

Uptime Infrastructure Monitor Knowledge Base

Welcome to the IDERA Uptime Infrastructure Monitor Knowledge Base

Use the search function at the top of the page to search all Uptime Infrastructure Monitor documentation or the search field below for KB articles.

Recently Updated Articles

[Supported Databases in Uptime Infrastructure Monitor](#)
updated Jan 10, 2024
[view change](#)
[add.svg](#)
attached Jan 10, 2024
[Uptime Infrastructure Monitor Version Support Statement](#)
updated Nov 09, 2023
[view change](#)

Popular Areas

[Upgrading Uptime Infrastructure Monitor - Latest Release Notes](#)

[Upgrading to Uptime Infrastructure Monitor 7.6 through 7.7.3](#)

[Upgrading to Uptime Infrastructure Monitor 7.2 through 7.5](#)

[Upgrading to Uptime Infrastructure Monitor 7.1 or earlier](#)

[Supported Monitoring Station Platforms in Uptime Infrastructure Monitoring](#)

[Supported Agent Platforms in Uptime Infrastructure Monitor](#)

[Supported Agentless Platforms in Uptime Infrastructure Monitor](#)

[Supported Databases in Uptime Infrastructure Monitor](#)

[Supported Browsers in Uptime Infrastructure Monitor](#)

[Working with the 'Generic SNMP' plugin monitor](#)

[Can an SNMP device be added as a Net-SNMP agent?](#)

[Net-SNMP Metrics](#)

[Working with the 'Generic SNMP' plugin monitor Administrator's Guide](#)

[Installing the Monitoring Station](#)

[Should elements be added using DNS names or IP addresses?](#)

[How to configure LDAP user authentication](#)

[Using anti-virus on the monitoring station](#)

[How To Install Plugins Without Direct Internet Access](#)

[Customize your Dashboard](#)

[Custom Dashboard - using the URL gadget](#)

[Creating Custom Service Monitors in Uptime Infrastructure Monitor](#)

[Creating Custom Alert Scripts in Uptime Infrastructure Monitor Alert Profiles](#)

[Creating Custom Service Monitors with Retained Data Collection](#)
[Common Licensing Problems and Solutions](#)

[License Expired - Feature is locked to a different host](#)

[FLEXIm returns null value for HostID](#)

[Error or Exception when installing license key](#)

[License Reload message on UI instance](#)
[Moving your license key](#)

[How to find your HostID](#)

[Adding or Updating a License Key](#)

[How to extend an Uptime Infrastructure Monitor evaluation license](#)

[How do I access my license key?](#)

[I have submitted a purchase order for Uptime Infrastructure Monitor, how do I get my licenses?](#)

Most Searched Keywords

[Service Level Agreements](#)

[Overseeing Your Infrastructure](#)

[Can outages be removed from SLA reports?](#)

[SLA still failing after my servers have recovered](#)
[Support Portal Login](#)

[How to change my Uptime Infrastructure Monitor user password](#)

[Resetting the Uptime Infrastructure Monitor Administrator Password](#)

[Expire or reset a user's password](#)

[Password for the Uptime Infrastructure Monitor virtual appliance](#)

[What is the password for the Windows agent](#)
[Creating Maintenance Windows](#)

[Can I add a system to a maintenance window that has already started?](#)

[Create read-only user with rights to set maintenance periods](#)

[Time Period Definitions](#)
[Alert Profile and Action Profile Variables](#)

[When do script alerts or script actions run?](#)

[Creating an Action Profile Recovery Script](#)

[Automatically restarting a Windows service](#)

[How to configure automatic recovery actions](#)
[Uptime Controller](#)

[API Documentation](#)

[Plugin Guide](#)

[Contributing Plugins for Uptime Infrastructure Monitor](#)
[Alerts and Actions](#)

[Alert Profile and Action Profile Variables](#)

[Custom Alert Format Variables](#)

[Working with Custom Alert Formats](#)

[Creating Custom Alert Scripts in Uptime Infrastructure Monitor Alert Profiles](#)

Categories

[Can an SNMP device be added as a Net-SNMP agent?](#)

[Should elements be added using DNS names or IP addresses?](#)

[Using anti-virus on the monitoring station](#)

[Recommended Monitoring Station Hardware](#)

[Supported Monitoring Station Platforms in](#)

[Uptime Infrastructure Monitor](#)

[High Availability for Uptime Infrastructure Monitor](#)

[Supported Databases in Uptime Infrastructure](#)

[Monitor](#)

[TCP and Network Card Configuration](#)

[How To Install Plugins Without Direct Internet](#)

[Access](#)

[Backing up and Recovering Uptime Infrastructure](#)

[Monitor](#)

[Exporting and Importing Your DataStore or Configuration](#)

[Freeing up space on your Monitoring Station](#)

[Starting \(or restarting\) and Stopping Uptime Infrastructure Monitor](#)

[What thresholds should I use for my monitors?](#)

[How to monitor my applications with Uptime Infrastructure Monitor](#)

[Ensuring an Application is Always Running](#)

[What should I monitor on a vCenter server Getting Started Guide](#)

[Managing Your Infrastructure](#)

[Adding Multiple Systems from the Command Line](#)

[How to batch add many servers or devices to Uptime Infrastructure Monitor](#)

[How To Install Plugins Without Direct Internet Access](#)

[User Management](#)

[How to configure LDAP user authentication](#)

[Installing Uptime Infrastructure Monitor Agents](#)

[Supported Agent Platforms in Uptime Infrastructure Monitor](#)

[Problems adding an Agent to Uptime Infrastructure Monitor](#)

[Can an SNMP device be added as a Net-SNMP agent?](#)

[Using SSL Communication with Linux-Based Agent](#)

[SSL with Solaris agent](#)

[Securing the Windows Agent with SSL
Installing or Uninstalling the Uptime Infrastructure Monitor Agent on Linux](#)

[Installing or Uninstalling the Uptime Infrastructure Monitor Agent on AIX or HP-UX](#)

[Installing an Agent on 64-bit Red Hat Enterprise Linux 6](#)

[Enable Linux/Unix NFS mount capacity monitoring](#)

[Using SSL Communication with Linux-Based Agent](#)

[Linux Agent filesystem permissions](#)

[Linux or UNIX agent is not responding](#)

[Ensuring that a non-Windows agent is listening](#)

[HP-UX agent showing upmagnt agent: Exec format error](#)

[Running the Uptime Infrastructure Monitor agent under Daemon Mode without Xinetd](#)

[How to check if an agent is running
SL with Solaris agent](#)

[Solaris Agent Commands](#)

[Solaris Agent Timeout](#)

[Ensuring that a non-Windows agent is listening](#)

[How to check if an agent is running
Installing or Uninstalling the Uptime Infrastructure Monitor Windows agent](#)

[Changing the Windows Agent Port](#)

[Securing the Windows Agent with SSL](#)

[What is the password for the Windows agent](#)

[How to check if an agent is running
Working with the 'Generic SNMP' plugin monitor
How to add a Net-SNMP enabled server to Uptime Infrastructure Monitor](#)

[SNMP service monitor fails to load](#)

[Net-SNMP Metrics](#)

[Working with the 'Generic SNMP' plugin monitor](#)

[Installing Agents on IBM pSeries Servers](#)

[Auto Discovery for HMC-Managed pSeries Servers](#)

[How to add an LPAR to Uptime Infrastructure Monitor?](#)

[Enabling SSH on an HMC - Hardware Management Console](#)

[Adding VIO LPARs to Uptime Infrastructure Monitor](#)

[How to monitor IBM IVM](#)

[Monitoring WebSphere with Uptime Infrastructure Monitor](#)

[Enabling the IBM WebSphere service monitor](#)

[Does Uptime Infrastructure Monitor monitor WebSphere MQ or Portal Server? Overview](#)

[Virtual System Monitoring Concepts](#)

[Managing Sync / vSync](#)

[Standalone Monitoring for Virtual Machines](#)

[Virtual System Configuration Mirroring](#)

[Hyper-V Element Configurations](#)

[vSphere Element Configurations](#)

[Auto Discovery for Virtual Environment Inventories](#)

[How to add Ignored VMs or ESX hosts](#)

[What ports need to be open to add an ESX or vCenter system to Uptime Infrastructure Monitor? Auto Discovery for Servers and Network Devices](#)

[Managing Your Infrastructure](#)

[What options does the addsystems utility use for WMI](#)

[WMI User Permissions](#)

[What ports are required for WMI agentless monitoring](#)

[WMI agentless option not shown in the Uptime Infrastructure Monitor UI](#)

[Understanding Alerts and Actions](#)

[Configure Uptime Infrastructure Monitor to send alerts](#)

[Configuring Uptime Infrastructure Monitor to send alerts with a hosted Exchange server](#)

[How to monitor Exchange with Uptime Infrastructure Monitor](#)

[Configuring Uptime Infrastructure Monitor to send alerts with a hosted Exchange server](#)

[How to change the link back URL in email alerts](#)

[How to configure automatic recovery actions](#)

[Suppress Connection Warnings from the Agent in /var/adm/messages](#)

[When do script alerts or script actions run?](#)

[Can Uptime Infrastructure Monitor send SMS alerts?](#)
[Getting Started Guide](#)

[How to set up email server information](#)

[Enabling a UI-only Uptime Infrastructure Monitor instance](#)

[Required Ports for the Uptime Infrastructure Monitor Monitoring Station](#)

[What ports are required for WMI agentless monitoring](#)
[Auto Discovery for Servers and Network Devices](#)

[How to Monitor DNS with Uptime Infrastructure Monitor](#)

[How to monitor a VPN or WAN link](#)

[How to monitor IBM IVM](#)

[Process Count Monitoring with Net-SNMP](#)

[Troubleshooting Network Device Issues with snmpwalk](#)

[Unable to browse MIB using the Uptime Infrastructure Monitor SNMP monitor](#)

[Unable to fully load vendor-supplied MIBs into Uptime Infrastructure Monitor 7.0](#)

[Working with the 'Generic SNMP' plugin monitor Using Service Monitors](#)

[How to create a Service Group](#)

[How to monitor a cluster in Uptime Infrastructure Monitor](#)

[Create read-only user with rights to set maintenance periods](#)

[Monitoring WebSphere with Uptime Infrastructure Monitor](#)
[Supported Databases in Uptime Infrastructure Monitor](#)

[Does the DataStore need to reside on the Uptime Infrastructure Monitor server?](#)

[Migrating Your DataStore To a New Database](#)

[Exporting and Importing Your DataStore or Configuration](#)

[Finding the Uptime Infrastructure Monitor DataStore location](#)

[How to move the Uptime Infrastructure Monitor datastore directory](#)

[Connecting to the Uptime Infrastructure Monitor DataStore via ODBC](#)

[How to run a DB query on retained metrics](#)

[ERROR: Connection pool congestion](#)

[Configuring and Managing Uptime Infrastructure Monitor](#)

[How does the Archiving Policy work?](#)

[Importing Archived Data into Uptime Infrastructure Monitor](#)

[How to change the archive folder location](#)

[ERROR: Unable to archive data file already exists](#)

[Manually trim performance data from an Oracle DataStore](#)

[Manually trim performance data from a MySQL DataStore](#)

[Manually trim performance data from a MS SQL DataStore](#)

[Shrinking your MySQL DataStore](#)

[Manually trim performance data from a MySQL DataStore](#)

[Securing the Uptime Infrastructure Monitor MySQL Database](#)

[Query to retrieve MySQL database size](#)

[Default MySQL Database Users and Permissions](#)

[Converting the Uptime DataStore from MySQL to SQL Server](#)

['Default up.time DataStore' Monitor crit after adding a vCenter to Uptime Infrastructure Monitor](#)

[Database Monitors](#)

[Monitored Application Platform Support](#)

[How to monitor MySQL Databases with Uptime Infrastructure Monitor](#)

[MySQL Advanced Metrics](#)

[MySQL Monitor error: Insufficient status data returned](#)

[Running Uptime Infrastructure Monitor with an Oracle database](#)

[What Oracle db permissions does Uptime Infrastructure Monitor require](#)

[Understanding your Oracle Connection Settings](#)

[Oracle database not responding in Uptime Infrastructure Monitor interface](#)

[uptime.log shows error: java.sql.SQLException ORA-00018](#)

[Manually trim performance data from an Oracle DataStore](#)

[Database Monitors](#)

[Monitored Application Platform Support](#)

[Oracle Tablespace Check](#)

[Oracle Advanced Tablespace Check](#)

[Oracle Basic Checks](#)

[Oracle Advanced Metrics service monitor](#)

[Receiving "Could not connect to database" from Oracle Monitor](#)

[Running Uptime Infrastructure Monitor with an MS SQL Server database](#)

[Password issue when using jdbc driver with MS SQL](#)

[Creating custom reports with Microsoft Reporting Service](#)

[Manually trim performance data from a MS SQL DataStore](#)

[Converting the Uptime DataStore from MySQL to SQL Server](#)

[Database Monitors](#)

[Monitored Application Platform Support](#)

[Basic Retained Monitor](#)

[SQL Server Advanced Metrics](#)

[How does the SQL Server Tablespace Check monitor work?](#)

[SQL Server Database Structure](#)

[Configuring SQL Server Ports](#)

[Verifying the Configuration of SQL Server Ports](#)

[Is SQL Server Browser service required to monitor MS SQL?](#)

[SQL Server does not seem to be running on this system](#)

[Bad data returned to SQL Server Monitor from agent](#)

[SQL Server error: Charset is not supported by the JVM](#)

[SQL Server DB Error: Invalid object name 'dbversion'](#)

'up.time Data Collector' is unavailable error in web interface

Error while pingin: Failed to create raw socket

Limited Performance Data Available

Login screen returns Database not responding error after upgrading

Error or Exception when installing license key

Java heap space Throwable: java.lang.OutOfMemoryError

Error: java.net.BindException: Address already in use

Data Collector won't start - "Not a trusted IP" error in uptime.log
Error running Custom Script or Agent-Side Script

Agent install file is corrupt after download

Windows Agent Perflib Errors

High CPU Usage on Windows Agent

Windows agent using 100% of CPU resources

Windows Event Log Monitor returns Output: Monitor failed: For input string

Bad data returned to SQL Server Monitor from agent
Agent rpm install error: unpacking of archive failed on file

Uptime Infrastructure Monitor agent daemon error: permission denied

Failed to Get Configuration message from Linux Agent

AIX Agent Error - sar: Error 0

AIX agent installation error - sar: time change not positive

HP-UX agent showing uptmagnt agent: Exec format error

LDAP: error code 12 - Unavailable Critical Extension

Solaris Agent Timeout

Resolving LINUX or UNIX uptimeagent Daemon Messages
ERROR: Unable to archive data file already exists

SQL Server DB Error: Invalid object name 'dbversion'

SQL Server error: Charset is not supported by the JVM

Errors when trying to delete performance data

java.sql.SQLException ORA-00018

MySQL Monitor error: Insufficient status data returned

monitor failed: software caused connection abort: rcv failed

Process Count Check error: explorer not found

SQL Server does not seem to be running on this system

Error: System can not find the path specified

Plugin returns UNKNOWN - Error: Problem running monitor

SNMP monitor applet won't load

Windows Event Log Monitor returns Output:
Monitor failed: For input string
SMTP Error 550 5.7.1 Unable to relay

SMTP Error 553: sorry, that domain isn't in my list of allowed rcpthosts
Common Error Codes
Report Error Occurred During Processing
Unexpected error initializing OID tree

SNMP service monitor fails to load

Unable to browse MIB using the Uptime Infrastructure Monitor SNMP monitor

SNMP monitor applet won't load

Unable to fully load vendor-supplied MIBs into Uptime Infrastructure Monitor 7.0
/var/adm/messages kernel: cdrom: open failed

Suppress Linux agent inetd uptmagnt connection warnings

Data Collector won't start - "Not a trusted IP" error in uptime.log

ERROR: Connection pool congestion

Thread pool backlog

License Reload message on UI instance

php error_log file growing due to deprecated messages

phperror.log file filled with "File does not exist" errors

Resolving LINUX or UNIX uptimeagent Daemon Messages

Uptime Infrastructure Monitor causing excessive ESX connection logging

uptime.log shows error: java.sql.SQLException
ORA-00018

[Installing the Monitoring Station](#)

[Recommended Monitoring Station Hardware](#)

[Supported Monitoring Station Platforms in Uptime Infrastructure Monitor](#)

[Installing Uptime Infrastructure Monitor on 64-bit Red Hat Enterprise Linux 6](#)

[Upgrading to Uptime Infrastructure Monitor 7.2 through 7.5](#)

[Setting up a reporting instance](#)

[Enabling a UI-only Uptime Infrastructure Monitor instance](#)

[Uptime Infrastructure Monitor Windows](#)

[Installation Fails on MySQL](#)

[Installing Uptime Infrastructure Monitor Agents](#)

[Supported Agent Platforms](#)

[Installing or Uninstalling the Uptime Infrastructure Monitor Agent on Linux](#)

[Installing or Uninstalling the Uptime Infrastructure Monitor Agent on AIX or HP-UX](#)

[Installing or Uninstalling the Uptime Infrastructure Monitor Windows agent](#)

[Installing Agents on IBM pSeries Servers](#)

[Common Licensing Problems and Solutions](#)

[License Expired - Feature is locked to a different host](#)

[FLEXlm returns null value for HostID](#)

[Error or Exception when installing license key](#)

[License Reload message on UI instance Moving your license key](#)

[How to find your HostID](#)

[Adding or Updating a License Key](#)

[How to extend an Uptime Infrastructure Monitor evaluation license](#)

[How do I access my license key?](#)

[Platform Support and Integration Changes in 7.3](#)

[Supported Monitoring Station Platforms in Uptime Infrastructure Monitor](#)

[Supported Agent Platforms in Uptime Infrastructure Monitor](#)

[Supported Agentless Platforms in Uptime Infrastructure Monitor](#)

[Supported Databases in Uptime Infrastructure Monitor](#)

[Supported Browsers in Uptime Infrastructure Monitor](#)

[Upgrading to Uptime Infrastructure Monitor 7.2 through 7.5](#)

[Upgrading to Uptime Infrastructure Monitor 7.1 or earlier](#)

[Moving or Migrating the Uptime Infrastructure Monitor Monitoring Station](#)

[Moving your license key
Migrating Your DataStore To a New Database](#)

[Converting the Uptime DataStore from MySQL to SQL Server](#)

[How to move the Uptime Infrastructure Monitor datastore directory](#)

[Release Notes Platform Integration - NetFlow \(Scrutinizer\)](#)

[Integrating Scrutinizer with Uptime Infrastructure Monitor](#)

[How to contact technical support to report an Uptime Infrastructure Monitor problem](#)

[How to register and login to the online User Community](#)

[Agent install file is corrupt after download](#)

[Agent not responding after IP or hostname change](#)

[Can't add HMC managed server to up.time](#)

[Unable to contact agent](#)

[Problems adding an Agent to Uptime Infrastructure Monitor](#)

[Tru64 agent does not ignore NFS file systems](#)

[Uptime Infrastructure Monitor agent daemon error: permission denied](#)

[AIX Agent Error - sar: Error 0](#)

[AIX agent pstat not working on 64-bit OS versions](#)

[SAR error and SADC problems on AIX 5.3 Linux or UNIX agent is not responding](#)

[Agent does not start in daemon mode on SLES](#)

[CPU Utilization not matching Linux OS output](#)

[Failed to Get Configuration message from Linux Agent](#)

[Port closes immediately on Unix agent
Process Check monitor does not check the full Solaris path](#)

[Solaris agent not collecting performance data](#)

[Solaris Agent Timeout
ESX instance Percent Used > 100%](#)

[ESX systems stopped collecting performance data](#)

[Agent-based monitors are not working on my ESX hosts](#)

[VMware ESX client and Uptime Infrastructure Monitor show different memory values](#)

[Monitoring ESX systems not connected to Virtual Center](#)

[What permissions does Uptime Infrastructure Monitor require for ESX monitoring?
Custom VBS script error due to wrong locale](#)

[Disk and Network stats not recorded on Windows 2008 with Hyper-V](#)

[High CPU Usage on Windows Agent](#)

[High File Handle Count with Windows Agent](#)

[Rebuilding Windows Performance Counters](#)

[Windows agent shows 2 CPUs when it has only 1](#)

[Windows agent msstdfmt.dll not registered](#)

[Windows Agent Perflib Errors](#)

[Windows agent using 100% of CPU resources](#)

[Windows process CPU workload stats don't match CPU Total](#)

Telnet commands for email server authentication debugging

Still receiving alerts when topological dependency has failed

Error while pinging: Failed to create raw socket
Errors when trying to delete performance data

Oracle database not responding in Uptime Infrastructure Monitor interface

Password issue when using jdbc driver with MS SQL

"No recent performance data available. Is the system online?" - Uptime Infrastructure Monitor Agent Windows elements

Agent rpm install error: unpacking of archive failed on file

AIX agent installation error - sar: time change not positive

Can't access Windows Installer Service
Uptime Infrastructure Monitor Windows Installation Fails on MySQL

Error: java.net.BindException: Address already in use

Installation failure on Windows: Failure to create services
Common Licensing Problems and Solutions

License Expired - Feature is locked to a different host

FLEXlm returns null value for HostID

Error or Exception when installing license key

License Reload message on UI instance
Apache access.log file size keeps growing

Insufficient disk space to generate a report

Freeing up space on your Monitoring Station

erdcloader java exception: Content is not allowed in prolog

The up.time Data Collector is unavailable

Unable to access Uptime Infrastructure Monitor after changing hostname

Unable to access Uptime Infrastructure Monitor from a web browser

Error while pinging: Failed to create raw socket

Starting (or restarting) and Stopping Uptime Infrastructure Monitor

Java heap space Throwable: java.lang.
OutOfMemoryError

Using -server option to optimize Java memory
usage

Adjusting the Java Heap Size on Uptime
Infrastructure Monitor 5 & 6

ERROR: Connection pool congestion

Manually trim performance data from a MySQL
DataStore

Manually trim performance data from a MS SQL
DataStore

Manually trim performance data from an Oracle
DataStore

Errors when trying to delete performance data

Uptime Infrastructure Monitor server load high at
the start of the month
Graphing Issues in Firefox / Chrome in Uptime
Infrastructure Monitor 7.2 after Recent Critical
Java Update

Insufficient disk space to generate a report

"Database Not Responding" Message Appears in
Global Scan

Can't generate graphs from Internet Explorer or
FireFox

Graphs not displayed in Firefox running on Linux
desktop

IE Blocks an ActiveX Control During Graphing

Insufficient disk space to generate a report

LPARs not showing in LPAR Workload Report

Negative Values Displayed in Graphs

Report Error Occurred During Processing

Received duplicates of the same report
Cannot log in to Uptime Infrastructure Monitor

Resetting the Uptime Infrastructure Monitor
Administrator Password

netcat quarantined by antivirus program
Kernel Panic error running Virtual Appliance on
Windows 7

Virtual Appliance - Uptime Infrastructure Monitor
Data Collector is unavailable
"No recent performance data available. Is the
system online?" - WMI elements

Troubleshooting WMI with WMIDIAG

Rebuilding Windows Performance Counters

WMI agentless option not shown in the Uptime
Infrastructure Monitor UI

WMI User Permissions

What ports are required for WMI agentless
monitoring

[Administrator's Guide](#)

[Metrics Monitored by Operating System](#)

[Uptime Infrastructure Monitor Version Support Status](#)

[Net-SNMP Metrics](#)

[Linux Performance Metrics](#)

[IRIX Performance Metrics](#)

[Solaris Performance Metrics](#)

[Tru64 Performance Metrics](#)

[Windows Performance Metrics](#)

[Configuration and Performance Metrics for Network Devices](#)

[WebSphere Performance Metrics](#)

[WebLogic Performance Metrics](#)

[Does the Windows agent support 64-bit systems?](#)

[Monitoring FreeBSD \(or other non-supported OS versions\) Supported Agent Platforms in Uptime Infrastructure](#)

[Supported Agentless Platforms in Uptime Infrastructure Monitor](#)

[Platform Support and Integration Changes in 7.3 Is Uptime Infrastructure Monitor multi-threaded?](#)

[Can Uptime Infrastructure Monitor and the database run on different operating systems?](#)

[Supported Monitoring Station Platforms in Uptime Infrastructure Monitor](#)

[Supported Browsers in Uptime Infrastructure Monitor Agent Monitors](#)

[Working with Systems](#)

[Configuration and Performance Metrics for Network Devices](#)

[Does the HTTP monitor support SOAP requests?](#)

[Does Uptime Infrastructure Monitor monitor WebSphere MQ or Portal Server?](#)

[Is Performance Monitor Interface required to monitor WebSphere? Platform Support and Integration Changes in 7.3](#)

[Supported Monitoring Station Platforms in Uptime Infrastructure Monitor](#)

[Supported Agentless Platforms in Uptime Infrastructure Monitor](#)

[Supported Databases in Uptime Infrastructure Monitor](#)

[Supported Browsers in Uptime Infrastructure Monitor](#)

[vCenter 5.0 Compatibility with Uptime Infrastructure Monitor](#)

[Using Reports](#)

[Understanding Report Options](#)

[Using Graphs](#)

[Graphing Virtual Server Components](#)

[Understanding Dates and Times](#)

[Graphing Issues in Firefox / Chrome in Uptime Infrastructure Monitor 7.2 after Recent Critical Java Update](#)

[How to generate a graph in Uptime Infrastructure Monitor](#)

[How to Graph Retained Metrics for HTTP Monitor](#)

[Creating custom reports with Crystal Reports](#)

[Creating custom reports with Microsoft Reporting Service](#)

[Creating custom reports with Tableau](#)

[Creating Excel Reports that use Uptime Infrastructure Monitor Data](#)

[How to generate enterprise capacity reports](#)

[How to generate Server & Application availability reports](#)

[How to graph an AIX workload](#)

[How to graph LPAR workload](#)

[How to report ESX farm capacity](#)

[How to create LPAR capacity report
Date format in Excel export doesn't make sense](#)

[System stats change in Resource Usage reports](#)

[What are the graphic columns in an XML report output file](#)

[What is a Power Unit?](#)

[GlobalScan Recent Outages graph appear to be an hour slow
Connecting to the Uptime Infrastructure Monitor DataStore via ODBC
Service Level Agreements](#)

[Can outages be removed from SLA reports?](#)

[SLA still failing after my servers have recovered
Implementing HTTPS Browsing for the Web Interface with Apache 2.2](#)

[Securing the Windows Agent with SSL](#)

[SSL with Solaris agent](#)

[Securing the Linux agent \(tcpwrappers and ssl\)](#)

[Using SSL Communication with Linux-Based Agent](#)

[Monitoring a User Login Web Page](#)

[Creating Custom Service Monitors in Uptime Infrastructure Monitor](#)

[Creating Custom Service Monitors with Retained Data Collection](#)

[Creating Plugin Service Monitors in Uptime Infrastructure Monitor](#)

[Change the default Service Monitors \(PING or UPTIME\)](#)
[Can the Uptime Infrastructure Monitor Agent be bound to a specific interface?](#)

[Changing Linux Agent port or permissions](#)

[Do I need a different agent for each monitored application?](#)

[Ensuring that a non-Windows agent is listening](#)

[Finding your IBM HMC or VIO version](#)

[How to check if an agent is running](#)

[How to restart an agent](#)

[What impact does the agent have on a target server](#)

[AIX pSeries LPAR Performance Metrics](#)
[Add firewall rule to open port 9998 for Linux agent](#)

[Linux Agent IP Security](#)

[Linux Agent filesystem permissions](#)

[Securing the Linux agent \(tcpwrappers and ssl\)](#)

[Suppress Linux agent inetd uptmagnt connection warnings](#)

[IRIX Performance Metrics](#)
[How to take a Solaris 10 agent out of maintenance mode](#)

[Solaris Agent Commands](#)
[ESX Instance Workload Data](#)

[How to track VMotion on ESX servers](#)

[Monitoring ESX systems not connected to Virtual Center](#)

[What permissions does Uptime Infrastructure Monitor require for ESX monitoring?](#)
[Changing the Windows Agent Port](#)

[Memory Consumption by Performance Counters](#)

[Securing the Windows Agent with SSL](#)

[Stopping and Starting the Windows Agent](#)

[What is the password for the Windows agent](#)

[Alerts and Actions](#)

[User Management](#)

[Can Uptime Infrastructure Monitor send SMS alerts?](#)

[Creating an Action Profile Recovery Script](#)

[Enabling the Windows Messaging Service](#)

[Working with Custom Alert Formats](#)

[Monitoring and automatically restarting a Windows Service](#)
[Default MySQL Database Users and Permissions](#)

[Finding and updating hosts without a host check](#)

[How to determine the last status of a monitor](#)

[Regular Expression Syntax Used with Uptime Infrastructure Monitor](#)

[Required Ports for the Uptime Infrastructure Monitor Monitoring Station](#)

[Starting \(or restarting\) and Stopping Uptime Infrastructure Monitor](#)

[What does the grey or UNKNOWN status indicate](#)

[What happens to performance data and monitoring if Uptime Infrastructure Monitor is offline?](#)
[Overseeing Your Infrastructure](#)

[Configuring the Uptime Controller](#)

[Dashboard Gadgets](#)

[Access the Applications dashboard without logging in](#)

[Changing Global Scan Performance Thresholds](#)

[How to exclude file systems from the GlobalScan page](#)

[Custom Dashboard - using the URL gadget](#)
[Forwarding Uptime Infrastructure Monitor alerts to BMC Remedy](#)
[Understanding Report Options](#)
[Changing Global Scan Performance Thresholds](#)
[Excluding drives in the File System Capacity monitor](#)
[Using retained service metrics data to generate graphs](#)

[Adding Uptime Infrastructure Monitor port exceptions to Windows firewall](#)

[Are Service Monitor passwords encrypted?](#)

[How to change my Uptime Infrastructure Monitor user password](#)

[Login Problems](#)

[Resetting the Uptime Infrastructure Monitor Administrator Password](#)

[Monitoring Servers And Services Behind a Firewall](#)

[Using SSL Communication with Linux-Based Agent](#)

[Password for the Uptime Infrastructure Monitor virtual appliance](#)

[Required Ports for the Uptime Infrastructure Monitor Monitoring Station](#)
[Active Directory Service Monitor example](#)

[Can I add a system to a maintenance window that has already started?](#)

[Changing a monitored host's IP address](#)

[Changing the default host check](#)

[Change the default Service Monitors \(PING or UPTIME\)](#)

[Creating Maintenance Windows](#)

[Does the DNS monitor support reverse lookups?](#)

[File System Capacity Monitor Examples](#)

[How many exclusions can the File System Capacity Monitor use?](#)

[How to monitor email flow between two mail servers](#)

[How to create a Service Group](#)

[How to set a service to only run once a day](#)

[Monitoring HTTP Services in a Load Balanced Cluster](#)

[Monitoring Novell NRM Systems](#)

[Monitoring services running on a different IP address than the agent](#)

[Playing a custom sound during an alert](#)

[Understanding and Using Retained Data](#)

[Using the agentcmd utility](#)

Application Monitors

[Automatically restarting a Windows service](#)

[Does the HTTP monitor work with NTLM authentication?](#)

[Does the Web Application Transaction monitor download images?](#)

[Enabling the BEA WebLogic service monitor](#)

[WebLogic Performance Metrics](#)

[Enabling the IBM WebSphere service monitor](#)

[Monitoring WebSphere with Uptime Infrastructure Monitor](#)

[WebSphere Performance Metrics](#)

[Ensuring an Application is Always Running](#)

[How to monitor Exchange with Uptime Infrastructure Monitor](#)

[How to monitor IMAP, POP and SMTP email services](#)

[Microsoft Exchange Performance Metrics](#)

[Microsoft IIS Performance Metrics](#)
[Can Uptime Infrastructure Monitor database monitors run stored procedures?](#)

[Configuring SQL Server Ports](#)

[How does the SQL Server Tablespace Check monitor work?](#)

[How to monitor MySQL Databases with Uptime Infrastructure Monitor](#)

[Is SQL Server Browser service required to monitor MS SQL?](#)

[MySQL Advanced Metrics](#)

[Oracle Advanced Metrics service monitor](#)

[SQL Server Advanced Metrics](#)

[SQL Server Locks](#)

[Verifying the Configuration of SQL Server Ports](#)
[Excluding drives in the File System Capacity monitor](#)

[Monitor Disk Mounting in Active / Passive Cluster Nodes](#)

[Tru64 Performance Metrics](#)
[Working with the 'Generic SNMP' plugin monitor](#)

[Can an SNMP device be added as a Net-SNMP agent?](#)

[Changing SNMP monitor values from String to Int to allow graphing](#)

[Common User Agent Strings](#)

[How to monitor a VPN or WAN link](#)

[Net-SNMP Metrics](#)

[Agentcmd redirect log info to logfile rather than standard out](#)

[Creating Custom Alert Scripts in Uptime Infrastructure Monitor Alert Profiles](#)

[Custom Alert Format Variables](#)

[Expanding Uptime Infrastructure Monitor's Capabilities with Plugin Monitors](#)

[How to get custom script retained data values](#)

[Using Scriptomatic to create custom monitors](#)

[Working with Custom Alert Formats](#)