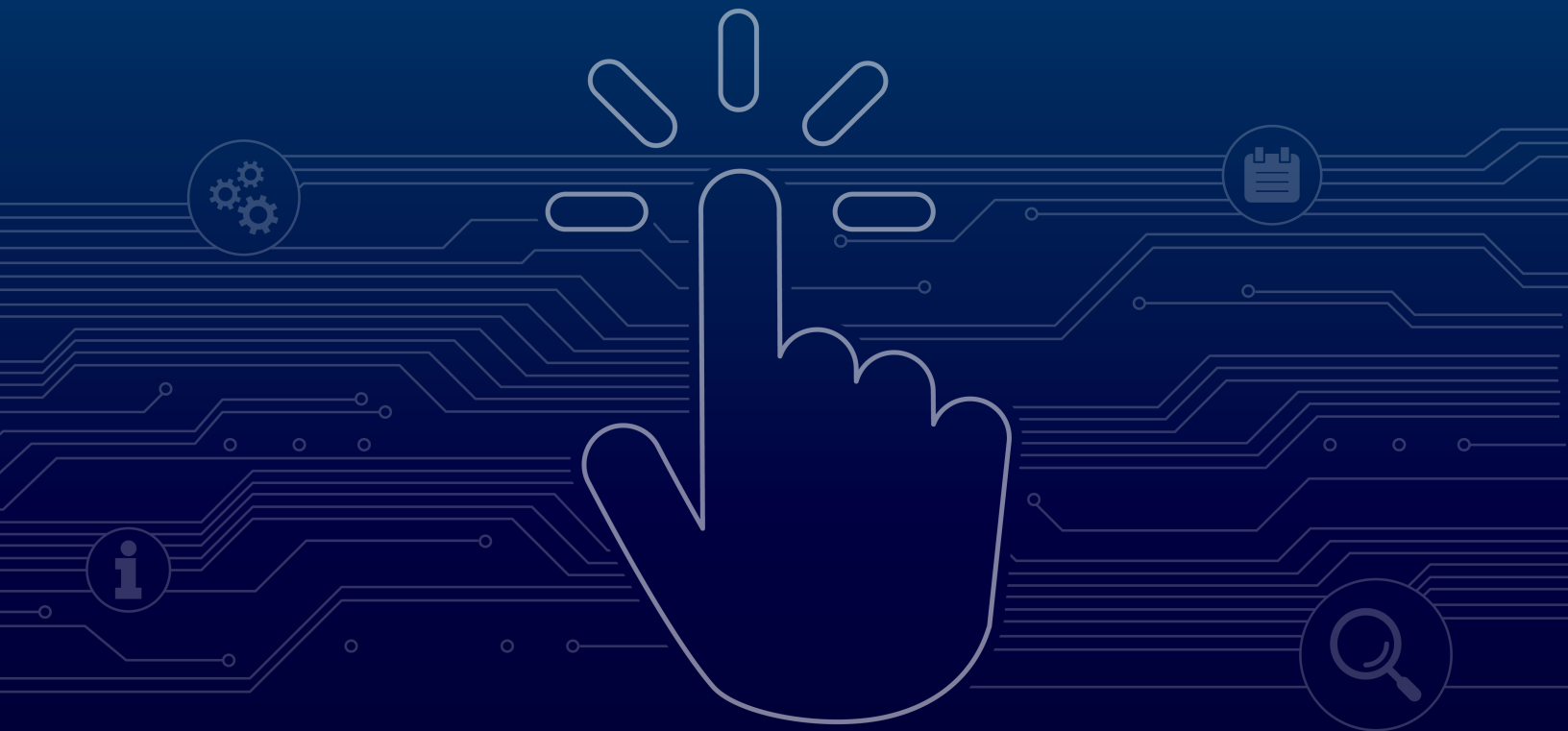


Paessler PRTG Enterprise Monitor

Quick Start Guide



[Paessler PRTG Enterprise Monitor Quick Start Guide](#)

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Welcome to Paessler PRTG Enterprise Monitor |

Welcome to Paessler PRTG Enterprise Monitor

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

Paessler PRTG Enterprise Monitor includes **PRTG Network Monitor** and **ITOps Board**, which offers advanced, centralized dashboards, a service-oriented management view, and extended alerting across all your configured PRTG servers, including remote probes.


We will show you how to quickly get started with your setup of PRTG Network Monitor and ITOps Board:

- [Step 1: Check the system requirements for the installation of a PRTG server](#)
- [Step 2: Install a PRTG server](#)
- [Step 3: Set up your PRTG installation](#)
- [Step 4: Add a user account to your PRTG installations for the connection to ITOps Board](#)
- [Step 5: Install more PRTG servers \(optional\)](#)
- [Step 6: Install ITOps Board](#)
- [Step 7: Create integrations in ITOps Board for your PRTG servers](#)

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

For installing a PRTG server, you need to meet the following system requirements:

System requirements for a PRTG server

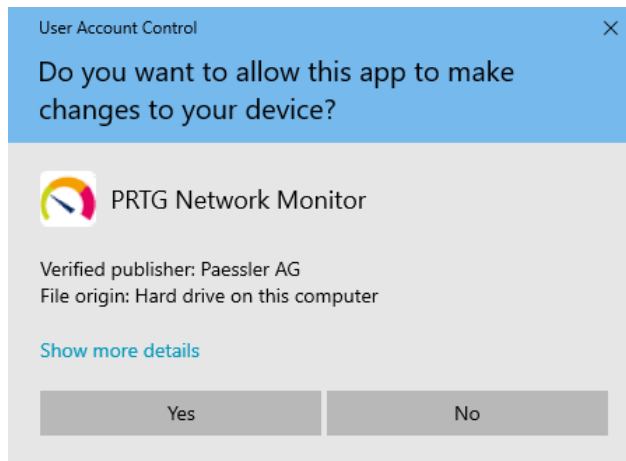
Hardware	A PC or server with at least a dual core CPU and a minimum of 2048 MB RAM
Operating system	We recommend that you use Microsoft Windows Server 2019, Microsoft Server 2016, or Microsoft Windows Server 2012 R2.  PRTG also runs on Microsoft Windows 10; however, we recommend a server operating system.
Web browser	The following browsers are officially supported by the PRTG web interface (in order of performance and reliability): <ul style="list-style-type: none">▪ Google Chrome 72▪ Mozilla Firefox 65▪ Microsoft Internet Explorer 11

Step 2: Install a PRTG server

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

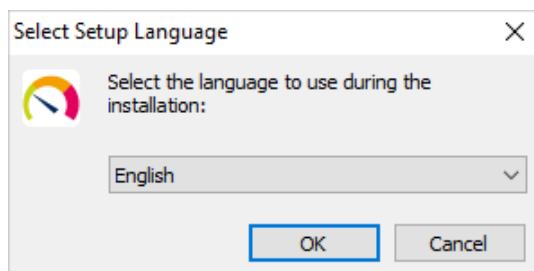
i PRTG runs an initial **auto-discovery** as soon as you have finished the installation of PRTG to automatically show you several available devices in your network as well as suitable sensors for monitoring. To disable the initial auto-discovery for a new PRTG installation, run the installer in a command prompt and add `/NoInitialAutoDisco=1` as parameter. This may be useful for performance reasons or if you prefer to manually add devices and sensors to your installation. Note that you need to enter the parameter exactly as it is written above, otherwise PRTG ignores the parameter without showing an error message.

1. Confirm the question of the Windows **User Account Control** with **Yes** to allow the program to install. The installation dialog guides you through the installation process.



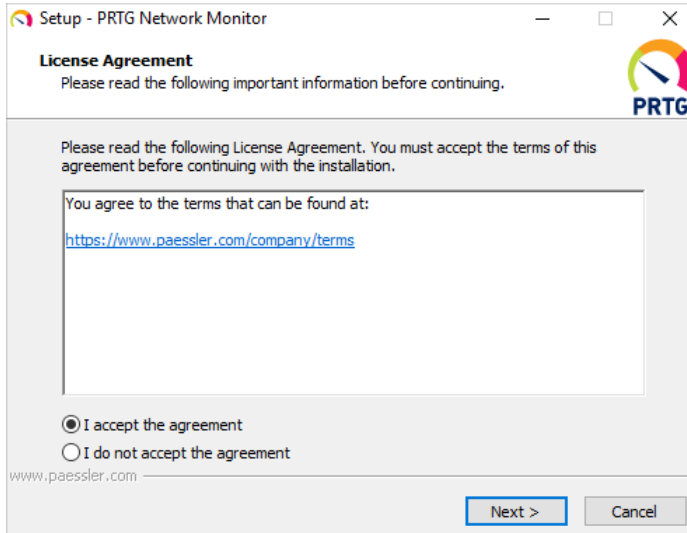
Windows User Account Control request

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



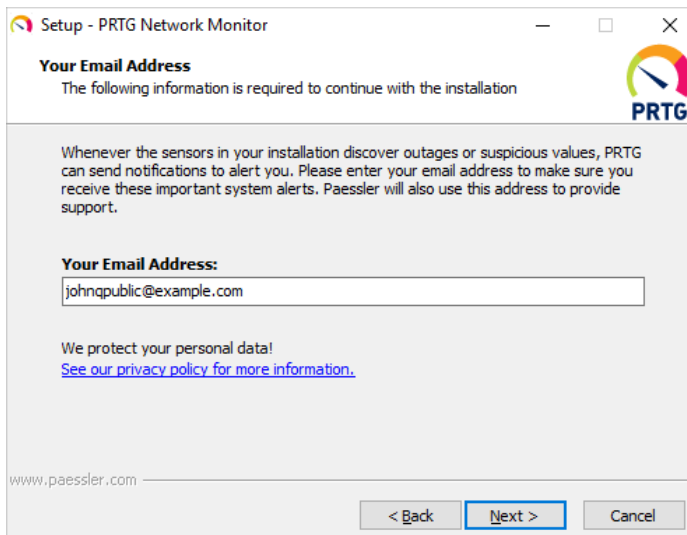
Select the setup language

3. Accept the license agreement and click **Next**.



Accept the license agreement

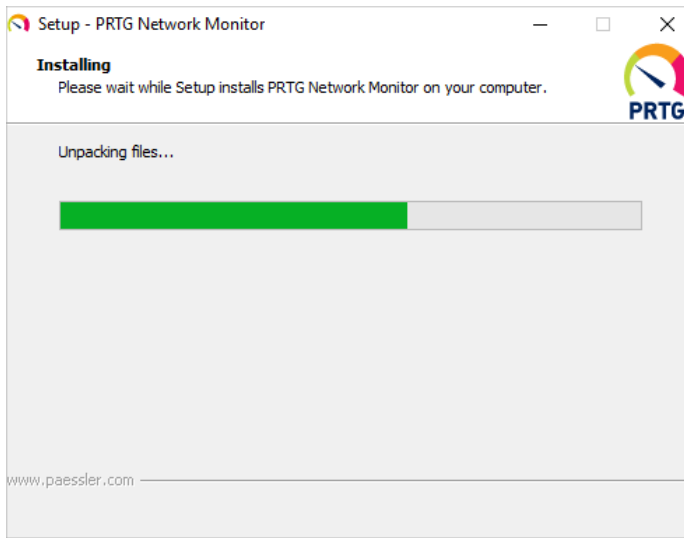
4. Enter your email address to make sure you receive important system alerts and click **Next**.



Enter your email address

Welcome to Paessler PRTG Enterprise Monitor | Step 2: Install a PRTG server

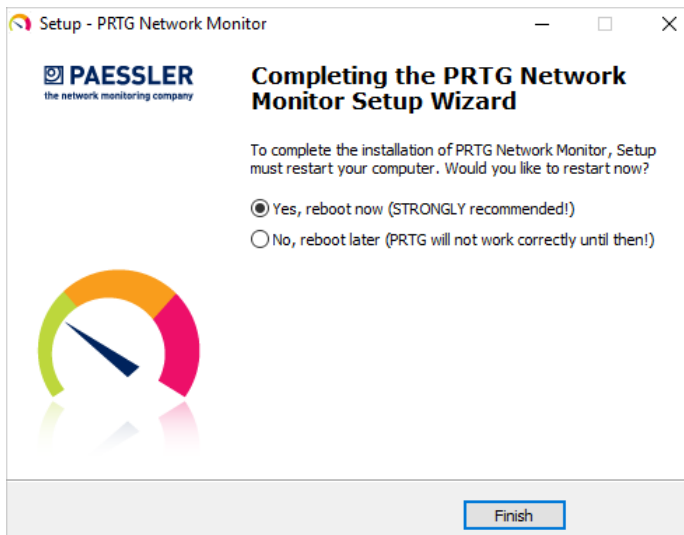
5. PRTG is now being installed on your computer.



PRTG is being installed

6. Select **Yes, restart now (STRONGLY recommended!)** to complete the installation of the PRTG server and use all its functionalities after the restart. Click **Finish** to complete the [PRTG Network Monitor Setup Wizard](#).

Note that this step is not always shown during the install process.



Finish the installation of PRTG


After installation, you can open the PRTG web interface in your preferred browser.

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

Step 3.1: Activate your license

During the install process, PRTG validates your license information by connecting to the activation server.

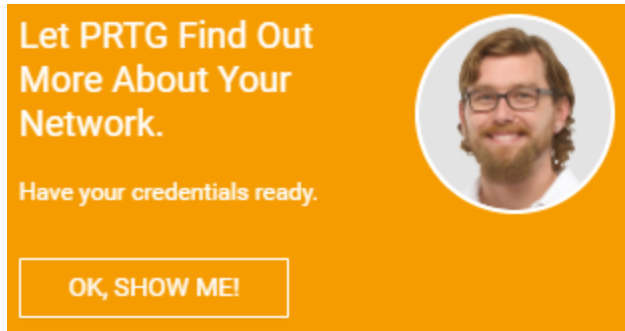
You have received the **License Name** and the **License Key** from Paessler via email. Copy this information and paste it when PRTG asks you to enter your license information in the setup dialog.

 If you think that you have correctly entered your license information but get a [License Invalid](#) message, contact sales@paessler.com.

Welcome to Paessler PRTG Enterprise Monitor | Step 3: Set up your PRTG installation

Step 3: Set up your PRTG installation

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



Smart Setup assistant

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

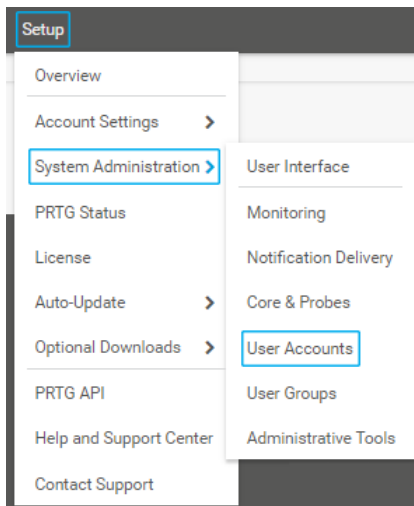
Step 4: Add a user account to your PRTG installation for the connection to ITOps Board

To use ITOps Board, you need to add a dedicated user account to your PRTG installations to which ITOps Board can connect.



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

Log in to the PRTG web interface

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



Go to the User Accounts tab

3. Hover over  and select **Add User** from the dropdown menu.
4. Enter a **Login Name** for the new user, for example, [itops-board](#), and a **Display Name**, for example, [ITOps Board API Access](#).
5. Enter a **Primary Email Address** and a **Password** for the new user.
6. For **Account Type**, select **Read/write user**.
7. As the new user's **Primary Group**, select the [PRTG Administrators](#) group from the dropdown list.
 -  This is necessary because the new user needs to be an administrator user. You can also select any other user group with [administrative rights](#).
8. Set all other options as you require them.

Welcome to Paessler PRTG Enterprise Monitor | Step 4: Add a user account to your PRTG installation for the connection to ITOps Board

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

Add User

Settings

User Account

Login Name

Display Name

Primary Email Address

Password

Retype Password

Create

Account Control

Account Type Read/write user
 Read-only user

Primary Group

Status Active
 Inactive

Last Login

Add a dedicated user to PRTG

For more information on how to manage user accounts in PRTG, see the PRTG Manual: [System Administration—User Accounts](#) and [System Administration—User Groups](#).

Step 5: Install more PRTG servers (optional)

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

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

Welcome to Paessler PRTG Enterprise Monitor | Step 6: Install ITOps Board


Step 6: Install ITOps Board

In ITOps Board, you can connect several PRTG installations for a central dashboard view, for customized service level and process level overviews, and for central alerting.

■ For installing ITOps Board, see the [ITOps Board Installation Guide](#).

Step 7: Create integrations in ITOps Board for your PRTG servers

Once you have installed ITOps Board, connect your PRTG installations to ITOps Board by adding a new integration for PRTG.

 You need one integration for each PRTG server. For each integration, use the respective PRTG user account that you created in [Step 4: Add a user account to your PRTG installation for the connection to ITOps Board](#) for the connection to ITOps Board.

 For detailed instructions on how to create an integration for PRTG in ITOps Board, see the [ITOps Board Installation Guide](#), chapter 6, section **Configure Integrations**.

 Note that the user accounts that you create in ITOps Board are not synchronized with the user accounts on your PRTG servers.

And that's it! Now you can start using ITOps Board together with PRTG Network Monitor for your advanced, centralized dashboard experience.

