the PRTG server.
Back to Multi Server View	Click **Back to Multi Server View** to return to the PRTG server overview
Show/Hide sensors	Enable or disable the checkbox next to a sensor status icon to show or hide sensors in the **Down** and **Down (Acknowledged)** or the **Warning** state.

Setting	Description
Sensor alarms	Click an alarm to open the Alarms 47 menu tab in PRTG app for desktop.

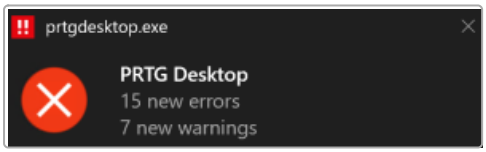
Tray menu

Right-click the PRTG app for desktop tray icon to open the tray menu.

Option	Description
Scan Now	Perform an immediate scan for all PRTG servers. This option queries new data for all objects on all PRTG servers.
Settings...	Open the Settings 103 menu.
Open PRTG Desktop	Open the PRTG app for desktop 25 window.
Open MultiBoard	This option is only visible if you have a PRTG MultiBoard license. Open the MultiBoard 68 window.
Show Server List	Display an overview list of your PRTG servers.
Quit	Close the PRTG app for desktop. ⓘ When you restart the PRTG app for desktop, all server windows that were open when the program was closed will reopen. Graph or report windows will not reopen.

Desktop notifications

In addition to the tray icon, the PRTG app for desktop can optionally show desktop notifications in the event of new **Alarms**.



Desktop notification

You can also play sounds when there are new notifications for sensors.
For more information, see section Notifications 111.

More

PRTG MANUAL

- Sensor States

KNOWLEDGE BASE

Which audible notifications are available in the PRTG web interface and in the PRTG app for desktop?

- https://helpdesk.paessler.com/en/support/solutions/articles/76000041652

PAESSLER WEBSITE

How to set up notifications for the PRTG app for desktop

- https://www.paessler.com/support/how-to/notifications-desktop

Part 5
PRTG MultiBoard

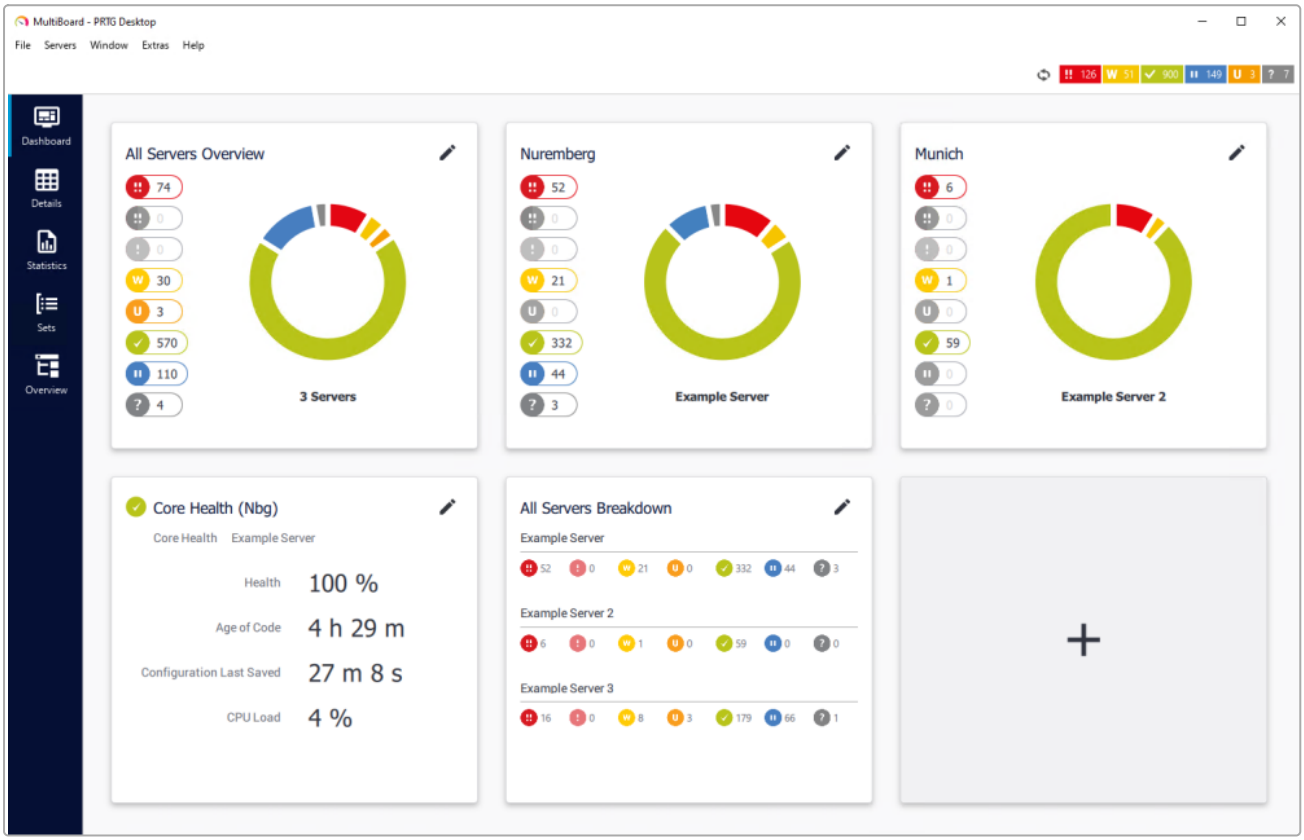
5 PRTG MultiBoard

PRTG MultiBoard features are only available to those with a PRTG MultiBoard license. Currently, this license is only offered to Paessler PRTG Enterprise Monitor users.

For more information, see section Available Licenses 20.

In this section:

- MultiBoard 68
- Probe transfer 80
- Template transfer 87
- Configuration viewer 94
- Configuration import & export 98



PRTG MultiBoard dashboard view

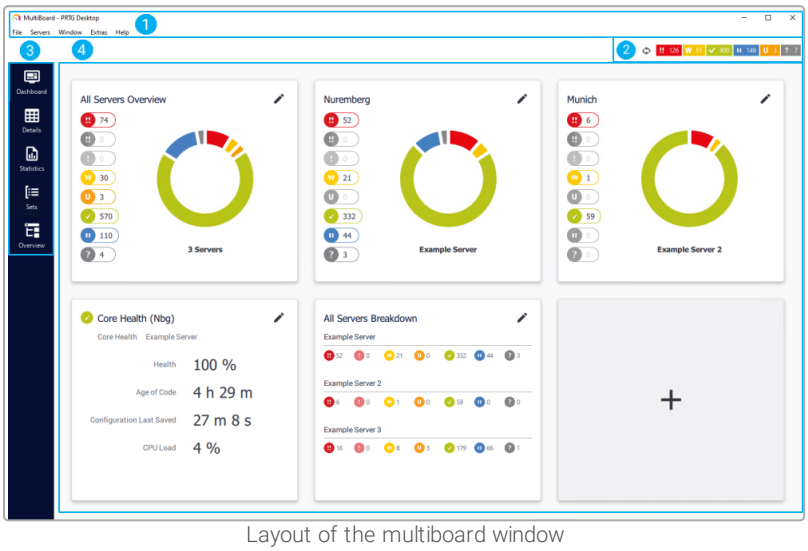
5.1 MultiBoard

Use the **MultiBoard** feature of PRTG MultiBoard to view data of all your independent PRTG servers in one window so you can centrally manage your monitoring.

From the main menu, select the Servers 30 menu.

Click **MultiBoard** to open the **MultiBoard** window. You can also use the shortcut Ctrl+M to open the **MultiBoard** window. For macOS, the shortcut is ⌘+M.

General layout



Layout of the multiboard window

From top to bottom, the main layout of the **MultiBoard** window consists of the following.

Screen number	Page area name	Description
1	Main menu	The main menu gives access to general configuration and settings. For more information, see section Main menu structure 30.
2	Page header bar	This area shows the aggregated status of all sensors from all configured PRTG servers, divided into different sensor states.
3	Menu tabs	This area contains the main navigation tabs.
4	Page content	This area contains different content depending on the menu tab you select.

Use the menu tabs bar to navigate through the **MultiBoard** window. The following menu tabs are available:

- Dashboard 70
- Details 74

- Statistics 75
- Sets 76
- Overview 79

More

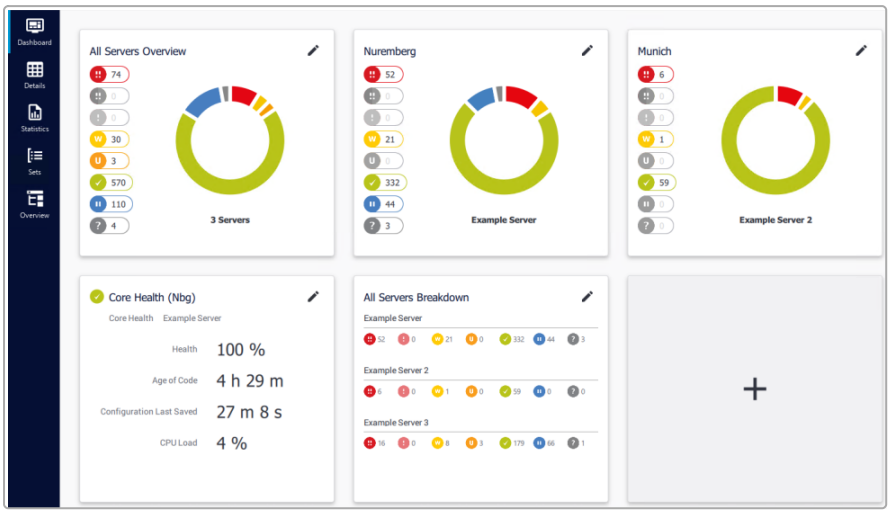
KNOWLEDGE BASE

I have issues with the PRTG app for desktop and PRTG MultiBoard. What can I do?

- https://helpdesk.paessler.com/en/support/solutions/articles/76000064832

5.1.1 Dashboard

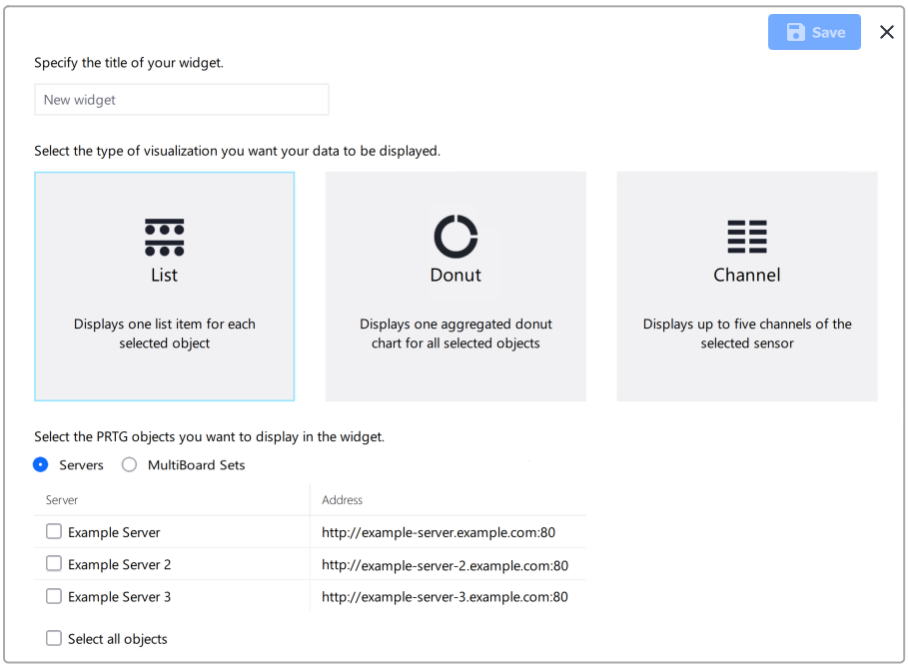
On the **MultiBoard Dashboard** page, you can use different widget types to show overviews of your PRTG servers.



Overviews of configured servers in the multiboard dashboard

Add widget

Click + in the widget list to open a dialog to add a new widget.



Select a widget type and the servers or multiboard sets to display

The following actions are available:

- Enter a name to identify the widget.
- Select a widget type: **List**, **Donut**, or **Channel**. **List** displays one list item for each PRTG server or MultiBoard set 76 that you select. **Donut** displays one aggregated donut chart for all PRTG servers or MultiBoard sets that you select, **Channel** displays up to five channels of the sensor that you select.

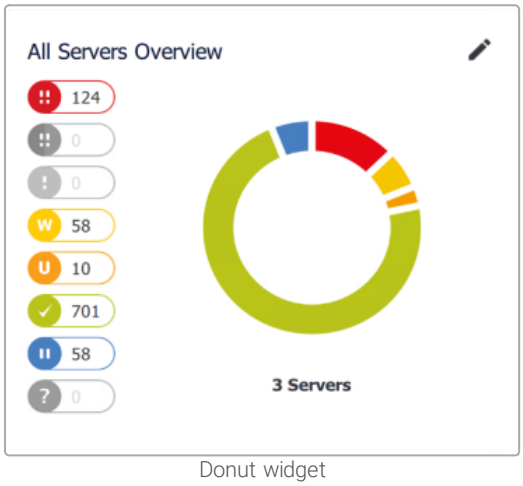
- Select the objects that you want to display in the widget. You can choose between your PRTG servers, the multiboard sets that you added, or sensors.
- If you select **Servers**, select the PRTG servers that you want to display in the widget by via the checkbox next to the name of a PRTG server. Enable **Select all objects** to show all configured PRTG servers.
- If you select **MultiBoard Sets**, select the multiboard sets that you want to display in the widget via the checkbox next to the name of a set. Enable **Select all objects** to show all sets.
- If you select the **Channel** widget type, search for the sensor, select the sensor, and select up to five channels.

Click Save to add the new widget.

Work with widgets

On the **Overview** page, you can use drag-and-drop to change the position of widgets. Hover over the widget you want to use until the band appears at the bottom of the widget. Click and drag it to the new position, and then drop it.

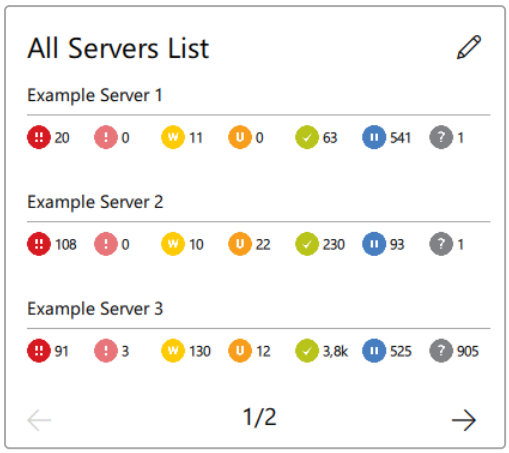
The following actions are available for the **Donut** widget:



Donut widget

- On the left, you can see different toggles that show the aggregated number of all sensors on all selected servers or multiboard sets in a specific status. If there are no sensors in a specific status, the toggle is grayed out. Click a toggle to hide or show sensors that show a specific status.
- Hover over the different sections of the donut chart to also see the aggregated number of all sensors on all selected servers or multiboard sets in a specific status.
- Click the number of servers or multiboard sets below the donut chart to open a box that shows a list with the names of all included servers or multiboard sets. Click a server name to open the device tree view of the selected server in a separate window. Click a set name to open the **MultiBoard Sets** page.
- If the donut chart displays data for a single server only, click the server name to open the device tree view of the server in a separate window. If the donut chart displays data for a single multiboard set only, click the set name to open the **MultiBoard Sets** page.
- Click to edit the widget. In the dialog that appears, adjust the settings that you want to change and click Save. To delete the widget, click Delete. If you click Delete, the PRTG app for desktop does not ask you to confirm the deletion. The PRTG app for desktop immediately deletes the widget.

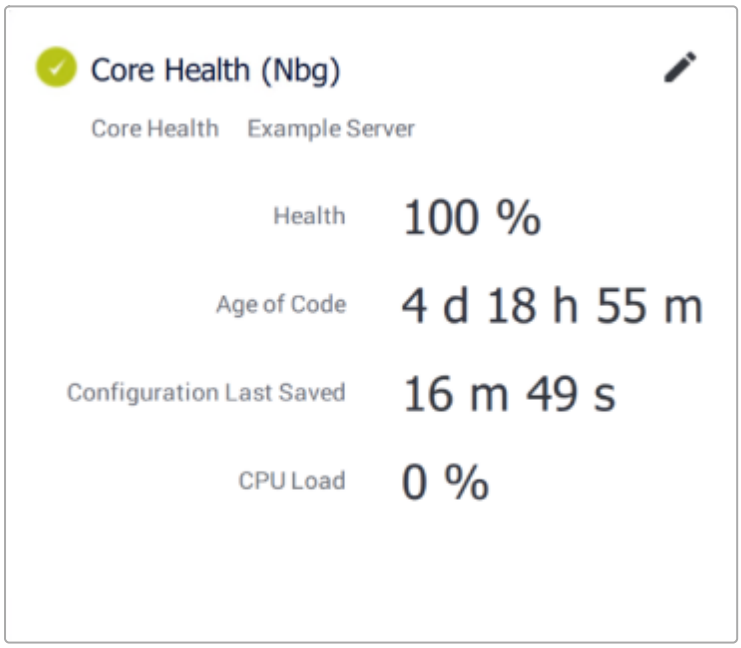
The following actions are available for the **List** widget:



List widget

- The widget displays every server or multiboard set as one list item. For each server or multiboard set, you can see the number of all sensors that are in a specific status.
- Click → or ← to navigate to the next page or to a previous page in the list.
- Click a server name to open the device tree view of the server in a separate window. Click a set name to open the **MultiBoard Sets** page.
- Click a sensor status icon below a server name to open a sensor list for the server that is filtered according to the sensor status in a separate window. Click a sensor status icon below a set name to open the MultiBoard Details 74 page with all sensors on all servers that is filtered according to the sensor status.
- Click ✎ to edit the widget. In the dialog that appears, adjust the settings that you want to change and click Save. To delete the widget, click Delete. If you click Delete, the PRTG app for desktop does not ask you to confirm the deletion. The PRTG app for desktop immediately deletes the widget.

The following actions are available for the **Channel** widget:



Channel widget

- Click to edit the widget. In the dialog that appears, adjust the settings that you want to change and click Save. To delete the widget, click Delete. If you click Delete, the PRTG app for desktop does not ask you to confirm the deletion. The PRTG app for desktop immediately deletes the widget.
- Click the name of the sensor to open the **MultiBoard Details** page and to display the sensor's **Overview** tab.
- Click the name of the PRTG server to open the Devices 35 menu tab of the single PRTG server.

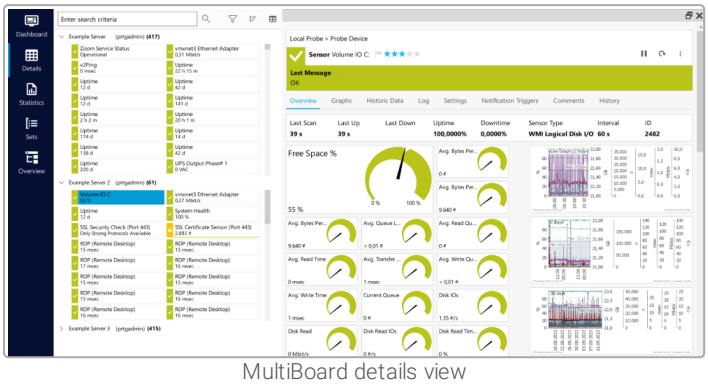
More

PRTG MANUAL

- Sensor States

5.1.2 Details

On the **MultiBoard Details** page, you can see all sensors of all PRTG servers as a sensor list or in a more detailed table view.



MultiBoard details view

The following actions are available:

- Move PRTG servers via drag-and-drop.
- Expand a PRTG server to show its sensors.
- Scroll in the sensor list to show further sensors of the PRTG server.
- Use the search box to search for sensors or devices via IDs or tags, for example.
- Select a sensor on the left-hand side to see the sensor's **Overview** tab on the right-hand side. Click to view the overview in a new window.
- Click to filter the list of sensors according to sensor states. Enable or disable the checkbox next to a specific sensor status to show or hide sensors in the specific status.
- Click to sort the list of sensors according to **Probe**, **Group**, **Device**, **Name**, **Status**, **Down for**, **Last Value**, or **Priority**. The default is **No Sorting**. An arrow icon next to the category name indicates an ascending or descending sorting order.
- Click to switch to a more detailed table view. Click above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

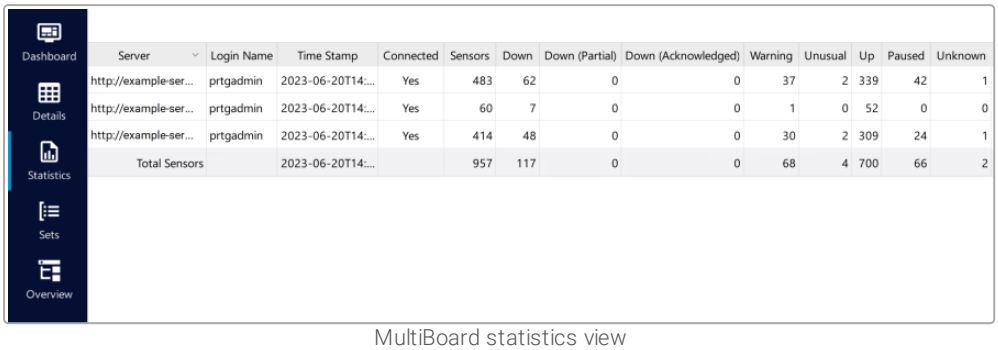
More

PRTG MANUAL

- Sensor States

5.1.3 Statistics

On the **MultiBoard Statistics** page, you can see an overview of the number of sensors on each PRTG server and in total, and the number of sensors that are in a certain status.



Server	Login Name	Time Stamp	Connected	Sensors	Down	Down (Partial)	Down (Acknowledged)	Warning	Unusual	Up	Paused	Unknown
http://example-ser...	prtgadmin	2023-06-20T14:...	Yes	483	62	0	0	37	2	339	42	1
http://example-ser...	prtgadmin	2023-06-20T14:...	Yes	60	7	0	0	1	0	52	0	0
http://example-ser...	prtgadmin	2023-06-20T14:...	Yes	414	48	0	0	30	2	309	24	1
Total Sensors		2023-06-20T14:...		957	117	0	0	68	4	700	66	2

MultiBoard statistics view

View, for example, the number of sensors that are in the **Down**, **Down (Partial)**, **Down (Acknowledged)**, **Warning**, **Unusual**, **Up**, **Paused**, or the **Unknown** status for each PRTG server and in total.

Click ⭳ to export the report in comma-separated values (CSV) format.

Click ··· above the table to see a list of all possible categories. You can show or hide categories in the table via the checkbox next to the category names. Sort the table by clicking the table headers.

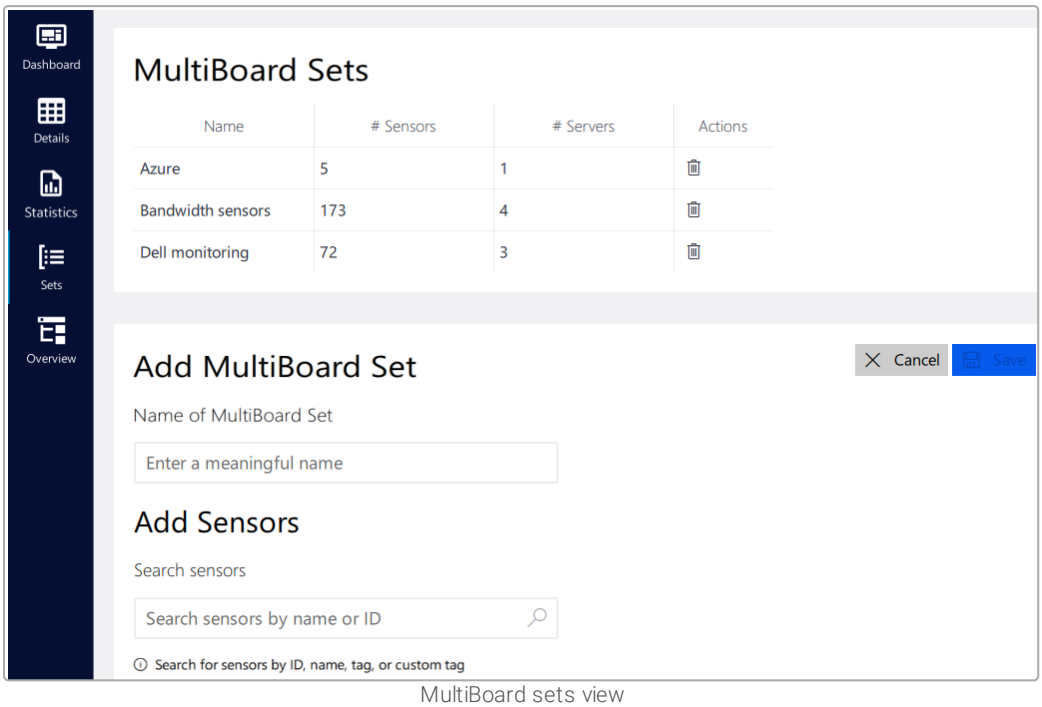
More

PRTG MANUAL

- Sensor States

5.1.4 Sets

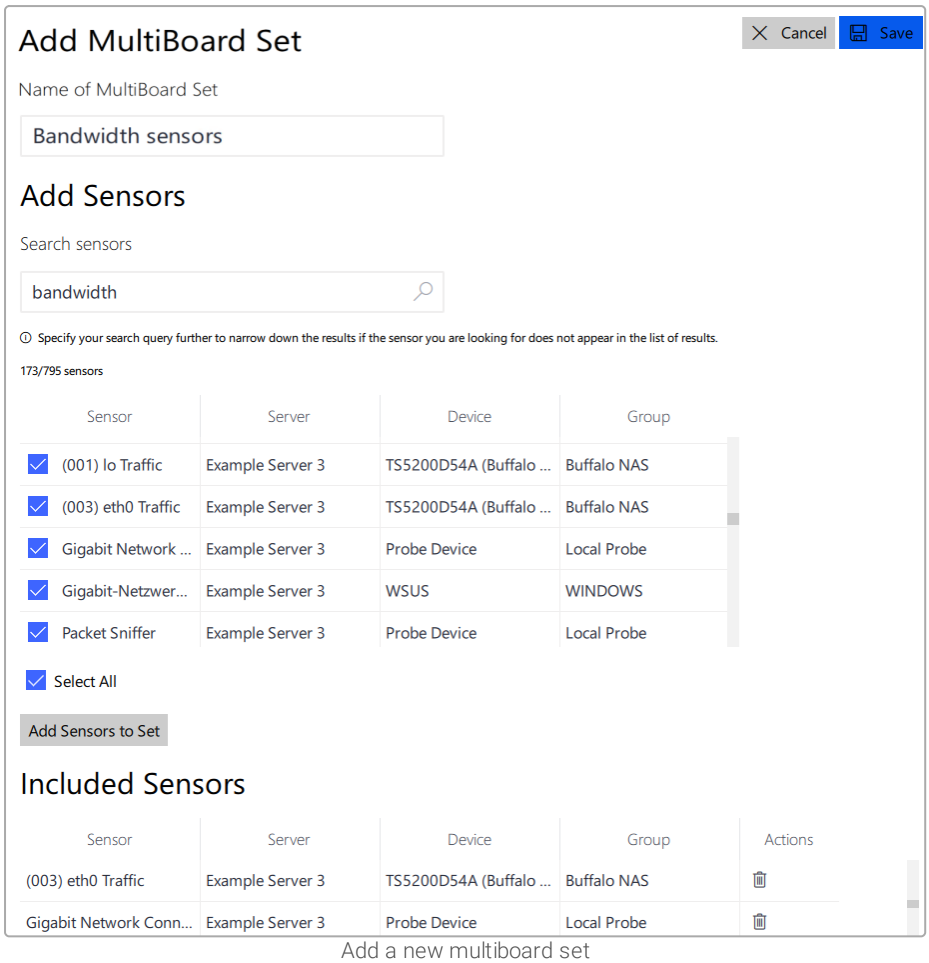
On the **MultiBoard Sets** page, you can group sensors into customized sensor sets across all your PRTG servers.



MultiBoard sets view

Add multiboard set

To create a new set of sensors, enter a name to identify the new set under **Name of MultiBoard Set**.



Add a new multiboard set

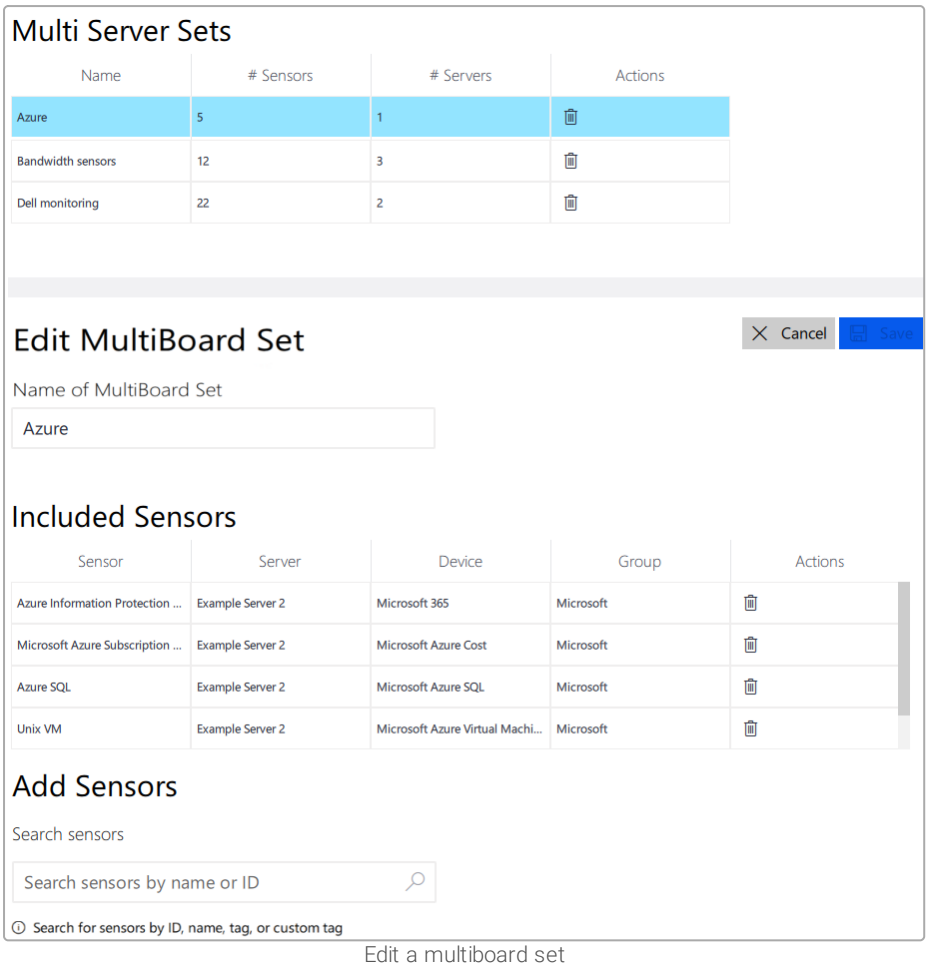
Under **Search sensors**, you can search for sensors that you want to include in the set by sensor name, by sensor ID, or by tag. The following actions are available:

- Sort the search results by clicking a column header in the search results table. If you click the column header once, PRTG MultiBoard sorts the list items alphabetically in ascending order. Click the column header twice to sort the list items alphabetically in descending order. If you click the column header a third time, PRTG MultiBoard restores the default sorting order.
- You can select or deselect sensors that you want to include in the new set via the checkbox next to the sensor name.
- Enable the checkbox next to **Select All** to select the displayed maximum amount of sensors.
- Click **Add Sensors to Set** to include the sensors in the new set. The sensors appear in the **Included Sensors** section below the search results table.

Click **Save** to save the new multiboard set. The set is now visible at the top of the page in the **MultiBoard Sets** table.

Edit multiboard set

To edit a multiboard set, click the set in the **MultiBoard Sets** table.



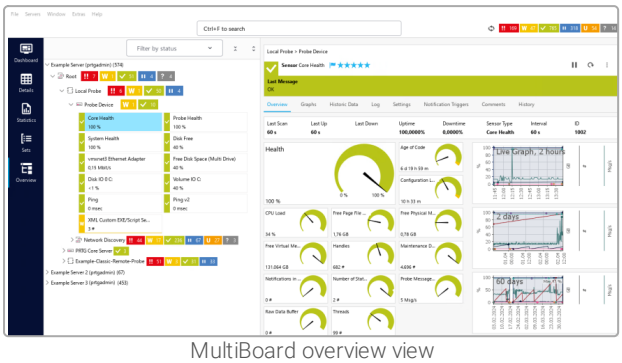
Edit a multiboard set

The following actions are available:

- Click 🗑 to delete the set.
- Under **Edit MultiBoard Set**, you can change the name of the set.
- In the **Included Sensors** section, you can find a list of all sensors that the set includes. Click 🗑 to remove a sensor from the set.
- You can add further sensors 76 to the set as previously described.

5.1.5 Overview

On the **MultiBoard Overview** page, you can see all device tree objects of all of your PRTG servers.



MultiBoard overview view

The following options are available:

- Expand a PRTG server and its nodes to view the entire device tree.

  Use **Collapse All** and **Expand All** above the server list to completely collapse or expand a node. You must first select the node you want to expand or collapse.

- Move probes, groups, devices, and sensors via drag-and-drop.
- Select an object on the left-hand side to see its **Overview** tab on the right-hand side. You can select objects across multiple PRTG core servers.

  Once you select multiple objects, use the buttons in the upper-right corner of the overview to pause, resume, or scan all selected objects at the same time.

- Right-click an object to open its context menu 57.
- Search for objects across all connected PRTG servers. You can filter by object in your initial search and further filter by server within your search results.
- Filter which sensors are visible based on their current status.

For more information, see section Manage device tree 57.

Restrictions

- The **MultiBoard Overview** page does not support the Classic View 108.
- You cannot move PRTG servers via drag-and-drop.
- You cannot move or clone objects between different PRTG servers.

More

PRTG MANUAL

- Multi-Edit
- Manage Device Tree
- Clone Object
- Context Menus

5.2 Probe transfer

Use the probe transfer to clone probes from one system to another system. The probe transfer pauses the probes on the source system so that you do not lose any historic data.

You cannot transfer multi-platform probes with the probe transfer.

The probe transfer does **not** clone any historic data or custom files that you stored in the PRTG program directory on the source system. Move custom files like scripts or lookups to the target system manually after the probe transfer.

Requirements

To transfer a probe, you must meet the following requirements:

Setting	Description
Port	The port number that PRTG MultiBoard uses to connect to a PRTG core server. The default port is 44387. If you want to use a different port, use your Windows registry to change the port number: 1. Completely close the application via the system tray. Right-click the application icon in your system tray and select **Quit**. 2. Navigate to the **PRTGDesktop** folder in your Windows registry. 3. Right-click in the registry window and select **New** | **DWORD (32-bit) Value**. 4. Rename the key **FileTransferLocalHttpServerPort**. 5. Double-click the new key to edit it. 6. In the **Base** field, select **Decimal**. 7. In the **Value data** field, enter the port number you want to use. 8. Click **OK** to save your changes. The port number you define with this registry key is also used with the Template Transfer feature.
Administrative rights	The user account that you use to access the PRTG web interface must be a user account with administrative rights. For more information, see the PRTG Manual: Access Rights Management.
PRTG version	The source system and the target system must run as of **PRTG 22.x.75**. While it is possible to transfer files between two systems with different PRTG versions if they are compatible, we recommend that the source and target systems run the same PRTG version.

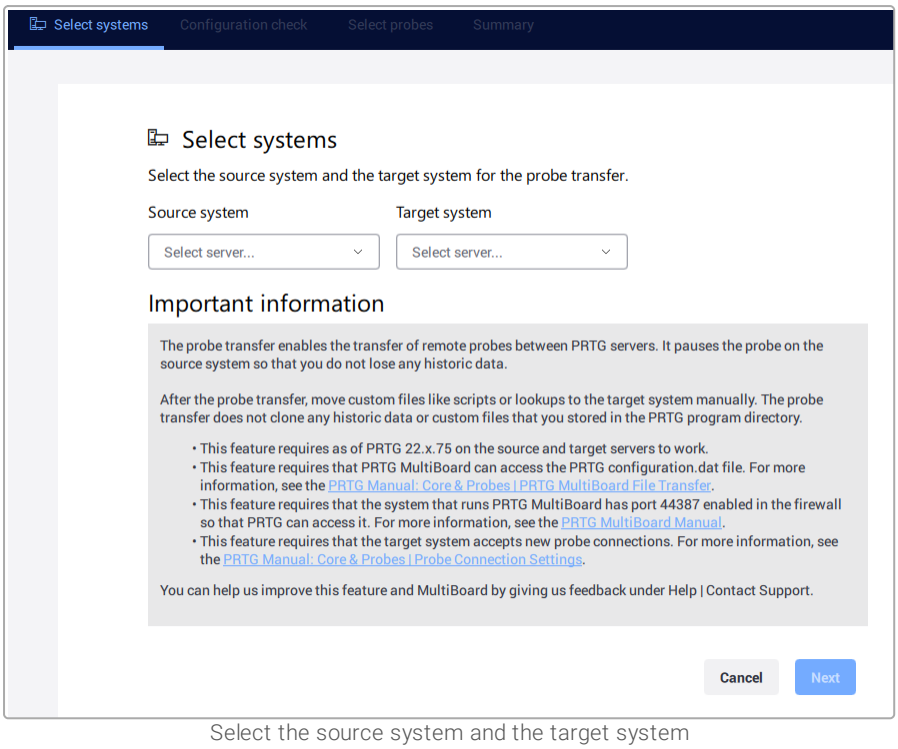
Setting	Description
PRTG MultiBoard File Transfer	The source system and the target system must allow PRTG MultiBoard to access the **PRTG Configuration.dat** file. To grant access, you must enable the **PRTG MultiBoard File Transfer**. In the PRTG web interface, navigate to **Setup** | **System Administration** | **Core & Probes** | **Probe Connection Settings** | **PRTG MultiBoard File Transfer**. Currently, this setting can only be changed in the PRTG web interface. For more information, see the PRTG Manual: Core & Probes. PRTG MultiBoard File Transfer must be enabled on all PRTG servers.
Connections	The target system must accept incoming probe connections. The source system and the target system must allow the necessary connections in the firewall settings. Create the respective network address translation (NAT) rules, if necessary. If you do not configure the firewall accordingly, an according Windows dialog appears during system selection.

Probe transfer process

From the main menu, select **Extras** | **Probe Transfer** to open the probe transfer dialog.

Select systems

In the **Select systems** step, select the source system and the target system for the probe transfer.



Select the source system and the target system

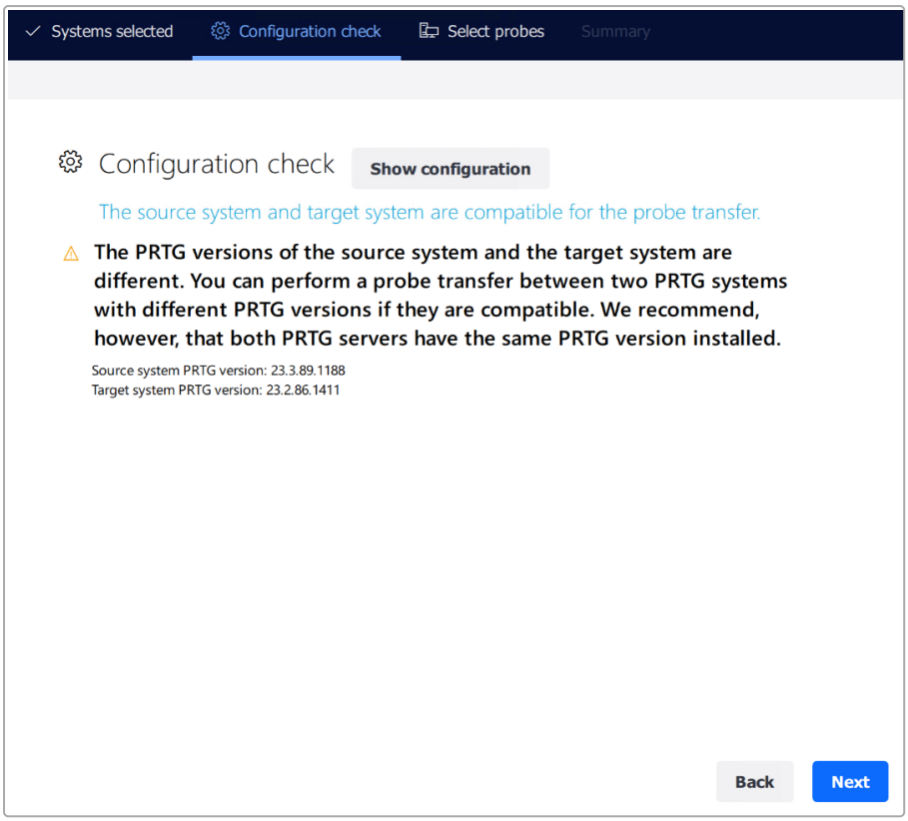
To select the systems, take the following steps:

1. Click ⌄ under **Source system** to open a dropdown list with your systems that have probes on them. Systems that you do not have access to because they are disconnected or because you do not have sufficient rights are grayed out. Select the system that you want to transfer the probe from.
2. Click ⌄ under **Target system** to open a dropdown list with your systems that are available for the probe transfer. Systems that you do not have access to because they are disconnected or because you do not have sufficient rights are grayed out. Select the system that you want to transfer the probe to.
3. Click **Next** to continue.

ⓘ The **Next** button is grayed out if there is no probe to transfer on the source system.

Configuration check

In the **Configuration check** step, PRTG checks if the PRTG versions of the source system and the target system are compatible with each other.

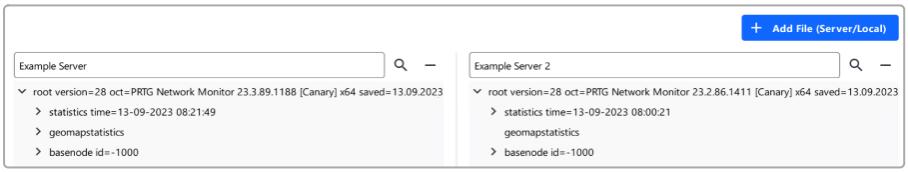


Successful configuration check

The configuration check might take up to several minutes. If the PRTG versions are compatible with each other, you get an according message.

The following actions are available:

- Click **Show configuration** to open the **PRTG Configuration.dat** files of both the source system and the target system to compare them.



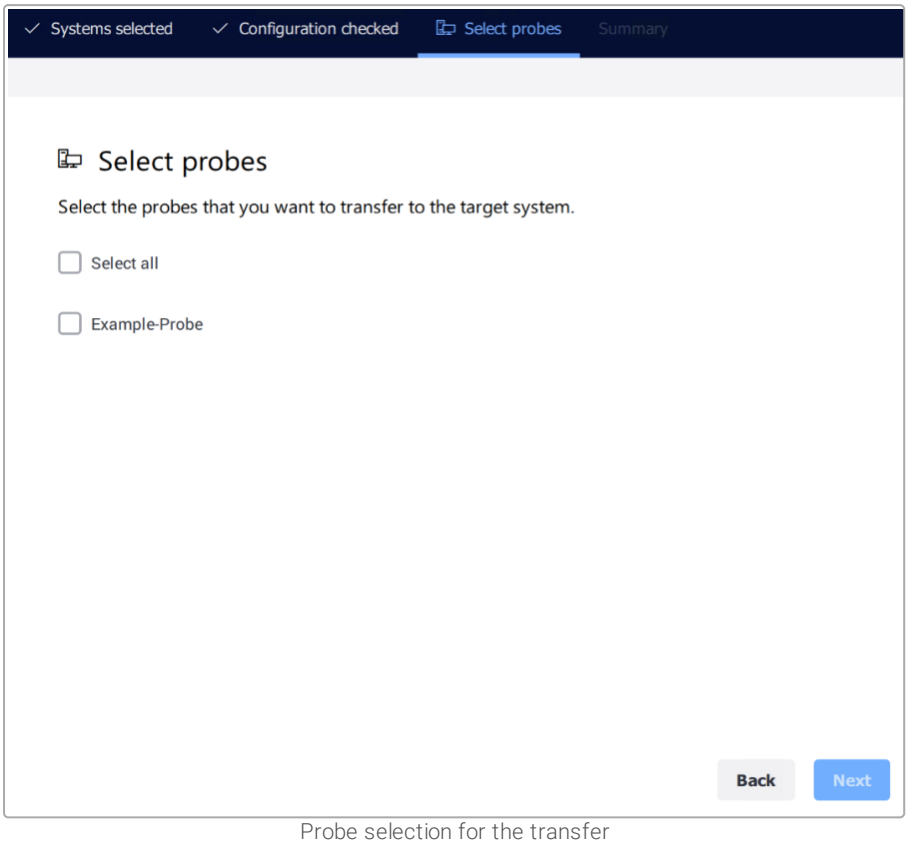
Configuration comparison

- Click + in the upper-right corner to add configuration files.
- Click 🔍 and enter a search term to search the respective configuration file.
- Click − next to the respective file path to remove configuration files.
- Click > to expand an entry in the file tree to get more detailed information about the systems, including all available nodes.
- Close the window to return to the **Configuration check** page.
- Click **Next** to continue.

ⓘ You can also compare configuration files outside of the probe transfer process. For more information, see section Configuration viewer 94.

Select probes

In the **Select probes** step, you can select one or more probes that you want to transfer.



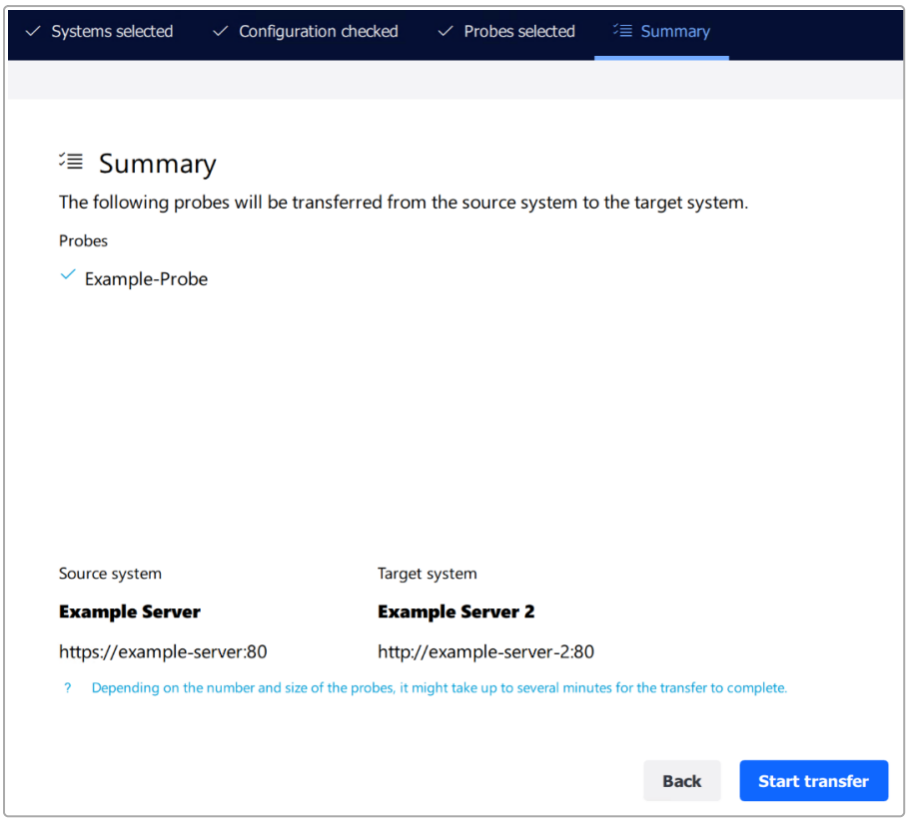
Probe selection for the transfer

To select the probes, take the following steps:

- To select all listed probes for the probe transfer, enable the checkbox next to **Select all**. To select specific probes for the probe transfer, enable the checkbox next to a probe name.
- Click **Next**.

Summary

In the **Summary** step, you get a summary of all your settings and you can start the transfer.



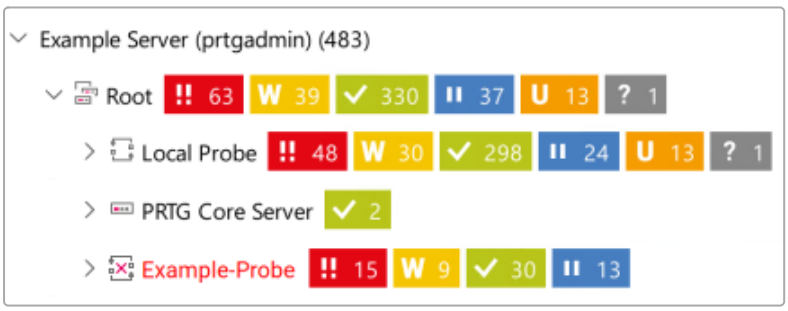
Summary

You can see which probes you selected and the connection details of the source system and the target system. If you want to change any settings, click the steps in the menu to go back to the respective step.

If all settings are correct, click **Start transfer**.

If you click **Start transfer**, the PRTG app for desktop needs to restart the PRTG core server service. During the restart, all users of the PRTG web interface, PRTG app for desktop, or PRTG apps for iOS or Android are disconnected and reconnected.

After you transferred the probe to the target system, the PRTG app for desktop still displays the probe in the device tree of the source system, marked with . Make sure that you manually delete the probe to avoid a system failure. The reason for this is that if you transfer the original probe back to the source system, there will be two probes with the same ID, which PRTG does not support.



Probe on the source system after the probe transfer

Known Issues

- Some sensors have special dependencies that might be interrupted after a probe transfer. These sensors show the **Down** or **Unknown** status. To resolve this issue, go to the **Settings** tab of the affected sensor and click **Save**. You do not need to change any settings. The sensor will begin to receive the monitoring data and will show the actual status with the next sensor scan.

More

PRTG MANUAL

- Data Storage
- Core & Probes
- Access Rights Management
- Monitoring

5.3 Template transfer

BETA This feature is currently under development and its features might be limited or not working properly. You can help us improve this feature and MultiBoard by giving us feedback under **Help** | **Contact Support**.

Use the **Template Transfer** feature to copy custom device templates from one PRTG server to another. You can transfer multiple device templates at once.

For more information about creating custom device templates, see the PRTG Manual: Create Device Template.

Requirements

To use the template transfer, you must meet the following requirements:

Setting	Description
Port	The port number that PRTG MultiBoard uses to connect to a PRTG core server. The default port is 44387. If you want to use a different port, use your Windows registry to change the port number: 1. Completely close the application via the system tray. Right-click the application icon in your system tray and select **Quit**. 2. Navigate to the **PRTGDesktop** folder in your Windows registry. 3. Right-click in the registry window and select **New** | **DWORD (32-bit) Value**. 4. Rename the key **FileTransferLocalHttpServerPort**. 5. Double-click the new key to edit it. 6. In the **Base** field, select **Decimal**. 7. In the **Value data** field, enter the port number you want to use. 8. Click **OK** to save your changes. The port number you define with this registry key is also used with the Probe Transfer feature.
Administrative rights	The user account that you use to access the PRTG web interface must be a user account with administrative rights. For more information, see the PRTG Manual: Access Rights Management.
PRTG version	The source system and the target system must run as of **PRTG 23.4.91**. While it is possible to transfer files between two systems with different PRTG versions if they are compatible, we recommend that the source and target systems run the same PRTG version.

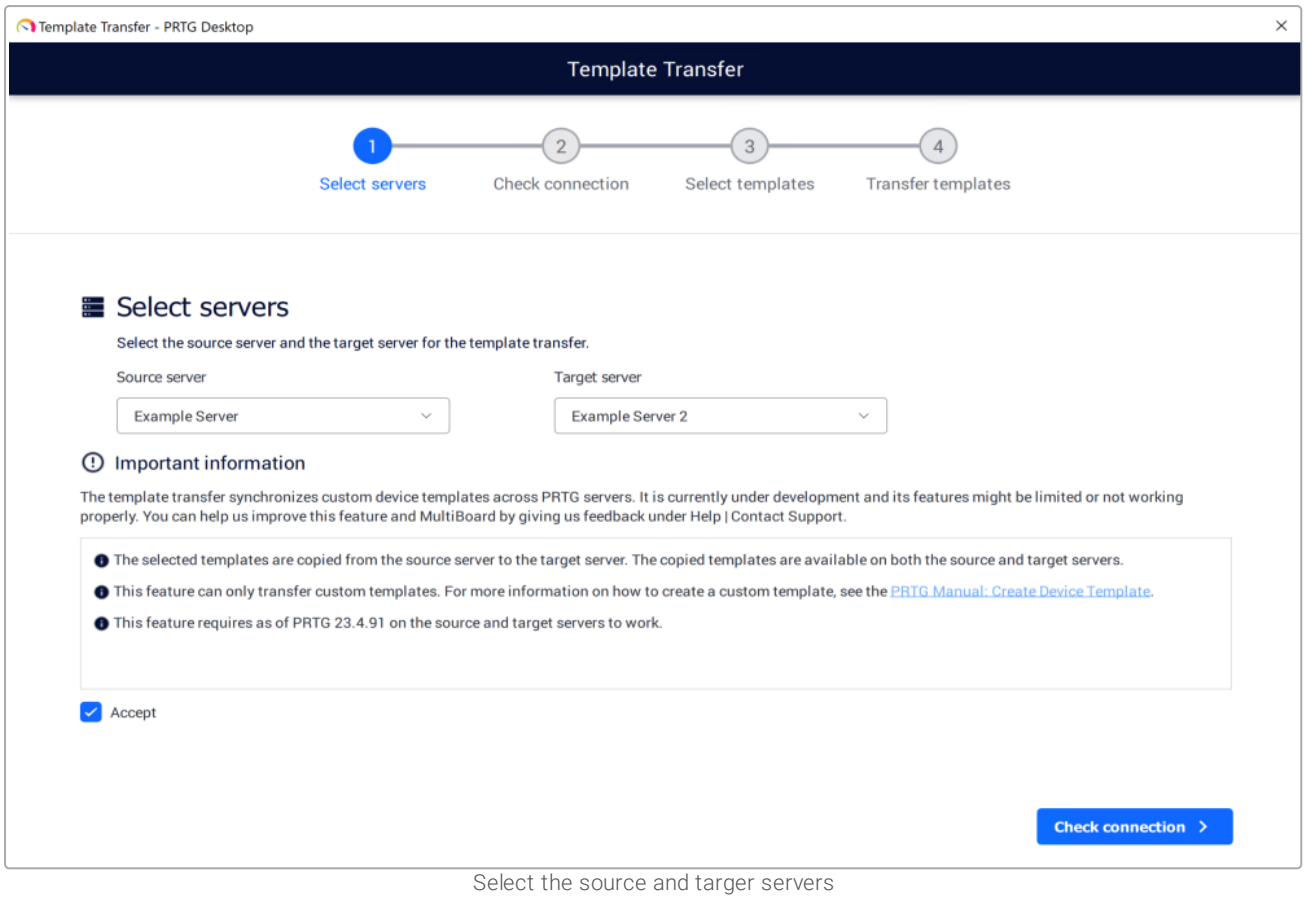
Setting	Description
PRTG MultiBoard File Transfer	PRTG MultiBoard requires access to the **\devicetemplates** folder in the PRTG program directories of all PRTG servers you want to use. To grant access, you must enable the **PRTG MultiBoard File Transfer**. In the PRTG web interface, navigate to **Setup** | **System Administration** | **Core & Probes** | **Probe Connection Settings** | **PRTG MultiBoard File Transfer**. Currently, this setting can only be changed in the PRTG web interface. For more information, see the PRTG Manual: Core & Probes. PRTG MultiBoard File Transfer must be enabled on all PRTG servers.
Connections	The target system must accept incoming probe connections. The source system and the target system must allow the necessary connections in the firewall settings. Create the respective network address translation (NAT) rules, if necessary. If you do not configure the firewall accordingly, an according Windows dialog appears during system selection.

Template transfer process

From the main menu, select **Extras** | **Template Transfer** to open the template transfer dialog.

Select servers

In the **Select servers** step, select the source server and the target server for the template transfer.



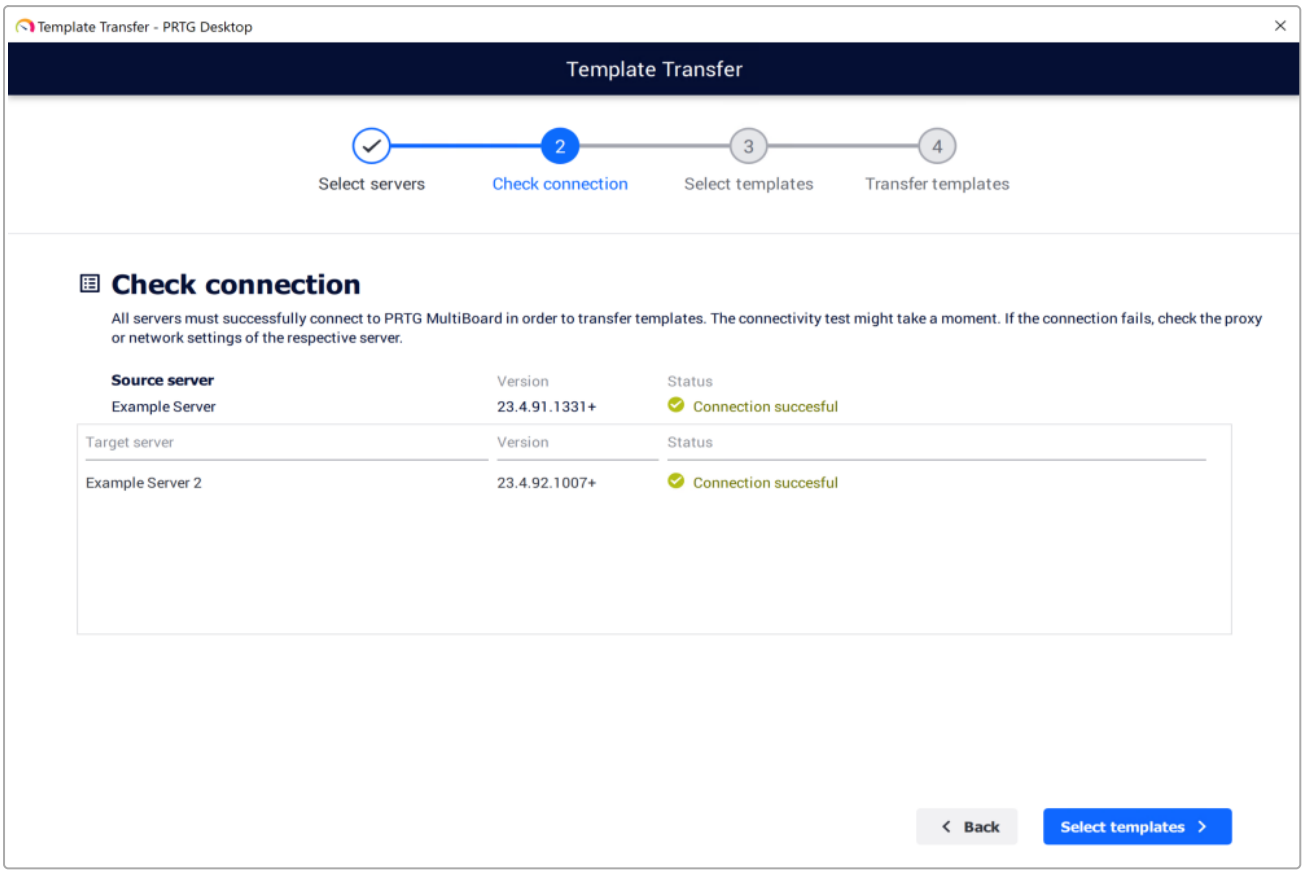
Select the source and targer servers

To select the systems, take the following steps:

1. Click ∨ under **Source server** to open a dropdown list with the PRTG servers that are available for the template transfer. Servers that do not meet the requirements of the template transfer are grayed out. Select the server that you want to transfer the templates from.
2. Click ∨ under **Target server** to open a dropdown list with the PRTG servers that are available for the template transfer. Servers that do not meet the requirements of the template transfer are grayed out. Select the server that you want to transfer the templates to.
3. Read the requirements under **Important information**. If you want to proceed with the template transfer, click the checkbox to accept the conditions of the template transfer.
4. Click **Check connection** to continue.

Check connection

In the **Check connection** step, PRTG MultiBoard checks if it can connect to all servers.



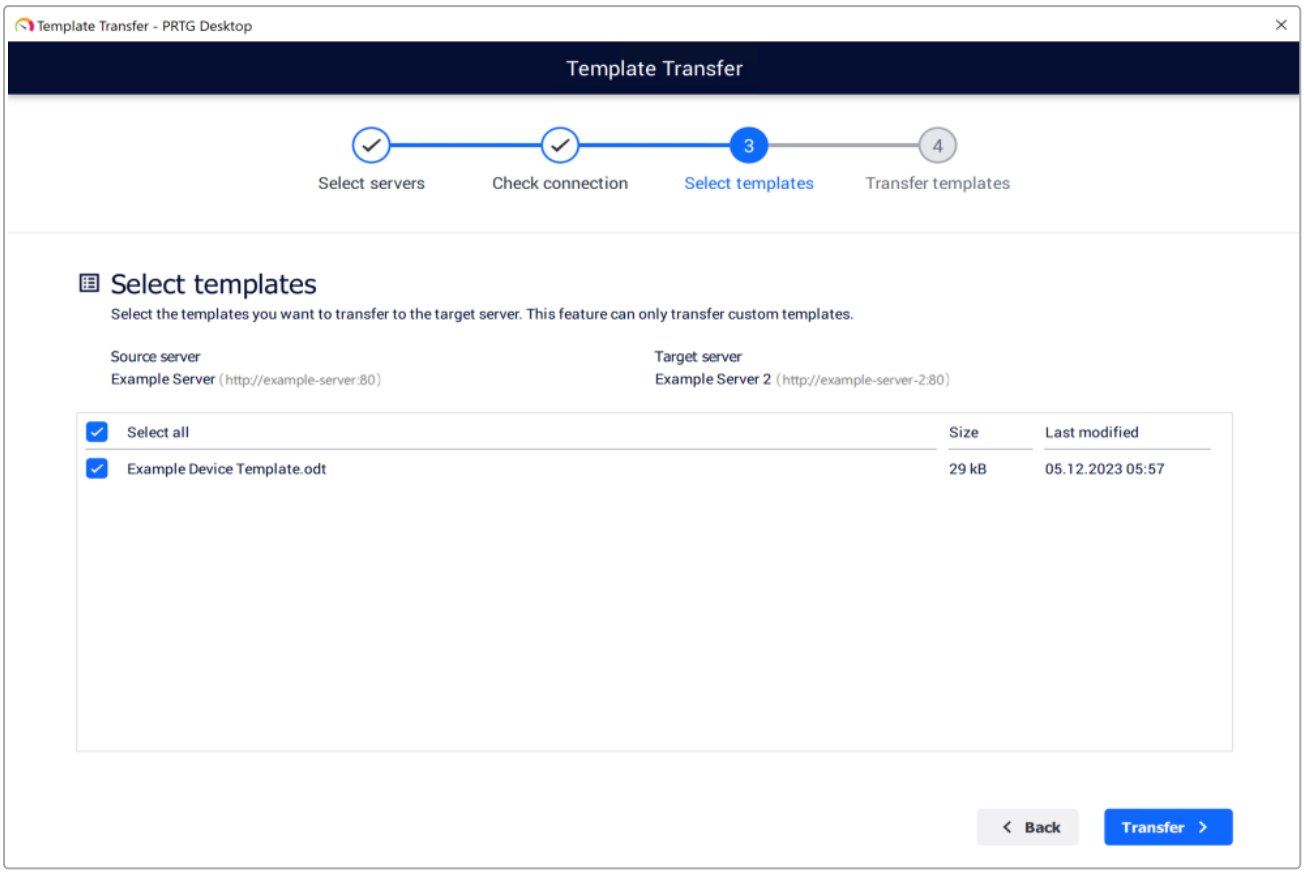
PRTG MultiBoard checks the connection of the servers

The connection check might take a moment. If PRTG MultiBoard is able to connect, you see a **Connection successful** status. Click **Select templates** to continue.

ⓘ If a server fails to connect, check the firewall settings of the PRTG server.

Select templates

In the **Select templates** step, you can select one or more custom device templates that you want to transfer.



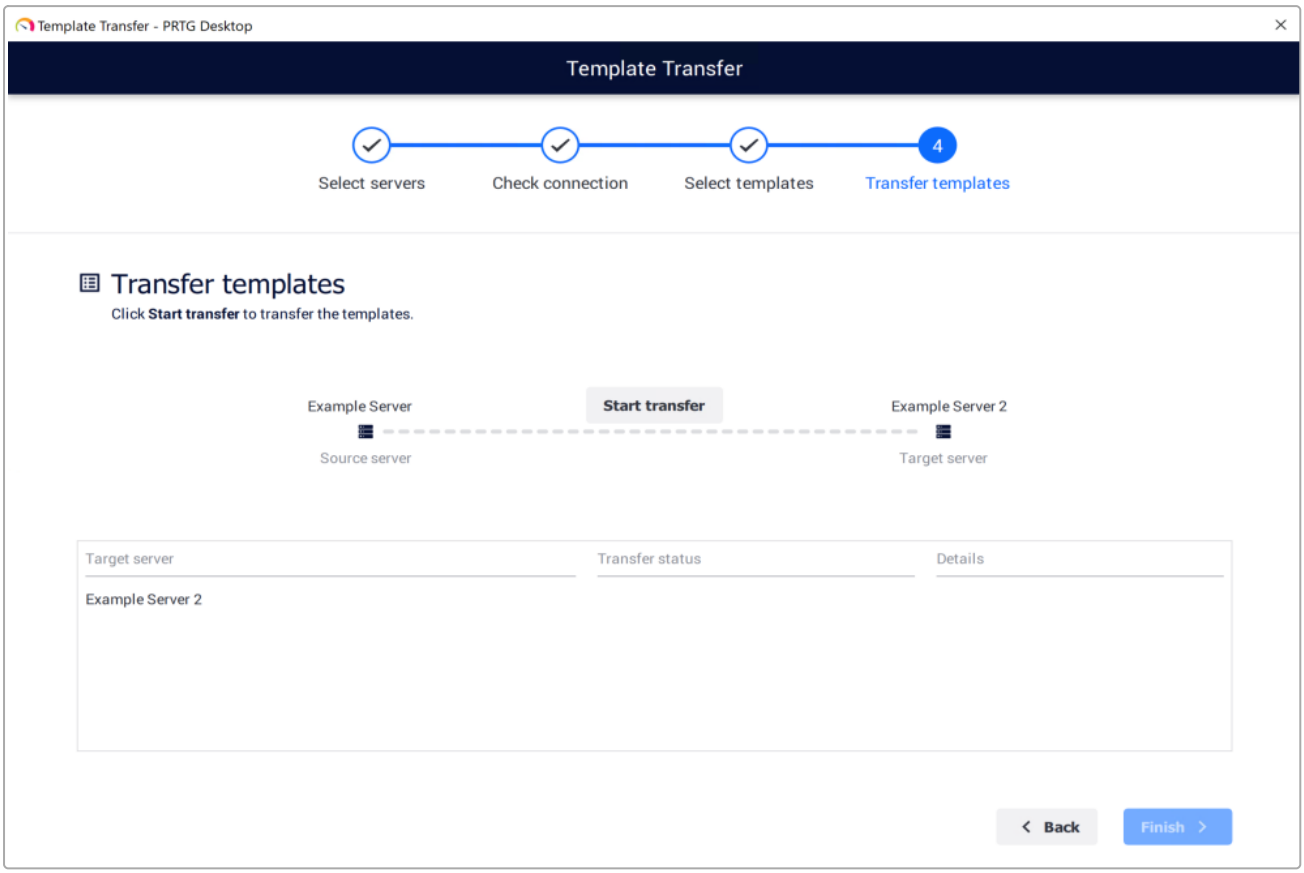
Select device templates to transfer

To select the device templates, take the following steps:

1. Select the device templates you want to transfer individually or use the checkbox in the table header to select all available custom device templates.
2. Click **Transfer** to continue.

Transfer template

In the **Transfer template** step, you can run the template transfer.



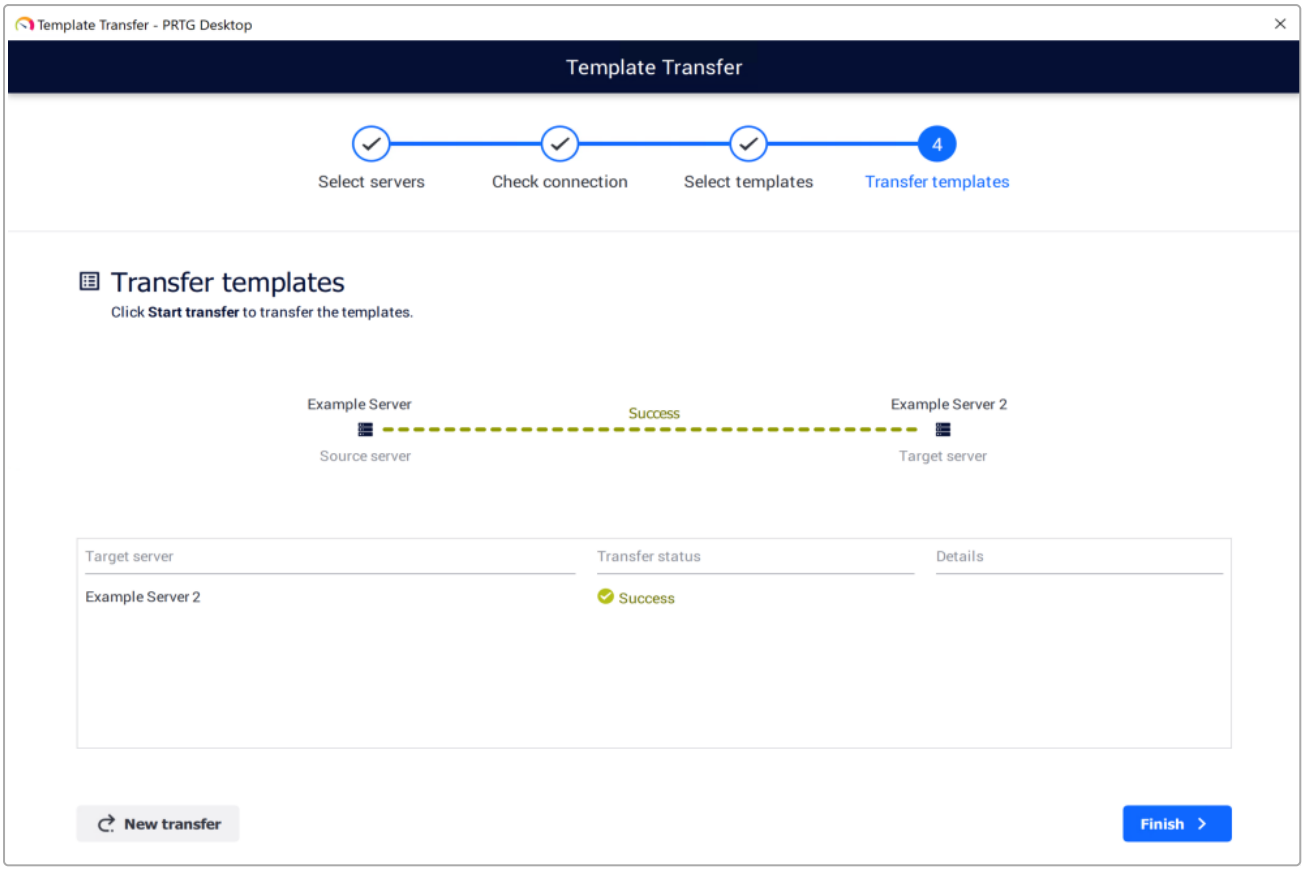
Start the template transfer

Click **Start transfer** to transfer the device templates to the target server.

ⓘ The template transfer can fail if one of the selected PRTG servers goes offline or loses connection after the **Check connection** step. If this happens, run the template transfer again.

If the transfer is a success, the transfer status will display **Success**.

If the transfer fails, the transfer status will display **Error** and the reason for the error is shown in the **Details** column.



Finish the template transfer

The following actions are available:

- Click New transfer to do another template transfer.
- Click Finish to close the template transfer dialog.

More

PRTG MANUAL

- Create Device Template
- Data Storage

5.4 Configuration viewer

Use the configuration viewer to compare the **PRTG Configuration.dat** files of PRTG servers outside of the probe transfer process.

Requirements

To use the configuration viewer, you must meet the following requirements:

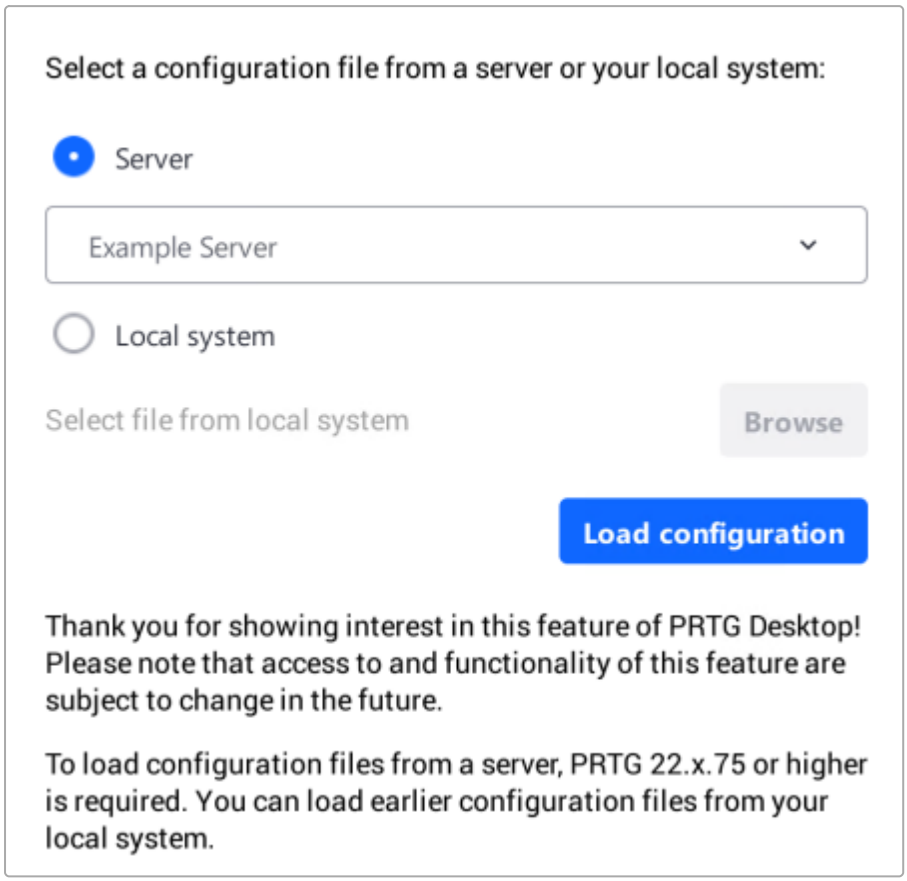
Setting	Description
Administrative rights	The user account that you use to access the PRTG web interface must be a user account with administrative rights. For more information, see the PRTG Manual: Access Rights Management.
PRTG version	The source system and the target system must run as of **PRTG 22.1.75**. To load a configuration file from the local system, the PRTG server **can** run a version previous to **PRTG 22.1.75**. While it is possible to transfer files between two systems with different PRTG versions if they are compatible, we recommend that the source and target systems run the same PRTG version.
PRTG MultiBoard File Transfer	The source system system must allow PRTG MultiBoard to access the **PRTG Configuration.dat** file. To grant access, you must enable the **PRTG MultiBoard File Transfer**. In the PRTG web interface, navigate to **Setup** | **System Administration** | **Core & Probes** | **Probe Connection Settings** | **PRTG MultiBoard File Transfer**. Currently, this setting can only be changed in the PRTG web interface. For more information, see the PRTG Manual: Core & Probes.

Configuration viewer process

From the main menu, select **Extras** | **Configuration Viewer** to open the configuration viewer dialog.

Select configuration file

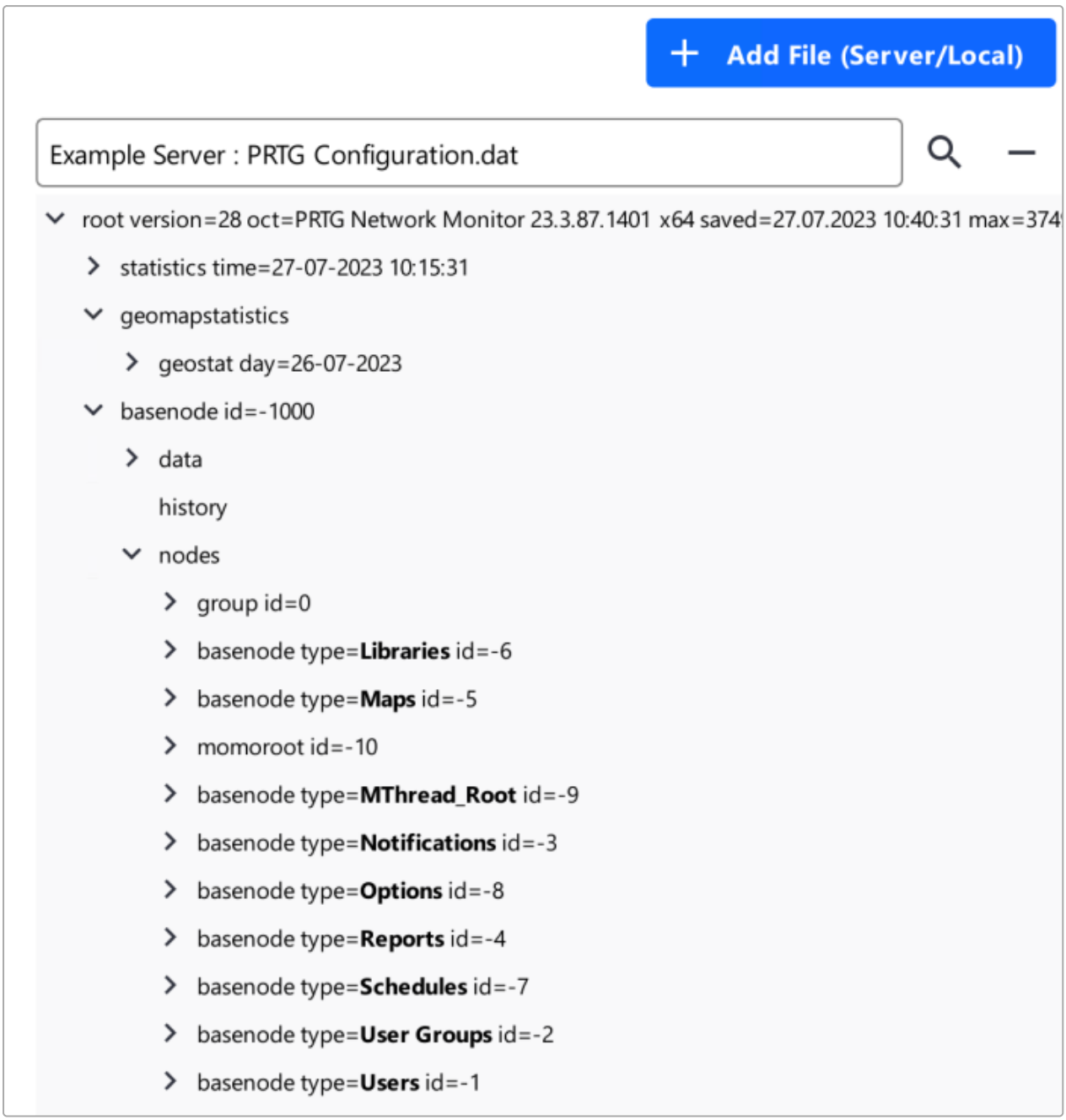
In this step, select the PRTG server whose configuration file you want to load.



Configuration viewer

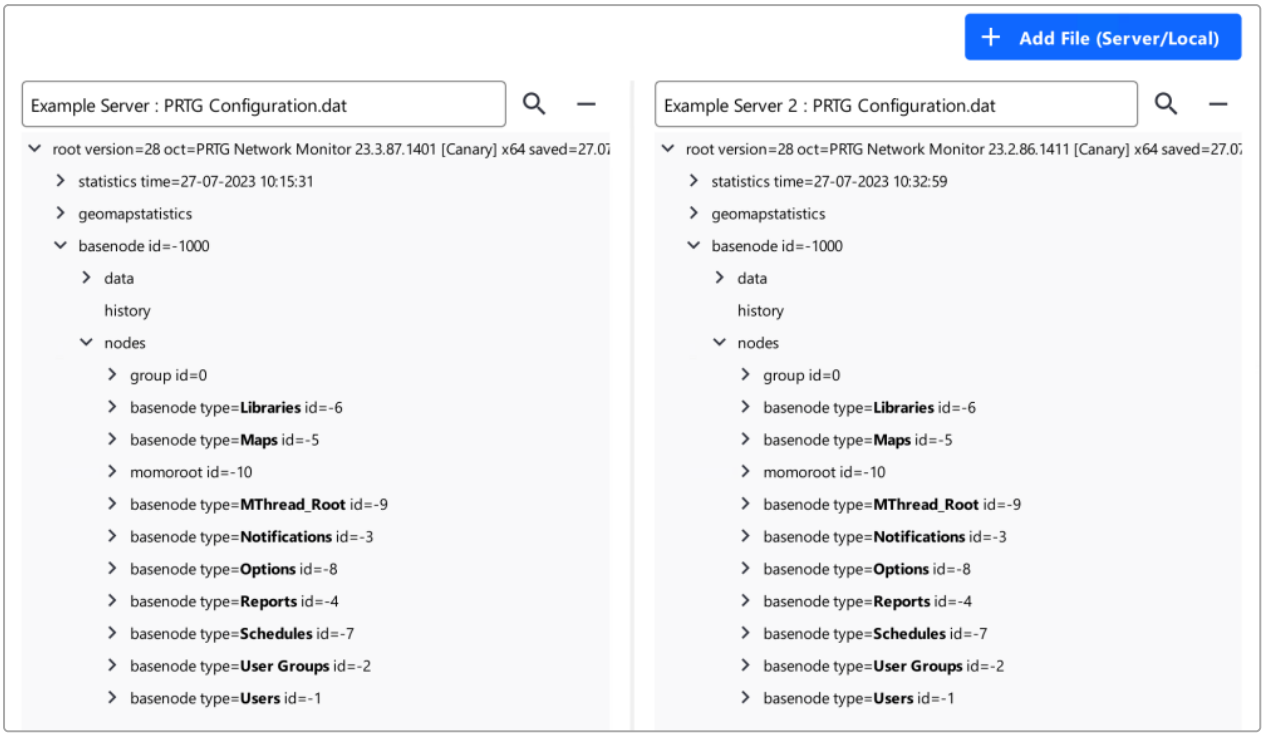
1. Select a PRTG server from the dropdown list or select **Local system**.

2. Click **Load configuration**.



View configuration

3. Click ➕ to open a configuration file to compare this configuration file with.



Compare configuration

The following actions are available:

- Click 🔍 and enter a search term to search the respective configuration file.
- Click ➖ next to the respective file path to remove configuration files.
- Click > to expand an entry in the file tree to get more detailed information about the systems, including all available nodes.

5.5 Configuration import & export

Use the configuration import and export to move your PRTG MultiBoard configuration from or to a new system.

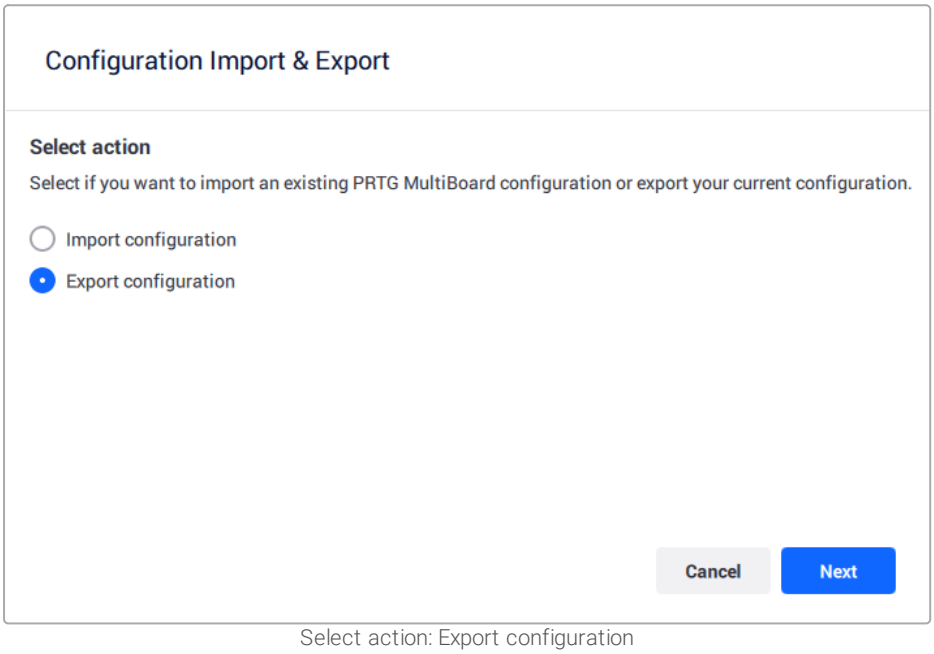
When you export a configuration, PRTG MultiBoard creates a JSON configuration file that contains server accounts and dashboard widgets configuration data. The configuration file does not include passwords or passhashes. You must enter the credentials for each account when you import the configuration file on a new system.

After you create a configuration file, you can use this feature to import the configuration file on a different system.

ⓘ If the target system does not have a PRTG MultiBoard instance, you can import the configuration file during installation after you enter your PRTG MultiBoard license.

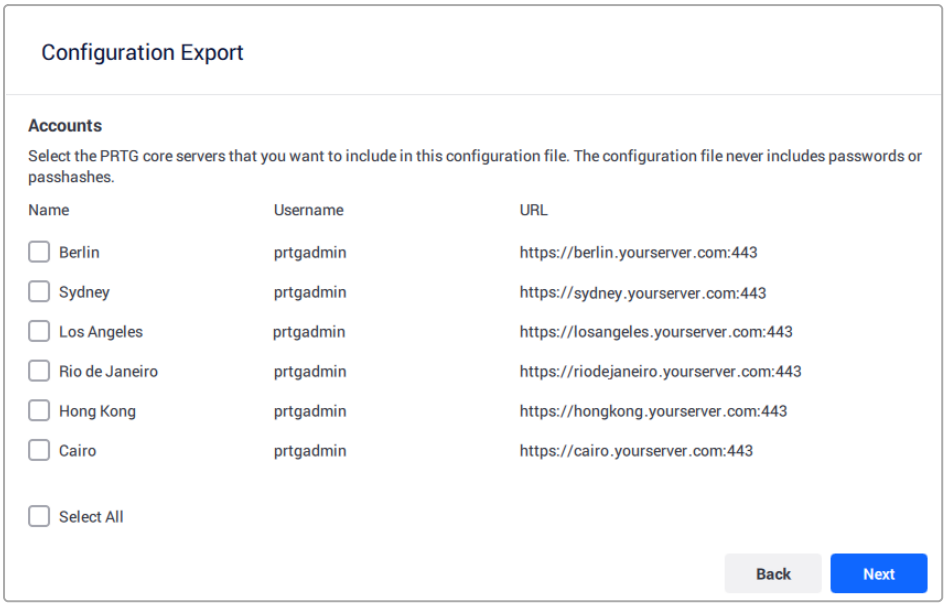
How to export a configuration

1. From the main menu, select **File** | **Configuration Import & Export**.
2. Select **Export configuration** and click **Next**.



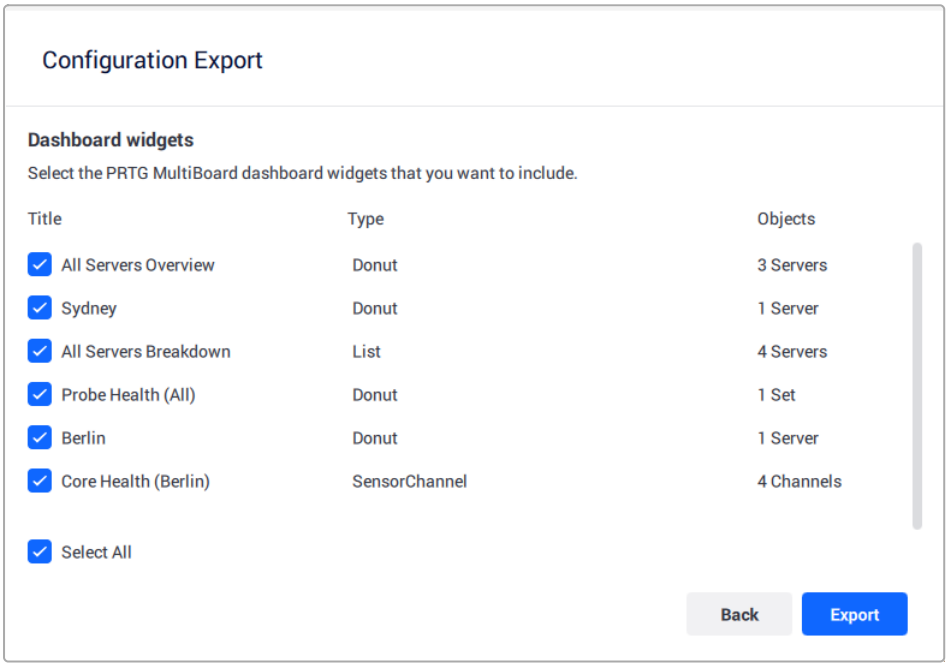
Select action: Export configuration

3. Select the accounts that you want to include in the configuration file.



Select PRTG servers

4. Select the dashboard widgets that you want to include in the configuration file.
   ⓘ Only widgets that use the selected accounts are available for export. If you want to include a different widget, return to the previous and select the necessary accounts.



Select dashboard widgets

5. Click **Export**.

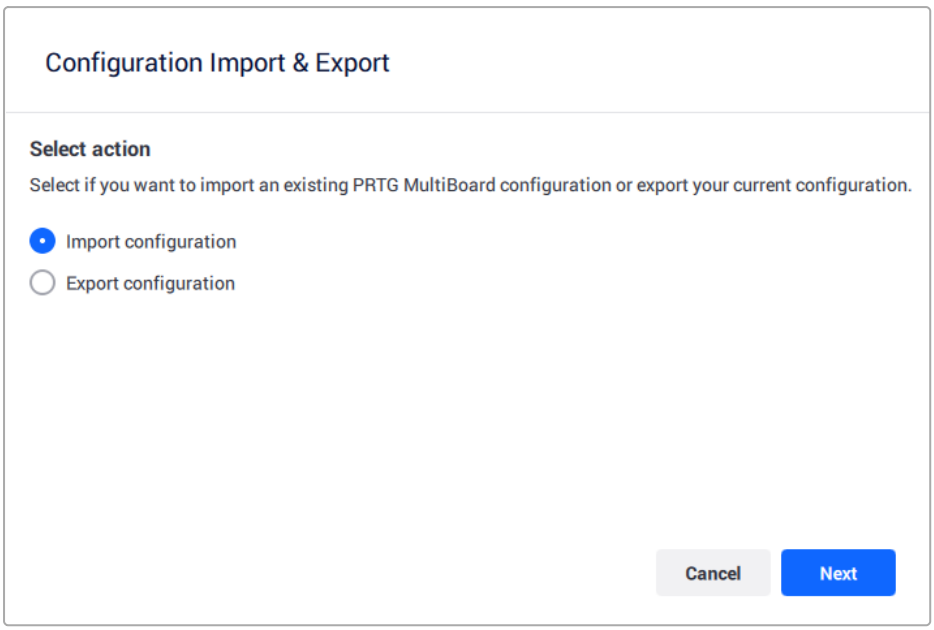
PRTG MultiBoard creates a configuration file and saves it in the default **Documents** folder on your system.

How to import a configuration

ⓘ If you want to import a configuration file during installation, skip to step 3.

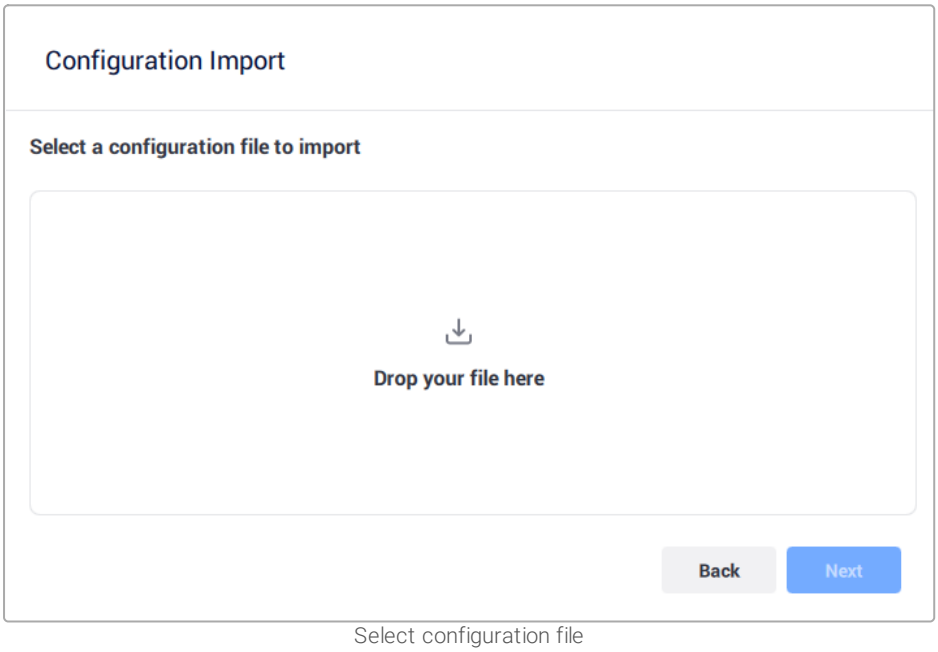
1. From the main menu, select **File** | **Configuration Import & Export**.

2. Select **Import configuration** and click **Next**.



Select action: Import configuration

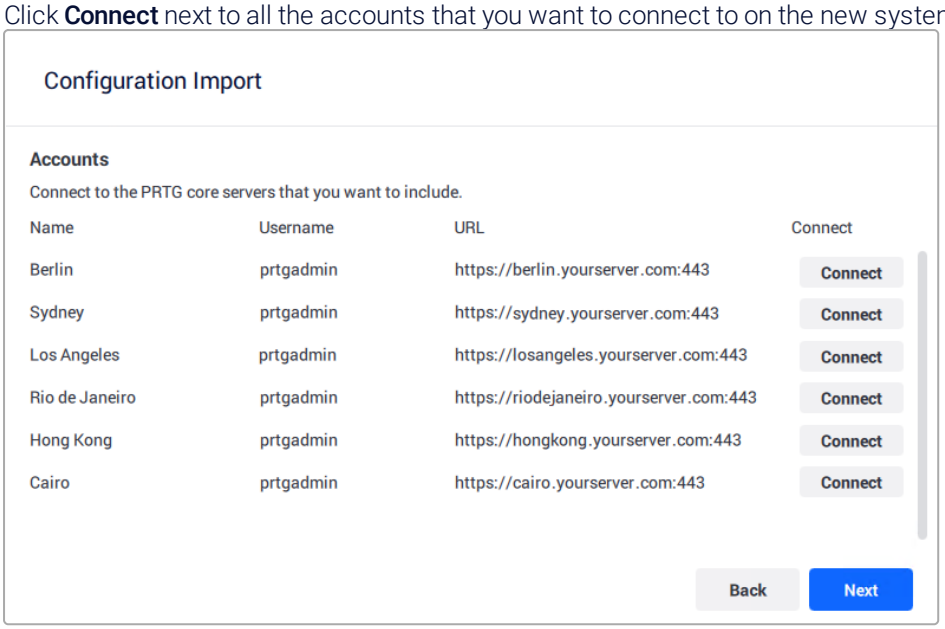
3. Drag and drop the configuration file that you want to import.



Select configuration file

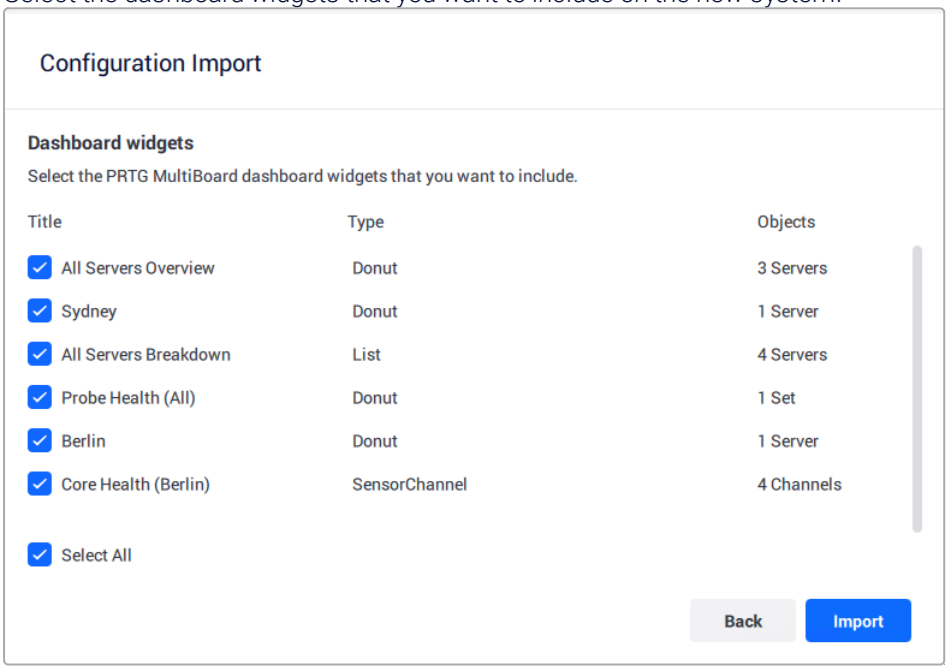
4. Click **Next**.

5. Click **Connect** next to all the accounts that you want to connect to on the new system.



Connect to PRTG server accounts

6. Enter the credentials for each PRTG server that you want to connect to.
   ⓘ The application automatically fills in the name, URL, and login name of the PRTG server account based on the configuration file. It does not duplicate any existing accounts.
7. Click **Next**.
8. Select the dashboard widgets that you want to include on the new system.



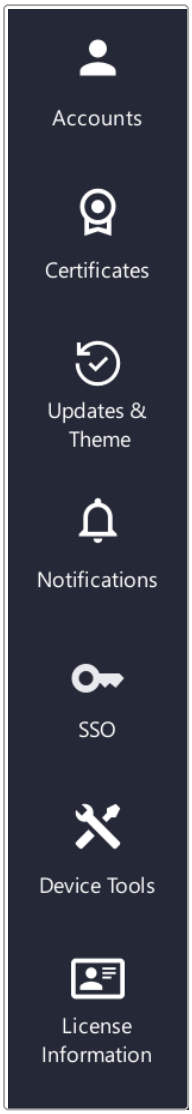
Select dashboard widgets

9. Click **Import**.
10. You receive confirmation of the imported data. Click **Close**.

Part 6
Settings

6 Settings

To open the settings dialog, select **File** | **Settings** from the main menu.



Menu

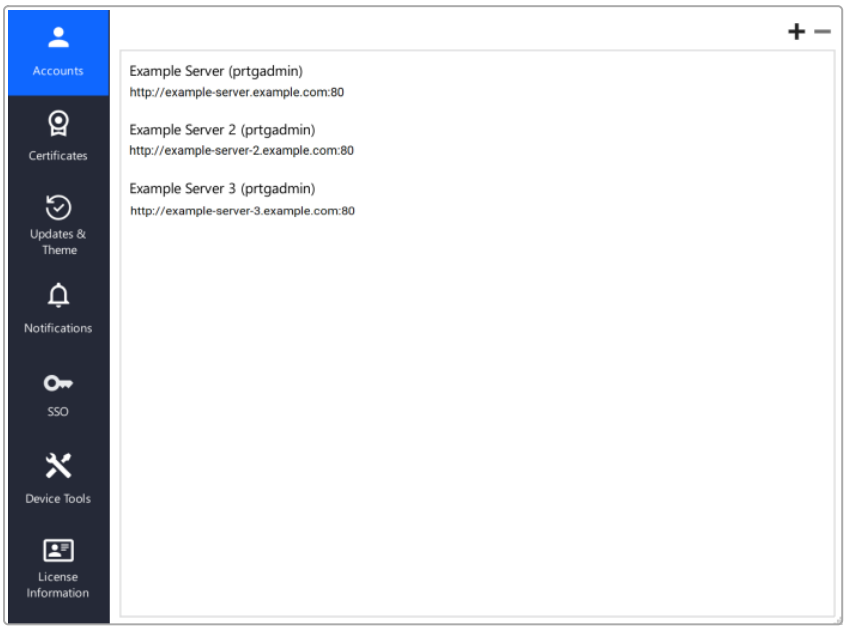
You can edit the settings of the application via the following tabs:

- Accounts 104
- Certificates 107
- Updates and theme 108
- Notifications 111
- Single sign-on 114
- Device tools 116
- License information 120

6.1 Accounts

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

For a successful connection, the PRTG core server must be as of **PRTG 17.4.35**. The PRTG app for desktop can be any version. However, we recommend that you always update to the latest version of the PRTG app for desktop.



Accounts settings

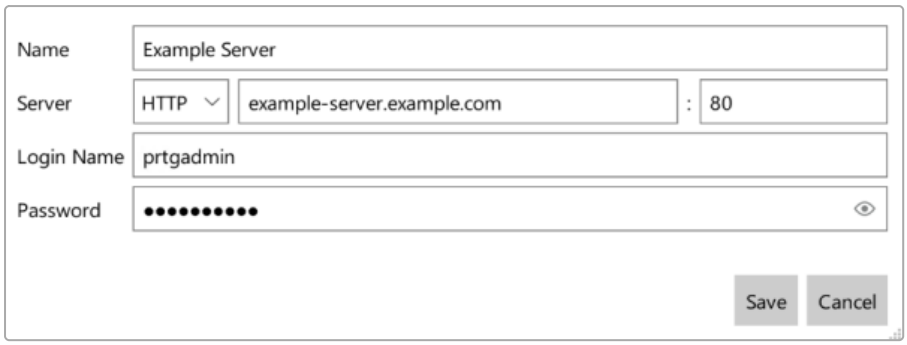
The following actions are available:

- Double-click an account in the list to edit it.
- Click + to add a new account.
- Select an account and click − to delete it.

Add new account

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

Note that the PRTG app for desktop 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 the PRTG app for desktop displays in the **Servers** list and in the page header bar 26. ⓘ If you leave this field empty, the PRTG app for desktop 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 IP address or DNS name as defined in the PRTG web interface settings under **System Administration** | **User Interface** | **PRTG Web Interface**. ⓘ 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. ⓘ The PRTG app for desktop can connect to a maximum of two non-commercial installations (trial edition or freeware edition). ⓘ There are no restrictions on connections to commercial installations.
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 under **System Administration** | **User Interface** | **PRTG Web Server** | **TCP Port for PRTG Web Server**. ⓘ 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. ☁ For connections to PRTG Hosted Monitor instances, this is 443 by default. ■ For more information, see section Requirements for connections to PRTG web servers 11.
Login Using	☁ This setting is only available for connections to PRTG Hosted Monitor instances.

Setting	Description
	Select a login method from the dropdown list. You can log in with your Google, Facebook, Microsoft, or Amazon account via single sign-on (SSO) (Auth0), or via user name and password. Alternatively, you can also select **Login Name & Password** from the dropdown list to log in via email address and password. For more information, see the PRTG Manual: Using PRTG Hosted Monitor.
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 prtgadmin. 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 prtgadmin.

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

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

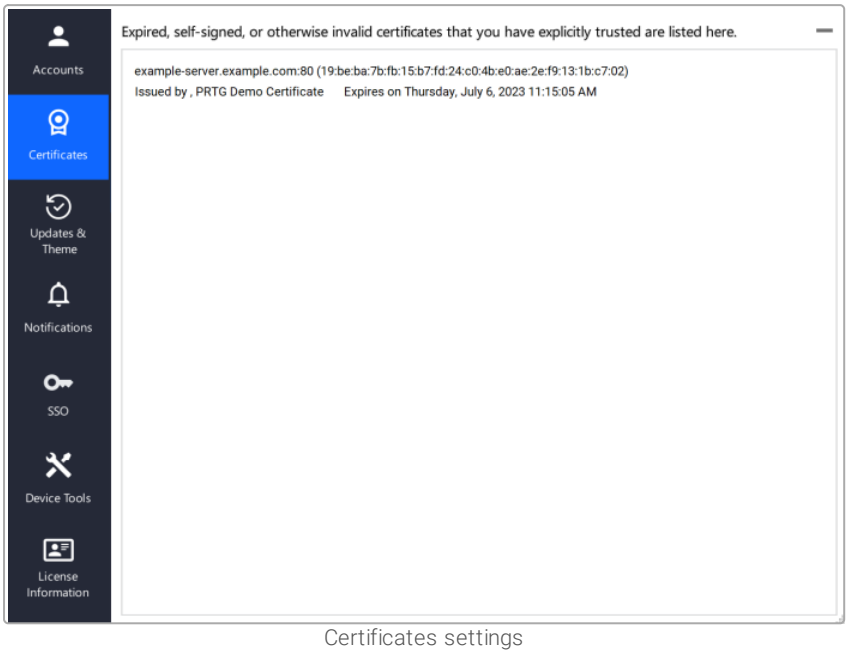
More

PRTG MANUAL

- Using PRTG Hosted Monitor
- User Accounts

6.2 Certificates

The **Certificates** settings show a list of all expired, self-signed, or otherwise invalid certificates that you have explicitly trusted.

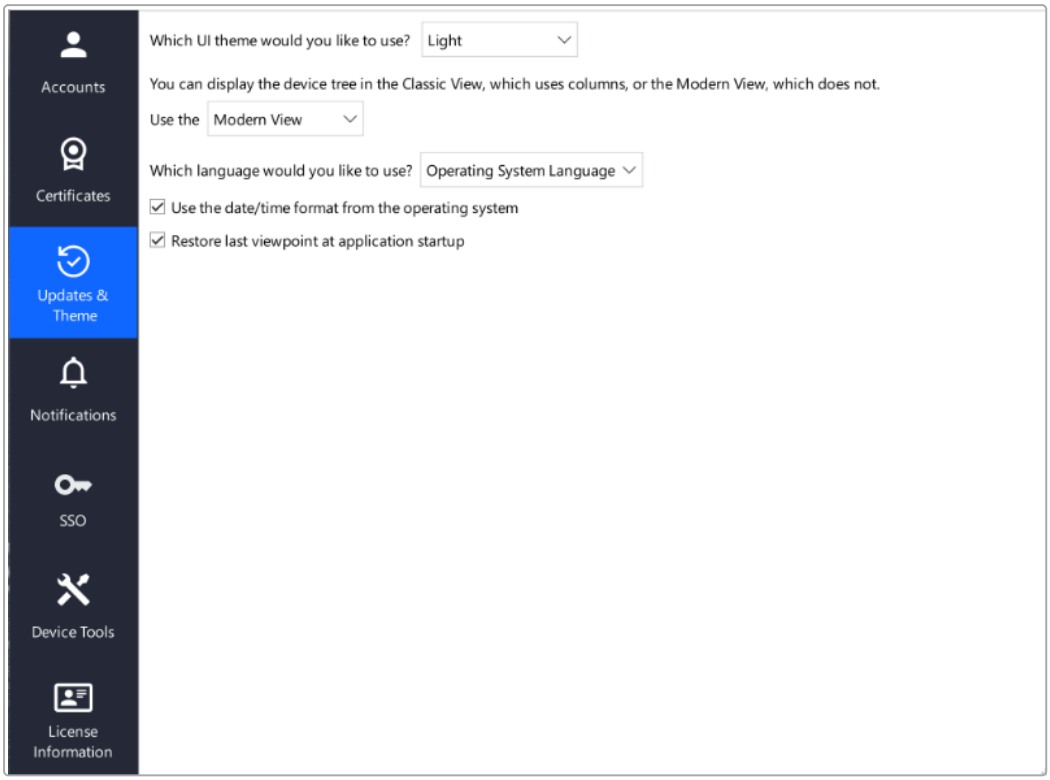


Certificates settings

Select a certificate and click − to remove it from the list.

6.3 Updates & theme

In the **Updates & Theme** settings, you can set, for example, the color mode, the device tree view, or the language of the user interface of your PRTG app for desktop installation.

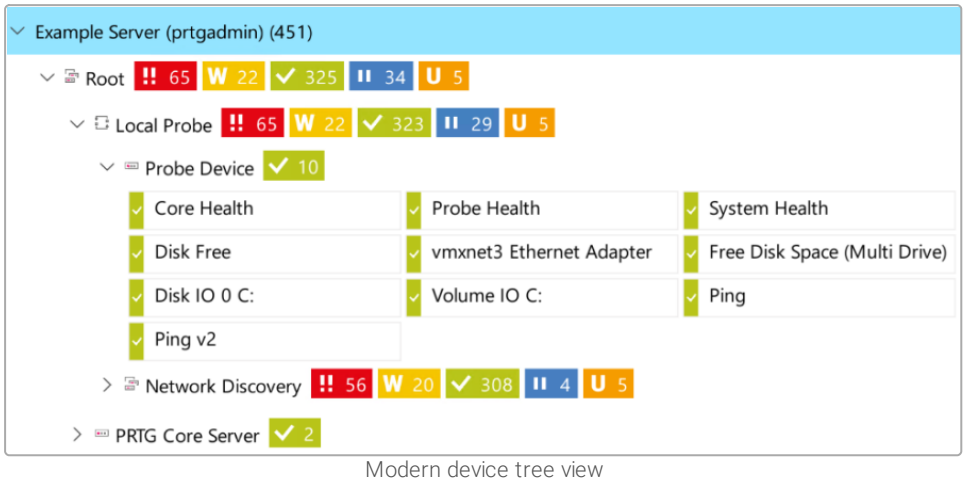
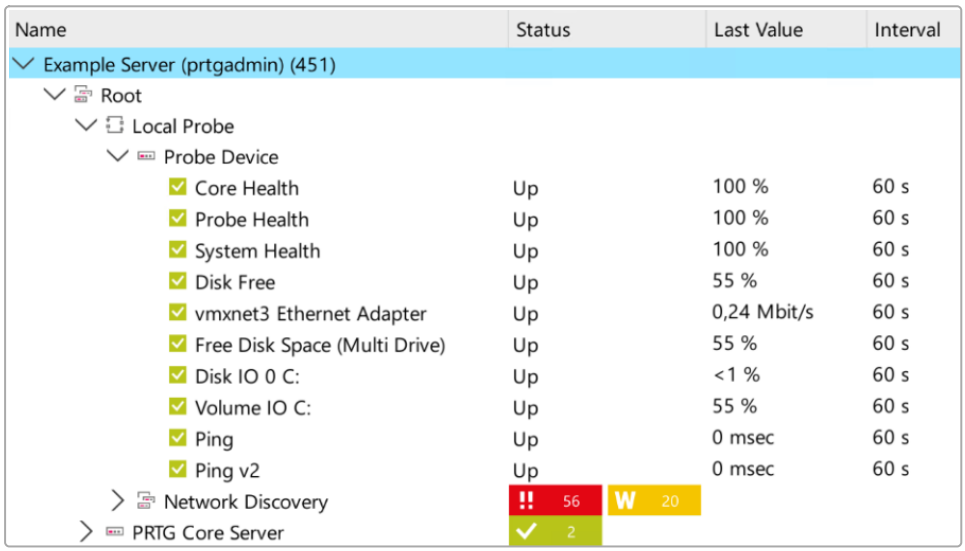


Updates and theme settings

User interface settings

You can change the settings of the user interface as follows.

Setting	Description
UI theme	Select the color mode of the user interface: ▪ **Light** ▪ **Dark**
Device tree view	Select how to display the device tree:

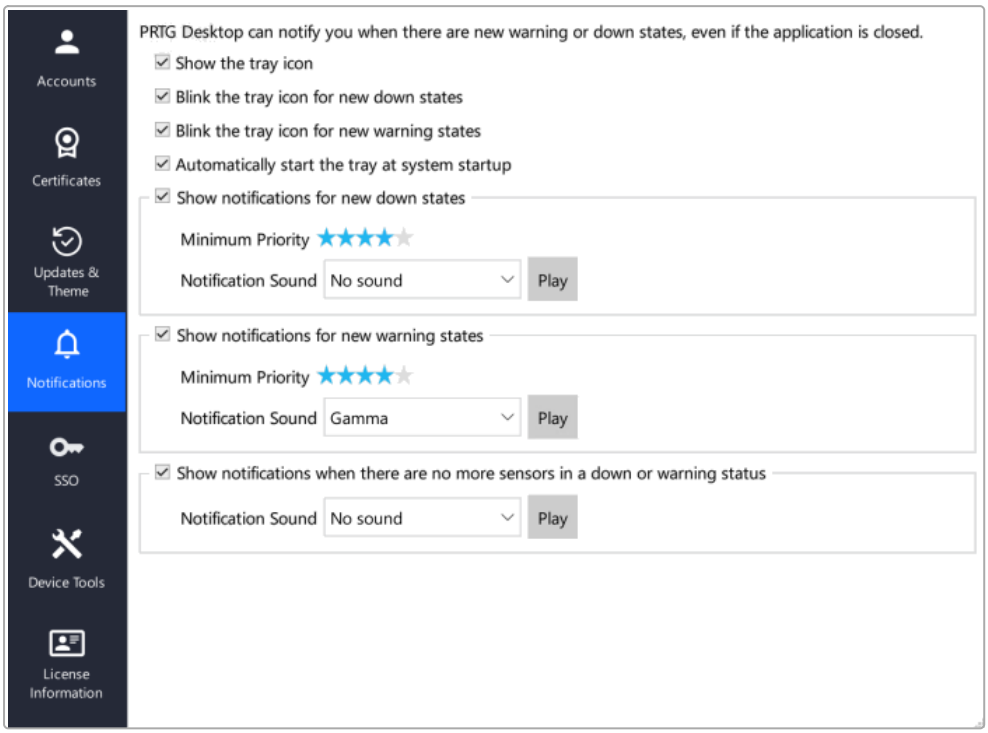
Setting	Description
	▪ **Modern View**: Display the device tree without columns.  Modern device tree view ▪ **Classic View**: Display the device tree with columns.  Classic device tree view
Language	Select the language of the user interface: ▪ **Operating System Language** ▪ **Deutsch** (German) ▪ **English** ⓘ The language that you select here does not affect the language that you can set in the PRTG web interface under **Setup** | **System Administration** | **User Interface**.
Date/time format	Select whether you want to use the operating system's date/time format independently of your language setting.

Setting	Description
	ⓘ The checkbox next to the **Use the date/time format from the operating system** option is enabled by default.
Last viewpoint	Select whether you want to open the PRTG app for desktop to the last viewpoint when you start the application. ⓘ The checkbox next to the **Restore last viewpoint at application start** option is enabled by default.

6.4 Notifications

In the **Notifications** settings, you can define what the PRTG app for desktop does if there are new alarms, even if the application is closed.

For more information, see section Desktop notifications 62.



Notifications settings

You can change the settings for desktop notifications as follows:

Setting	Description
Show the tray icon	This setting is disabled by default. If you enable this setting, a PRTG icon appears in the Windows tray. When you hover over it, it shows 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 PRTG servers. Right-click the tray icon to show a context menu 64. To use any alerting functionalities, you must enable **Show the tray icon**. Otherwise, the PRTG app for desktop cannot alert you if there are new alarms. For more information, see section Desktop notifications 62.
Blink the tray icon for new down states	This setting is only available if you enable **Show the tray icon**.

Setting	Description
	The tray icon blinks if there are sensors in new **Down** or **Down (Partial)** states.
Blink the tray icon for new warning states	This setting is only available if you enable **Show the tray icon**. The tray icon blinks if there are sensors in a new **Warning** status.
Automatically start the tray at system startup	This setting is only available if you enable **Show the tray icon**. This setting is disabled by default. If you enable this setting, the PRTG app for desktop automatically starts the tray at system startup.
Show notifications for new down states	This setting is only available if you enable **Show the tray icon**. Enable this setting to receive alerts for sensors in new **Down** or **Down (Partial)** states. ▪ **Minimum Priority**: Select a minimum priority that sensors must have for notifications to be shown. ▪ **Notification Sound**: Play an audible notification sound. The default setting is **No sound**. The PRTG app for desktop already comes with a set of sounds that you can choose from. Select **Choose a custom file** from the dropdown list to browse for any standard .wav file on your hard disk drive. ⓘ Only the system that runs the PRTG app for desktop plays the sound.
Show notifications for new warning states	This setting is only available if you enable **Show the tray icon**. Enable this setting to receive alerts for sensors in a new **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 setting is **No sound**. The PRTG app for desktop already comes with a set of sounds that you can choose from. Select **Choose a custom file** from the dropdown list to browse for any standard .wav file on your hard disk drive. ⓘ Only the system that runs the PRTG app for desktop plays the sound.
Show notifications when there are no more sensors in a down or warning status	This setting is only available if you enable **Show the tray icon**. ▪ **Notification Sound**: Play an audible notification if there are no more sensors in the **Down**, **Down (Partial)**, or the **Warning** status. The default setting is **No sound**. The PRTG app for desktop already comes with a set of sounds that you can choose from. Select **Choose a custom file** from the dropdown list to browse for any standard .wav file on your hard disk drive. ⓘ Only the system that runs the PRTG app for desktop plays the sound.

More

KNOWLEDGE BASE

Which audible notifications are available in the PRTG web interface and in the PRTG app for desktop?

- https://helpdesk.paessler.com/en/support/solutions/articles/76000041652

PAESSLER WEBSITE

How to set up notifications for the PRTG app for desktop

- https://www.paessler.com/support/how-to/notifications-desktop

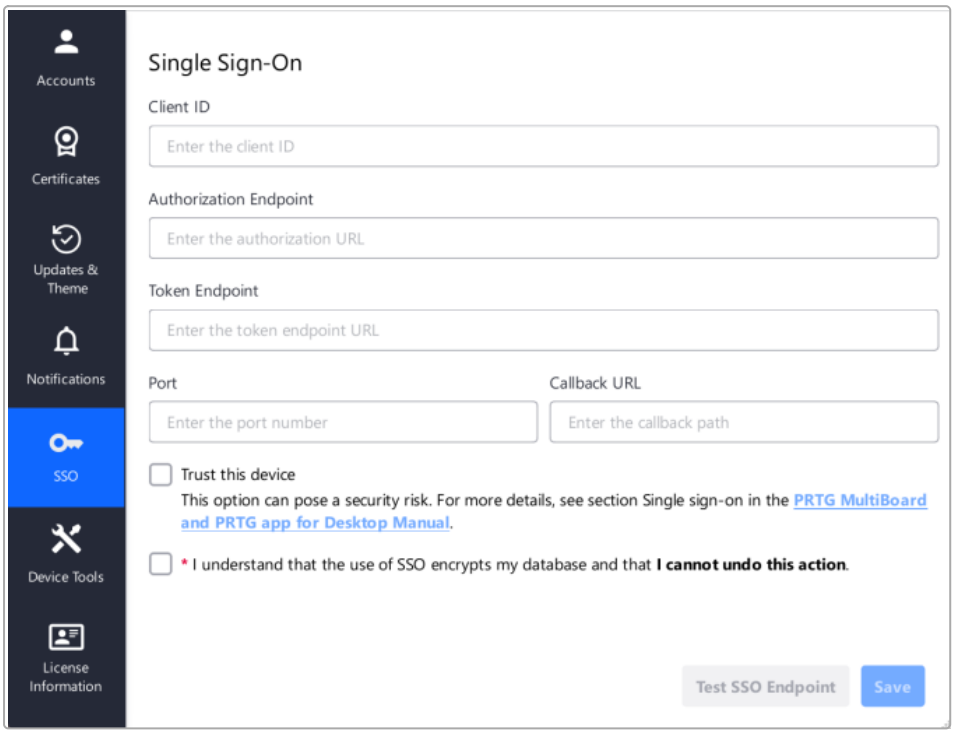
6.5 Single sign-on

In the **Single Sign-On** settings, you can set up single-sign on (SSO) for PRTG MultiBoard. Enable SSO to enforce authentication for PRTG MultiBoard as a means to increase security and control who has access to the application.

Once you enable SSO, you cannot disable it without losing database data. SSO authentication encrypts your PRTG MultiBoard database.

It is currently not possible to connect to PRTG servers using SSO authentication.

PRTG MultiBoard currently only supports SSO authentication with Microsoft Entra ID and Okta.



Single Sign-On settings

Setting	Description
Client ID	Enter the client ID. In Entra ID, this is also known as the application ID.
Authorization Endpoint	Enter the authorization endpoint in the format https://domain/tenant-ID/ouath2/v2.0/authorize.
Token Endpoint	Enter the token endpoint in the format https://domain/tenant-ID/ouath2/v2.0/token.
Port	Enter the port that PRTG MultiBoard uses to communicate with the active directory. This should match the port defined in the redirect URI.
Callback URL	Enter the callback URL. This should match the URL defined in the redirect URI.

Setting	Description
Trust this device	Select the checkbox if you want to trust the system you are on. If you select this checkbox, you do not need to log in to PRTG MultiBoard every time. ⓘ This setting can pose a security risk if the system you are on is public or if multiple users have access to the same system. We recommend that you only use this setting if you are on a protected system.
Database encryption	Select the checkbox to accept that once you set up SSO with PRTG MultiBoard, you cannot undo this process.
Test SSO Endpoint	Test the SSO endpoint before you save your settings.

More

KNOWLEDGE BASE

How can I use Microsoft Entra ID to set up SSO with PRTG MultiBoard?

- https://helpdesk.paessler.com/en/support/solutions/articles/76000085967

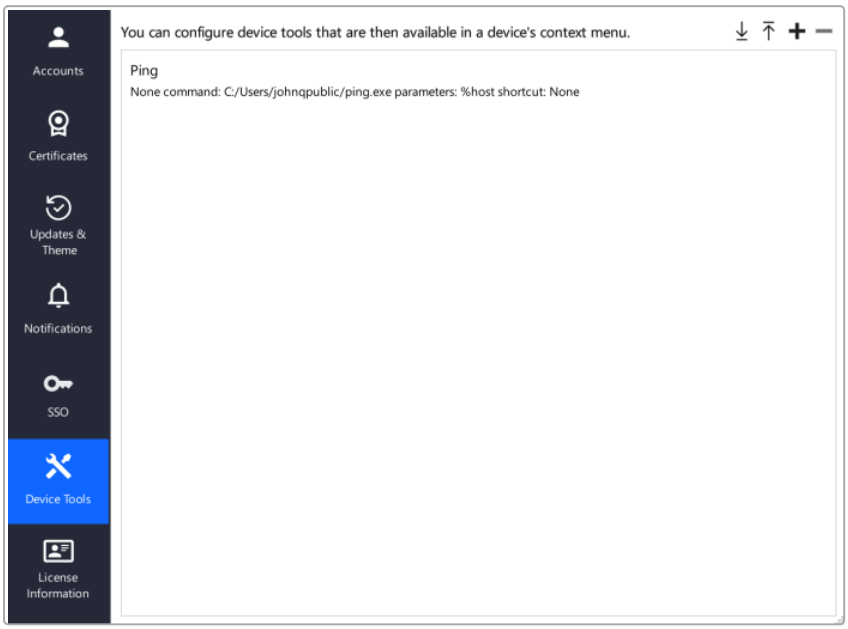
How can I use Okta to set up SSO with PRTG MultiBoard?

- https://helpdesk.paessler.com/en/support/solutions/articles/76000086087

6.6 Device tools

In the **Device Tools** settings, you can define device tools that are available in the context menu 59 of devices. There are predefined device tools for a remote desktop connection, ping, and traceroute.

ⓘ You might need to run the PRTG app for desktop as an administrator user to make the device tool function work with your Windows version.



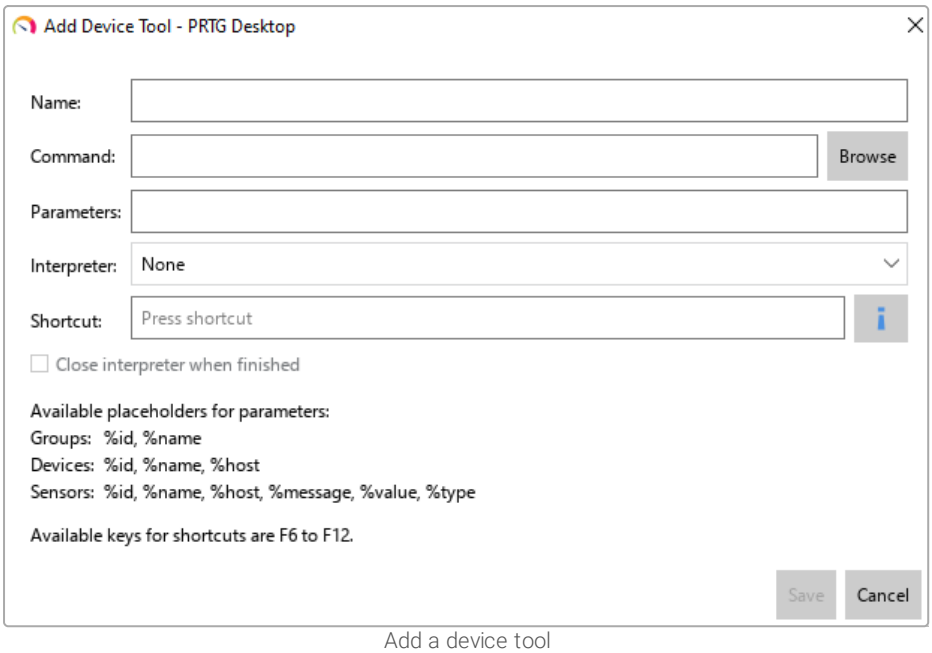
Device tools settings

The following actions are available:

- Double-click a device tool in the list to edit it.
- Click + to add 116 a new device tool.
- Select one or more device tools and click − to delete them.
- Click ↓ to export 118 all or only select device tools to your system.
- Click ↑ to import 118 device tools to the PRTG app for desktop.

Add device tool

Click + to open the **Add Device Tool** dialog and enter the following settings.



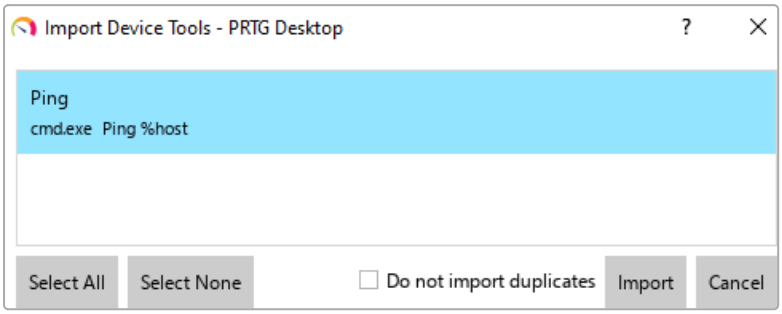
Add a device tool

Setting	Description
Name	Enter a custom name for your device tool. The device tool shows up with this name in context menus. Enter a string.
Command	Browse for the program or script that you want to execute on your local system.
Parameters	Enter the parameters that you want to use to execute the command. ⓘ You can use the placeholders (or variables) under **Available Placeholders for Parameters**. Other placeholders are not possible. For more information, see section Placeholders 124.
Interpreter	Select the program to run the device tool: ▪ **None**: Run the device tool directly. ▪ **cmd.exe**: Use Command Prompt. ▪ **powershell.exe**: Use PowerShell.
Shortcut	Press a valid shortcut key to use it for the device tool. ⓘ Valid shortcut keys are F6 to F12.
Close interpreter when finished	This setting is only available if you select an **Interpreter**. Choose whether to close the interpreter after you run the device tool.

Import or export device tools

Click ↓ to export all your custom device tools to a .json file and to store the file on your system. You can also select a single device tool or multiple device tools by holding down the Ctrl key, then clicking ↓ to export only select device tools to your system.

To import device tools to the PRTG app for desktop, click ↑ and select the .json file stored on your system. A dialog opens where you can select the device tools that you want to import:



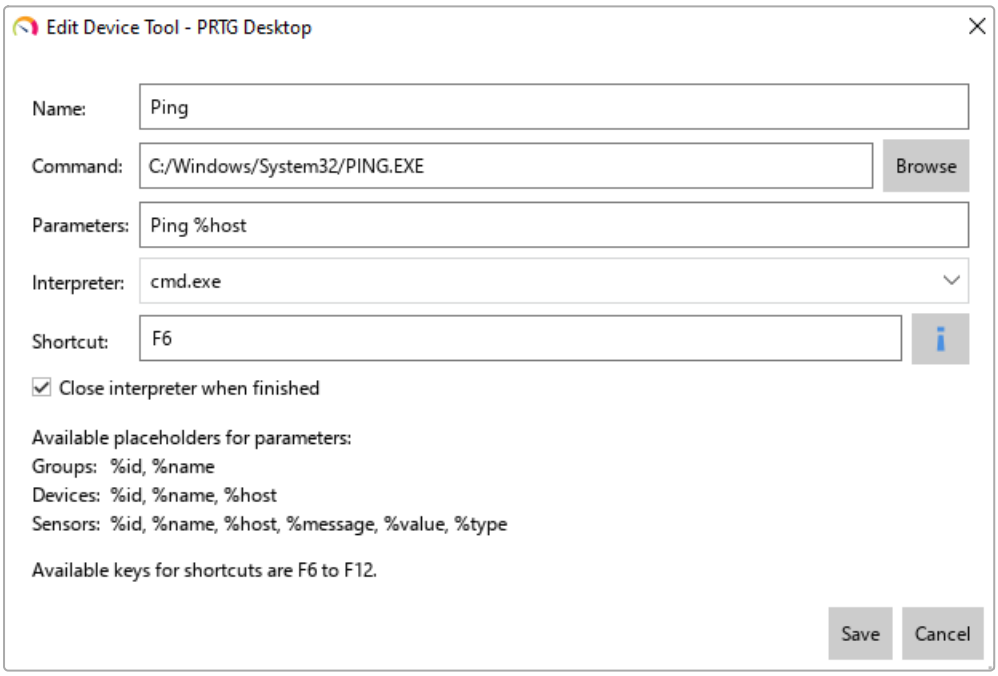
Import device tools

Take the following steps:

1. Select one or more device tools by holding down the Ctrl key. You can also click **Select All** or **Select None**.
2. Enable the checkbox next to **Do not import duplicates** if you do not want to import device tools that already exist in your PRTG app for desktop installation.
3. Click **Import** to upload the device tools to the PRTG app for desktop or click **Cancel** to close the dialog.

Device tool example

You can configure the device tools to run any local program or script. To understand the functionality of the device tools, see the following example configuration.



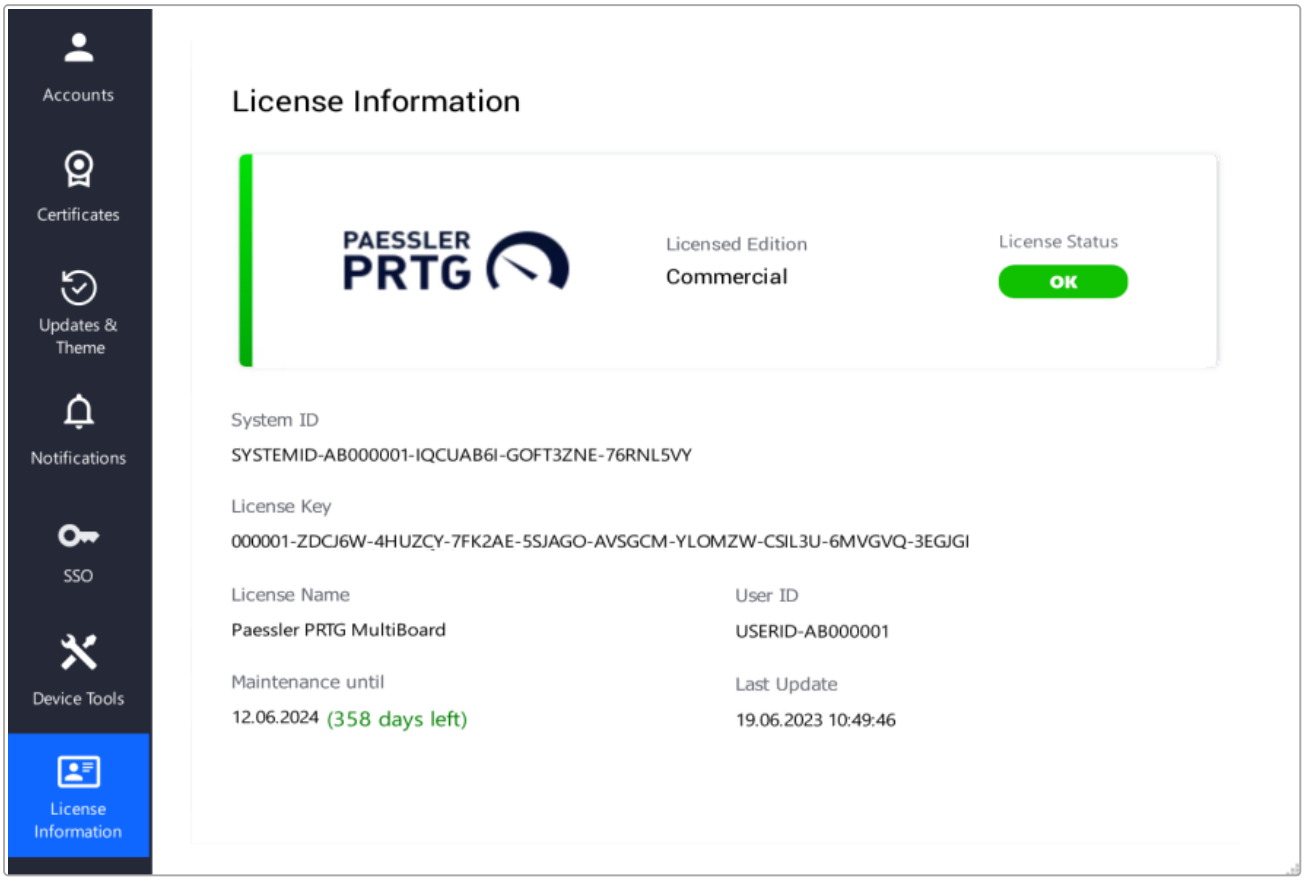
Example of a device tool configuration

The resulting device tool Ping opens the command line and performs a ping command for the %host entry of the device that you select in the device tree.

ⓘ To see the result of the ping request when you run the device tool via **Device Tools** in the context menu of the device, do **not** enable the checkbox next to **Close interpreter when finished**.

6.7 License information

In the **License Information** settings, you can activate your license and view the details of your license information.



License Information settings

There is one license key type:

- **PRTG MultiBoard**: This License Key is currently exclusively for users of Paessler PRTG Enterprise Monitor.

For more information on how to activate your license, see section Enter a license key 19.

For more information about license types, see section Available licenses 20.

Part 7
Appendix

7 Appendix

Find more information about the PRTG app for desktop in the following sections.

- Data storage 123
- Placeholders 124
- Shortcuts overview 125
- Quick tips 126

7.1 Data storage

PRTG MultiBoard and the PRTG app for desktop store data in different directories. The paths to these directories differ based on the operating system (OS) that you installed the application on.

Configuration data

You can find the license (prtgdesktoplicense.dat), database, and configuration files in the following locations:

File type	Windows	MacOS	Linux
License	%appdata%\Local\Paessler\cache	~/Library/Caches/Paessler/	~/.cache/Paessler
Databases	%appdata%\Roaming\Paessler\PRTG Desktop\data	~/Library/Application Support/Paessler/PRTG Desktop/data/	~/.local/share/Paessler/PRTG Desktop/data
Configuration	Available via the Windows registry.	~/Library/Preferences/com.paessler.PRTGDesktop.plist	~/.config/Paessler/PRTGDesktop.conf

Treat these file as sensitive. For more information on how to keep sensitive files protected, see the PRTG Manual: Data Storage.

The Windows **AppData** folder is hidden by default. To display it, you need to enable hidden items in the **View** options of your Windows system.

If you uninstall the application, for example, with the Windows **Apps & features** feature, your configuration data is still stored on the system. Manually delete the files listed in the configuration data table above to remove all application data.

Windows program directory

64-bit Windows systems

```
%programfiles%\Paessler\PRTG Desktop
```

Windows registry

The PRTG MultiBoard and PRTG app for desktop Windows registry is sometimes used in workarounds or to debug features. It also contains the configuration for Windows.

Do not change any configuration values in the registry unless the Paessler support team asks you to do so.

Windows application registry

```
HKEY_CURRENT_USER\Software\Paessler\PRTGDesktop
```

7.2 Placeholders

See below for a list of placeholders you can use with device tools.

Placeholder	Resolved content
%id	ID of an object as shown in the page header of the object's details page
%name	Name of an object
%host	IP address or DNS name of a sensor or device
%message	Last message of a sensor
%value	Last result value of a sensor
%type	Sensor type

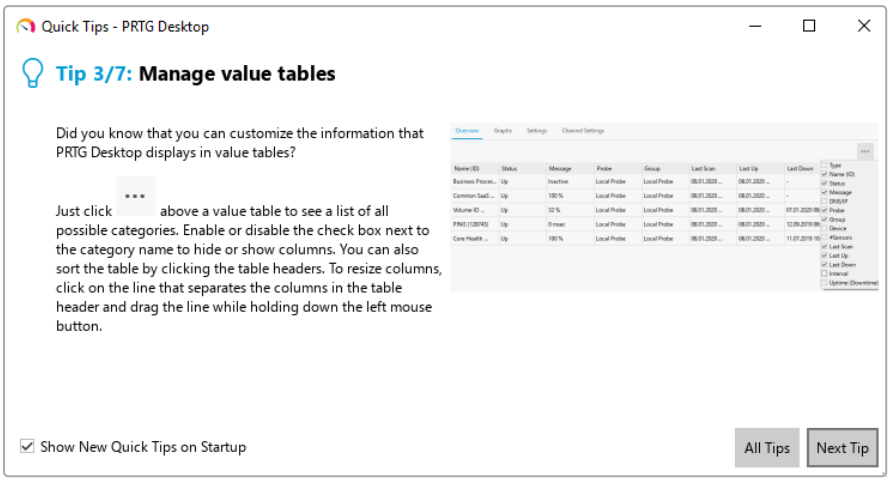
7.3 Shortcuts overview

The following shortcut keys are available in the PRTG app for desktop.

Shortcut (Windows)	Shortcut (macOS)	Function
Left	Left	Collapses an object in the device tree.
Right	Right	Expands an object in the device tree.
Ctrl+Left	⌘+Left	Displays the previous viewpoint.
F5	⌘+R	Refreshes the window.
F6 - F12	F6 - F12	Sets a shortcut for a device tool 116 and triggers the respective device tool.
Ctrl+F	⌘+F	Initiates a search in the single server window and in the **MultiBoard Overview** page.
Ctrl+C	⌘+C	Copies the selected object to the clipboard. For more information, see section Manage device tree 57.
Ctrl+V	⌘+V	Clones the copied/cut object to the selected object. For more information, see section Manage device tree 57.
Ctrl+X	⌘+X	Cuts the object to the clipboard. Select a different object and use Ctrl+V or ⌘+V to move the object to the new position. For more information, see section Manage device tree 58.
Ctrl+M	⌘+M	Opens the MultiBoard 68 window.

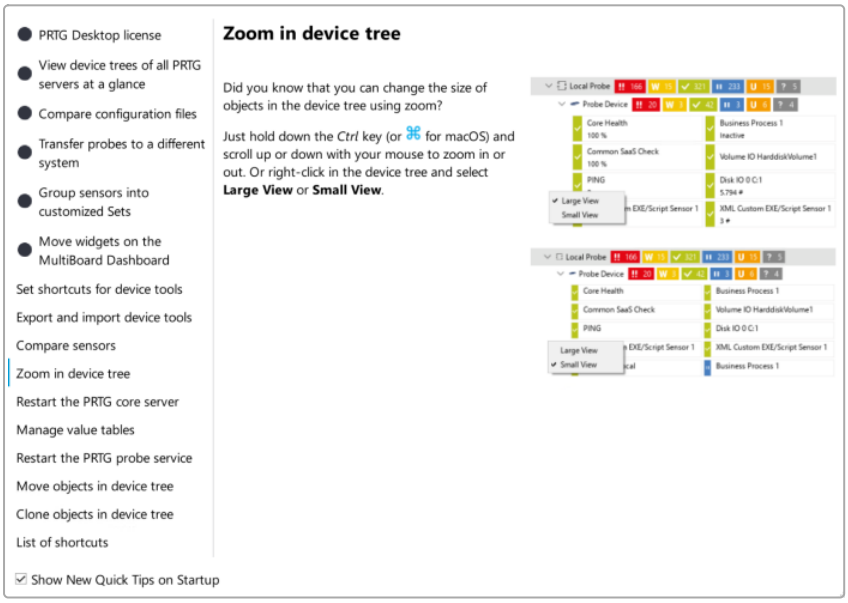
7.4 Quick tips

In the **Quick Tips** window, you see short tips on how to work with the PRTG app for desktop. The PRTG app for desktop displays new quick tips by default. You can show or hide new quick tips on startup via the checkbox next to **Show New Quick Tips on Startup**.



Quick tips for the PRTG app for desktop

Click **Next Tip** to show the next new quick tip. To display a list of all quick tips, click **All Tips**. Hover over an image to enlarge it.



Show all quick tips

You can close the **Quick Tips** window at any time. To open the window again, select **Help** | **Quick Tips** from the main menu 33.