

# Set Monitoring Preferences

This page contains instructions on how to customize system monitoring options.

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## Overview

To set and customize monitoring preferences, go to **Unified Communications** in the side menu and click on the [Zero Priority](#) icon, under the **Settings Area** area.

Open the **Monitoring** tab in the side menu and set your preferences following the recommendations below.

Please note that VoipNow will not attempt to restart a server that is down unless the corresponding checkbox was selected. The maximum number of restarts per day is 20. The administrator receives a notification email for each restart attempt.

## Customize role monitoring settings

To customize role monitoring settings, fill in the fieldsets below. Once you're done, click **OK** to save preferences. To return to the previous page without committing the changes, click **Cancel**.

Field	Description
<b>PBX Role monitoring</b>	Administrator is notified by email when this service is down. Asterisk service handles the PBX system. System cannot function without it.
<b>MySQL Role monitoring</b>	Administrator is notified by email when MySQL database is down. System cannot function without it.
<b>SIP Role monitoring</b>	Administrator is notified by email when Kamailio server is down.
<b>HubRing Distributed Database Role monitoring</b>	Administrator is notified by email when Caching server is down.
<b>Mail Role monitoring</b>	Administrator is notified by email when Postfix server is down.
<b>Web Management Interface Role monitoring</b>	Administrator is notified by email when the VoipNow interface is down.
<b>Infrastructure Controller Role monitoring</b>	Administrator is notified by email when Controller performs infrastructure changes.
<b>Elasticsearch monitoring</b>	Administrator is notified by email when the Elasticsearch server is down.
<b>S3Queue monitoring</b>	Administrator is notified by email when the S3Queue process is no longer running.
<b>Send monitoring alerts to email</b>	Email address where notifications related to various monitored roles will be sent.
<b>Allow system to send crash report to vendor</b>	If enabled, 4PSA will receive an automatic report with data on the infrastructure, the operating system, and the system status at the time of the crash.

## Set the diagnostic extension password (\*011)

To find out the state of these roles, call \*011 and enter the password set up here. The extension will play the values of the following parameters:

- The server load within the last 5 minutes.
- The existence of binary registered channels and binary calls in progress.
- The Asterisk uptime.
- The system uptime.
- The used memory and the free memory.

To set up the diagnostic extension password, fill in the fieldsets below. Once you're done, click **OK** to save preferences. To return to the previous page without committing the changes, click **Cancel**.

- **Password control:** Specify a password that protects the access to the diagnostic extension.
- **Confirm password control:** Confirm the password that protects the access to the diagnostic extension.

Related Topics

[Set Integration Preferences](#)

Diagnostic Extension