PRTG Network Monitor Fact Sheet

We here at Paessler find that a lot of similar questions keep coming up when administrators are evaluating our network monitoring solution PRTG Network Monitor. So we thought: why not list the 11 most frequently asked questions in one single document? Here you go!

1. What is a sensor?

The licensing options are based on the number of sensors (not on the number of devices or IPs). We define one sensor as one aspect that you monitor on a device. Therefore, one sensor monitors for example a specific URL, the traffic of a network connection, a port of a switch, the CPU load on a machine. Normally, we are calculating with between 5 and 10 sensors per device, but of course that depends on what exactly you want to monitor. You don't need a bunch of add-ons or modules – each license includes all of the PRTG features in a single price! https://shop.paessler.com

2. How long does it take to configure PRTG?

PRTG is specifically designed with optimal usability in mind. The entire software (including the database and web server) can be installed in less than 10 minutes. Try it! The Smart Setup assistant leads you through the configuration process and then the auto-discovery creates and organizes devices for you, so you don't have to set them up manually. This, as well as our easy-to-use drag-and-drop map editor, the libraries, and the multiple interface options (web interface, WIN GUI and mobile apps) make the administrator's life a little easier.
www.paessler.com/support/videos/prtg-basics/installation_of_prtg_network_monitor

3. Is there a PRTG community out there?

Our knowledge base contains questions and answers about PRTG and network monitoring in general. All of our customers and trial users are invited to get involved: ask questions, create how-tos or to share best practices. https://kb.paessler.com/en

4. How does the PRTG support work?

All customers receive 12 months of software maintenance included with their initial purchase. During this period, all software updates can be downloaded for free at any time, and customers are entitled to receive priority email support via our ticket system. All incoming support and sales tickets are handled within 24 hours.

Our support team has direct access to the developers and is actively involved in the knowledge base community, so you always get a profound expert answer. https://shop.paessler.com/en/openticket

5. Is there anything available online to get familiar with PRTG?

The Paessler support team has recorded some videos and published them on our website to help you get started with PRTG. The topics cover installation and auto-discovery, setting up notifications, and background information on using remote probes in distributed networks. Lean back for a few minutes and enjoy!
www.paessler.com/support/videos/quick-overview

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THE NETWORK MONITORING COMPANY
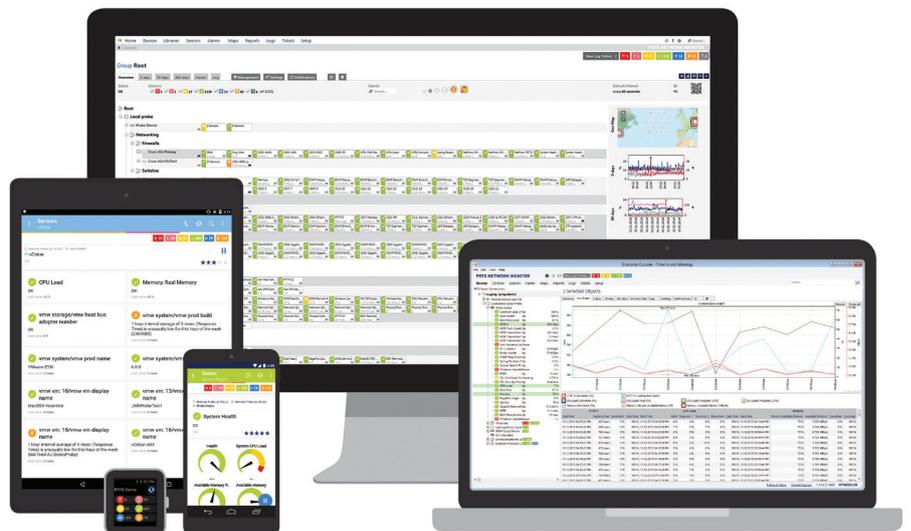
150,000
network monitoring solutions activated
in **more than 170** countries.

19 years experience in network monitoring

10 languages available:

FRENCH **DUTCH** **JAPANESE**
PORTUGUESE **CZECH**
GERMAN **CHINESE** **ENGLISH**
SPANISH **RUSSIAN**

6. What exactly does PRTG monitor?

Routers, switches, servers, hardware, software, operating systems, applications, virtualized environments, websites, email servers, databases, VoIP and QoS, IPSLA, logs, events, performance, NetFlow/IPFIX, sFlow, and jFlow, packet sniffing, SNMP, WMI, temperature, humidity, and lots more, using approx. 200 predefined sensor types. Phew, a lot to monitor, right?
www.paessler.com/prtg/features

7. Is it possible to monitor multiple locations with PRTG?

PRTG consists of two components: the core server and the remote probes. These probes monitor the network and send the data to the core server. The core server analyzes the data and publishes it. In case of a connection loss 500,000 monitoring results are buffered. All PRTG licenses allow you to set up multiple probes in multiple locations at no additional cost.
www.paessler.com/manuals/prtg/remote_probes_and_multiple_probes

8. How often does Paessler release updates for PRTG?

Our team works in two-to-three week cycles, delivering updates within each period that improve the application. This continuous rollout enables Paessler to release new features quickly. The updates are available to all clients with an active maintenance contract and can be obtained via PRTG's built-in auto-update or by logging into the customer service center.
https://www.paessler.com/prtg/history

9. Why doesn't PRTG use a SQL server for data storage?

PRTG stores all monitoring data in its own built-in database so you can spend your budget elsewhere. Tests showed that PRTG's custom database is up to 300 times as fast as a SQL server when storing and accessing monitoring data. PRTG stores the raw data for you as you'd like without summarizing the data, which is invaluable should you ever need to investigate a particular incident in the past.
www.paessler.com/support/faqs

10. Can PRTG monitor virtualized environment as well?

PRTG is the ideal tool for monitoring virtualized environments. It provides comprehensive real-time monitoring of both host hardware and virtual machines, to ensure the reliability and stability of virtual environments. It comes with a range of built-in sensors which makes monitoring VMware, Hyper-V, Xen, and other virtual servers and services as easy as ABC.
www.paessler.com/manuals/prtg/monitoring_virtual_environments

11. Is there anything PRTG does not do?

PRTG is a monitoring tool so it focuses exclusively on monitoring features. PRTG does not include network management such as configuration management, layer 2 or layer 3 topologies, auto-mapping, or IP address management. The monitoring features, however, are exceptional!
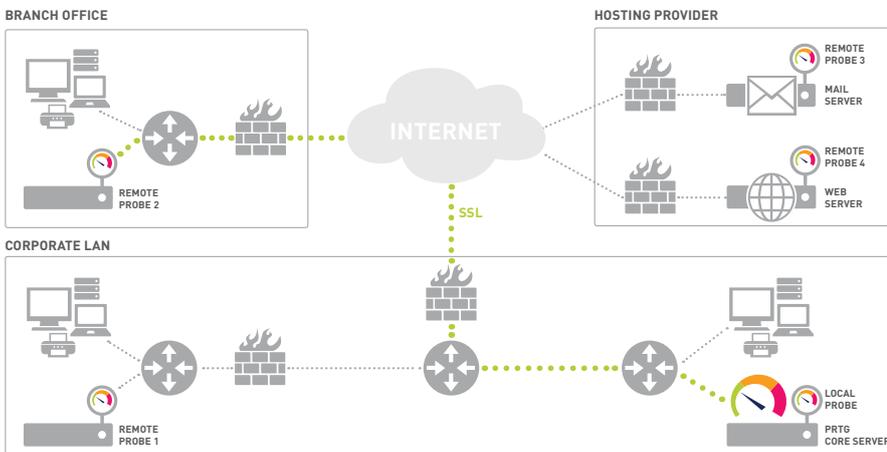
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NETWORK
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