

How to monitor video conference platforms with PRTG



ABOUT THIS DOCUMENT

In the past few months, companies are relying more on video conferencing software than ever before to keep their business operations running. This means a strong dependency: if your video conferencing platform of choice is down, then your communications are down.

As with anything in your infrastructure, it's important to get notified when the video conferencing service you are using is down. This way, you can notify your users (before they start complaining to you), and switch to another service (if that's possible).

Using the REST Custom Sensor, template files, and some configuration, you can get PRTG Network Monitor to check that the video conference platform you use is up. This works for Zoom, GoToMeeting, Cisco Webex, RingCentral, and join.me. This document contains a step-by-step guide for monitoring each of those services. All the files you need (including template files) are included in the ZIP file you downloaded with this document.

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These guides are also available online:

- [How can I monitor Zoom with PRTG?](#)
- [How can I monitor GoToMeeting with PRTG?](#)
- [How can I monitor Cisco Webex with PRTG?](#)
- [How can I monitor RingCentral with PRTG?](#)
- [How can I monitor join.me with PRTG?](#)

Monitoring Zoom with PRTG

Optional: The .zip file also includes a device icon for your Zoom device. For more information on custom device icons, see [How can I add my own device icons for use in the PRTG web interface?](#)

Note: If necessary, (re)load the files by clicking the Go! button in the PRTG web interface under [Setup | System Administration | Administrative Tools](#), section [Load Lookups](#) and File Lists.

With PRTG, you can monitor Zoom out of the box with the REST Custom sensor. You can use the sensor to monitor the status of Zoom meetings and Zoom video webinars, for example. Among others, the sensor can show the following:

- Live streaming status
- Web client status
- Web portal status
- Zoom chat status
- Zoom meetings status

For an overview of all Zoom services and their status, see the [Zoom service status page](#).

Copy the files

Copy the following files from the .zip file you downloaded as described below:

- Copy the template file [zoom.status.template](#) into the [Custom Sensors\rest](#) subfolder of the PRTG program directory on the probe system that you will execute the file on.
- Copy the lookup file [zoom.status.ovl](#) into the [lookups\custom](#) subfolder of the PRTG program directory on the PRTG core server system.

Create a REST Custom sensor

- Create a device on the probe system that you will execute the file on. For [IPv4 Address/DNS Name](#), enter [status.zoom.us](#)
- Add a REST Custom sensor to the device
- In the sensor settings, set the following:
 - For [Sensor Name](#), enter a meaningful name such as [Zoom Status](#)
 - For [Request Protocol](#), select [HTTPS](#)
 - For [Certificate Acceptance](#), select [Accept all certificates](#)
 - For [REST Query](#) enter [/api/v2/components.json](#)
 - For [REST Configuration](#), select [zoom.status.template](#) from the dropdown list
 - For [Scanning Interval](#), select [10 minutes](#) from the dropdown list.

Note: To avoid overloading the API, we recommend that you do not use a shorter scanning interval.

REST Specific

Request Method [?] ☒ GET (default)
☐ POST

Request Protocol [?] ☐ HTTP (default)
☒ HTTPS

Certificate Acceptance [?] ☐ Accept trusted certificates only (default)
☒ Accept all certificates

Authentication Method [?] ☒ No authentication (default)
☐ Basic authentication
☐ Basic authentication with Windows credentials from parent device
☐ Token

HTTP Headers [?] ☒ Do not use custom HTTP headers
☐ Use custom HTTP headers

Timeout (Sec.) [?] 60

REST Query [?] /api/v2/components.json

REST Configuration [?] zoom.status.template

Proxy Settings for HTTP Sensors

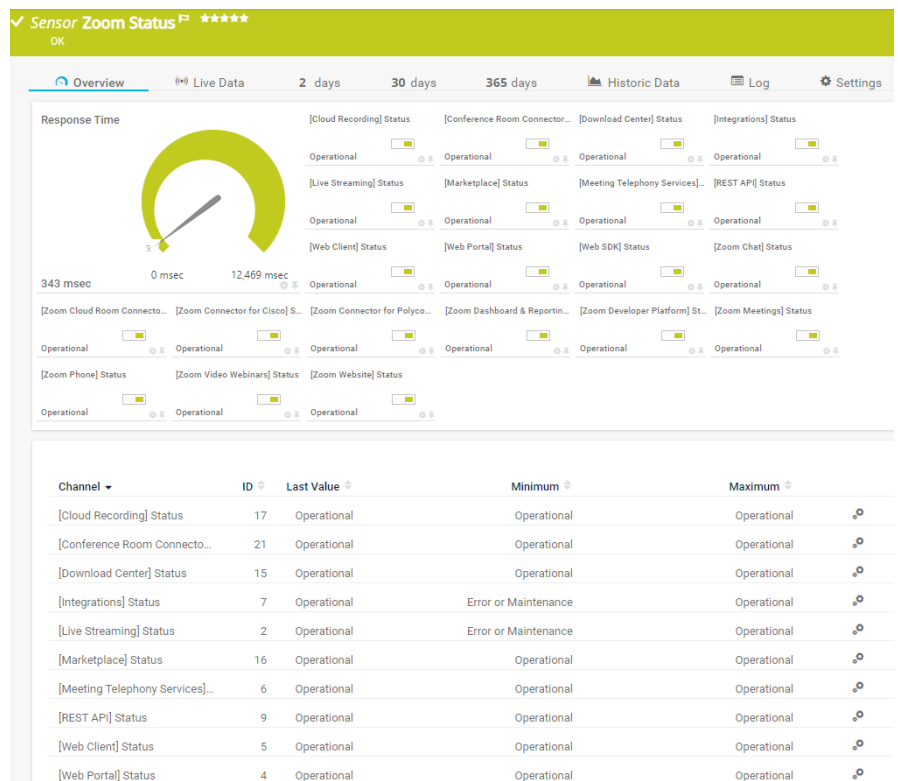
☒ inherit from (Name: <empty>, Port: 8080, User: <empty>)

Scanning Interval

☐ inherit from (Scanning Interval: 10 minutes, Set sensor to ...)

Scanning Interval [?] 10 minutes

- Click Create to save your settings and to create the sensor



You can now monitor the availability of your Zoom services.

Monitoring GoToMeeting with PRTG

Optional: The .zip file also includes a device icon for your Zoom device. For more information on custom device icons, see [How can I add my own device icons for use in the PRTG web interface?](#)

Note: If necessary, (re)load the files by clicking the Go! button in the PRTG web interface under [Setup | System Administration | Administrative Tools](#), section [Load Lookups and File Lists](#).

With PRTG, you can monitor the overall status of GoToMeeting, GoToWebinar, GoToTraining, and OpenVoice from LogMeIn out of the box with the REST Custom sensor. You can use this sensor to monitor the status of your meetings and webinars, for example. The sensor can show the following:

- GoToMeeting status
- GoToWebinar status
- GoToTraining status
- OpenVoice status

For an overview of all LogMeIn services and their status, see the LogMeIn service status page.

Copy the files

Copy the following files from the .zip file you downloaded as described below:

- Copy the template file [gotomeeting.status.template](#) into the [Custom Sensors\rest](#) subfolder of the PRTG program directory on the probe system that you will execute the file on
- Copy the lookup file [gotomeeting.status.ovl](#) into the [lookups\custom](#) subfolder of the PRTG program directory on the PRTG core server system

Create a REST Custom sensor

- Create a device on the probe system that you will execute the file on. For [IPv4 Address/DNS Name](#), enter [status.gotomeeting.com](#)
- Add a REST Custom sensor to the device
- In the sensor settings, set the following:
 - For [Sensor Name](#), enter a meaningful name such as [GoToMeeting Status](#)
 - For [Request Protocol](#), select [HTTPS](#)
 - For [Certificate Acceptance](#), select [Accept all certificates](#)
 - For [REST Query](#) enter [/api/v2/components.json](#)
 - For [REST Configuration](#), select [gotomeeting.status.template](#) from the dropdown list
 - For [Scanning Interval](#), select [10 minutes](#) from the dropdown list

Note: To avoid overloading the API, we recommend that you do not use a shorter scanning interval.

REST Specific

Request Method [?] ☒ GET (default)
☐ POST

Request Protocol [?] ☐ HTTP (default)
☒ HTTPS

Certificate Acceptance [?] ☐ Accept trusted certificates only (default)
☒ Accept all certificates

Authentication Method [?] ☒ No authentication (default)
☐ Basic authentication
☐ Basic authentication with Windows credentials from parent device
☐ Token

HTTP Headers [?] ☒ Do not use custom HTTP headers
☐ Use custom HTTP headers

Timeout (Sec.) [?] 60

REST Query [?] /api/v2/components.json

REST Configuration [?] zoom.status.template

Proxy Settings for HTTP Sensors

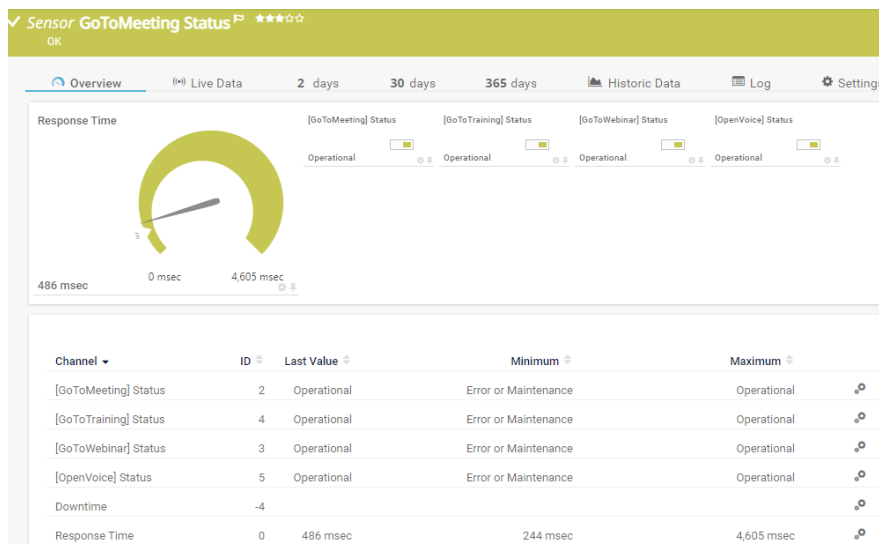
☒ inherit from Zoom [?] (Name: <empty>, Port: 8080, User: <empty>)

Scanning Interval

☐ inherit from Zoom [?] (Scanning Interval: 10 minutes, Set sensor to ...)

Scanning Interval [?] 10 minutes

- Click Create to save your settings and to create the sensor



You can now monitor the availability of your GoToMeeting services.

Monitoring Cisco Webex with PRTG

Note: If necessary, (re)load the files by clicking the Go! button in the PRTG web interface under [Setup | System Administration | Administrative Tools](#), section [Load Lookups and File Lists](#).

With PRTG, you can monitor Cisco Webex out of the box with the [REST Custom sensor](#). You can use this sensor to monitor the status of Webex meetings and Webex calling, for example. Among others, the sensor can show the following:

- Client calling and meetings status
- File sharing and viewing status
- Send and read messages status
- Video platform status
- Webex meetings status

For an overview of all Webex services and their status, see the [Webex service status page](#).

Copy the files

Copy the following files from the .zip file you downloaded as described below:

- Copy the template file [cisco.webex.status.template](#) into the [Custom Sensors\rest](#) subfolder of the PRTG program directory on the probe system that you will execute the file on
- Copy the lookup file [cisco.webex.status.ovl](#) into the [lookups\custom](#) subfolder of the PRTG program directory on the PRTG core server system

Create a REST Custom sensor

- Create a device on the probe system that you will execute the file on.
For [IPv4 Address/DNS Name](#), enter [service-status.webex.com](#)
- Optional: For [Device Icon](#), select the [Cisco](#) icon
- Add a REST Custom sensor to the device
- In the sensor settings, set the following:
 - For [Sensor Name](#), enter a meaningful name such as [Cisco Webex Status](#)
 - For [Request Protocol](#), select [HTTPS](#)
 - For [Certificate Acceptance](#), select [Accept all certificates](#)
 - For [REST Query](#) enter [/customer/dashServices/891](#)
 - For [REST Configuration](#), select [cisco.webex.status.template](#) from the dropdown list.
 - For [Scanning Interval](#), select [10 minutes](#) from the dropdown list

Note: To avoid overloading the API, we recommend that you do not use a shorter scanning interval.

REST Specific

Request Method [?] ☒ GET (default)
☐ POST

Request Protocol [?] ☐ HTTP (default)
☒ HTTPS

Certificate Acceptance [?] ☐ Accept trusted certificates only (default)
☒ Accept all certificates

Authentication Method [?] ☒ No authentication (default)
☐ Basic authentication
☐ Basic authentication with Windows credentials from parent device
☐ Token

HTTP Headers [?] ☒ Do not use custom HTTP headers
☐ Use custom HTTP headers

Timeout (Sec.) [?] 60

REST Query [?] /api/v2/components.json

REST Configuration [?] zoom.status.template

Proxy Settings for HTTP Sensors

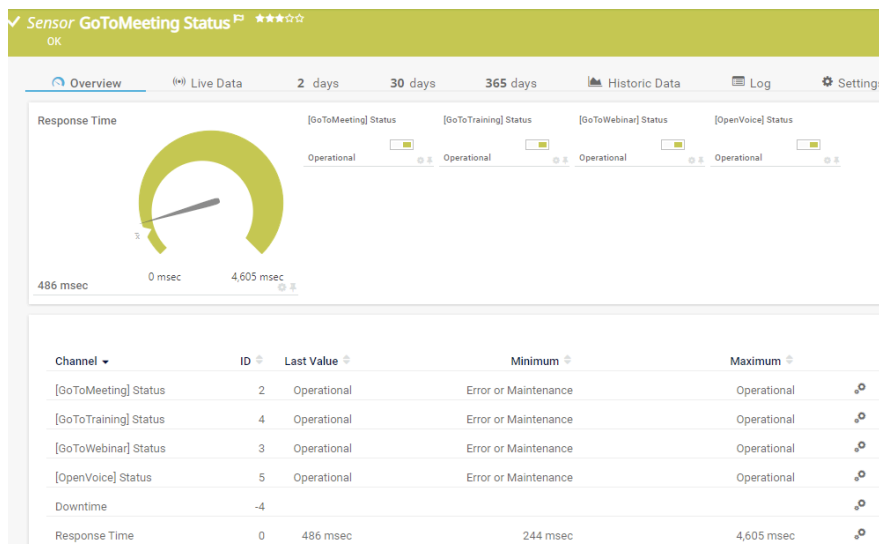
☒ inherit from Zoom [?] (Name: <empty>, Port: 8080, User: <empty>)

Scanning Interval

☐ inherit from Zoom [?] (Scanning Interval: 10 minutes, Set sensor to ...)

Scanning Interval [?] 10 minutes

- Click Create to save your settings and to create the sensor



You can now monitor the availability of your Cisco Webex services.

Monitoring RingCentral with PRTG

Note: For an overview of all RingCentral services and their status, see the RingCentral service status page.

Optional: The .zip file also includes a device icon for your Zoom device. For more information on custom device icons, see [How can I add my own device icons for use in the PRTG web interface?](#)

Note: If necessary, (re)load the files by clicking the Go! button in the PRTG web interface under [Setup | System Administration | Administrative Tools](#), section [Load Lookups and File Lists](#).

With PRTG, you can monitor RingCentral out of the box with the REST Custom sensor. You can use this sensor to monitor the status of RingCentral calling and meetings, for example. Among others, the sensor can show the following:

- Calling inbound/outbound status
- Engage voice status
- Meetings status
- Phones status
- Service portal status

For an overview of all RingCentral services and their status, see the RingCentral service status page.

Copy the files

Copy the following files from the .zip file you downloaded as described below:

- Copy the template file [ringcentral.status.template](#) into the [Custom Sensors\rest](#) subfolder of the PRTG program directory on the probe system that you will execute the file on
- Copy the lookup file [ringcentral.status.ovl](#) into the [lookups\custom](#) subfolder of the PRTG program directory on the PRTG core server system

Create a REST Custom sensor

- Create a device on the probe system that you will execute the file on. For [IPv4 Address/DNS Name](#), enter [status.ringcentral.com](#)
- Add a REST Custom sensor to the device
- In the sensor settings, enter the following:
 - For [Sensor Name](#), enter a meaningful name such as RingCentral Status Americas
 - For [Request Protocol](#), select [HTTPS](#)
 - For [Certificate Acceptance](#), select [Accept all certificates](#)
 - For [REST Query](#) enter [/status.json](#)
 - For [REST Configuration](#), select [ringcentral.status.template](#) from the dropdown list
 - For [Scanning Interval](#), select [10 minutes](#) from the dropdown list

Note: To avoid overloading the API, we recommend that you do not use a shorter scanning interval.

REST Specific

Request Method [?] ☒ GET (default)
☐ POST

Request Protocol [?] ☐ HTTP (default)
☒ HTTPS

Certificate Acceptance [?] ☐ Accept trusted certificates only (default)
☒ Accept all certificates

Authentication Method [?] ☒ No authentication (default)
☐ Basic authentication
☐ Basic authentication with Windows credentials from parent device
☐ Token

HTTP Headers [?] ☒ Do not use custom HTTP headers
☐ Use custom HTTP headers

Timeout (Sec.) [?] 60

REST Query [?] /api/v2/components.json

REST Configuration [?] zoom.status.template

Proxy Settings for HTTP Sensors

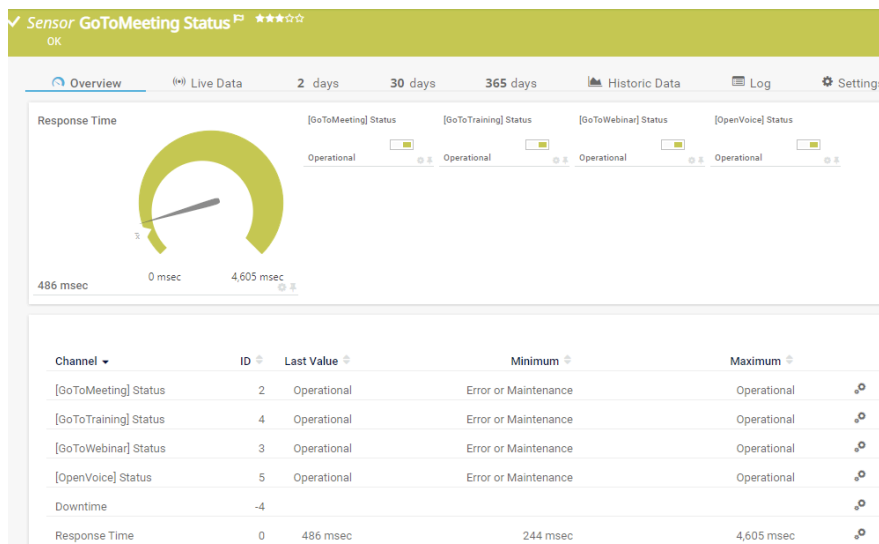
☒ inherit from Zoom [?] (Name: <empty>, Port: 8080, User: <empty>)

Scanning Interval

☐ inherit from Zoom [?] (Scanning Interval: 10 minutes, Set sensor to ...)

Scanning Interval [?] 10 minutes

- Click Create to save your settings and to create the sensor



You can now monitor the availability of your RingCentral Americas services.

Monitoring join.me with PRTG

Optional: The .zip file also includes a device icon for your Zoom device. For more information on custom device icons, see [How can I add my own device icons for use in the PRTG web interface?](#)

Note: If necessary, (re)load the files by clicking the Go! button in the PRTG web interface under [Setup | System Administration | Administrative Tools](#), section [Load Lookups and File Lists](#).

With PRTG, you can monitor join.me out of the box with the REST Custom sensor. You can use this sensor to monitor the status of join.me calling and meetings, for example. The sensor can show the following:

- Overall join.me status

For more information on the status of the join.me service, see the join.me service status page.

Copy the files

Copy the following files from the .zip file you downloaded as described below:

- Copy the template file [join.me.status.template](#) into the [Custom Sensors\rest](#) subfolder of the PRTG program directory on the probe system that you will execute the file on
- Copy the lookup file [join.me.status.ovl](#) into the [lookups\custom](#) subfolder of the PRTG program directory on the PRTG core server system

Create a REST Custom sensor

- Create a device on the probe system that you will execute the file on. For [IPv4 Address/DNS Name](#), enter [status.join.me](#)
- Add a REST Custom sensor to the device
- In the sensor settings, enter the following:
 - For [Sensor Name](#), enter a meaningful name such as GoToMeeting Status
 - For [Request Protocol](#), select [HTTPS](#)
 - For [Certificate Acceptance](#), select [Accept all certificates](#)
 - For [REST Query](#) enter [/api/v2/components.json](#)
 - For [REST Configuration](#), select [join.me.status.template](#) from the dropdown list
 - For [Scanning Interval](#), select [10 minutes](#) from the dropdown list

Note: To avoid overloading the API, we recommend that you do not use a shorter scanning interval.

REST Specific

Request Method [?] ☒ GET (default)
☐ POST

Request Protocol [?] ☐ HTTP (default)
☒ HTTPS

Certificate Acceptance [?] ☐ Accept trusted certificates only (default)
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Proxy Settings for HTTP Sensors

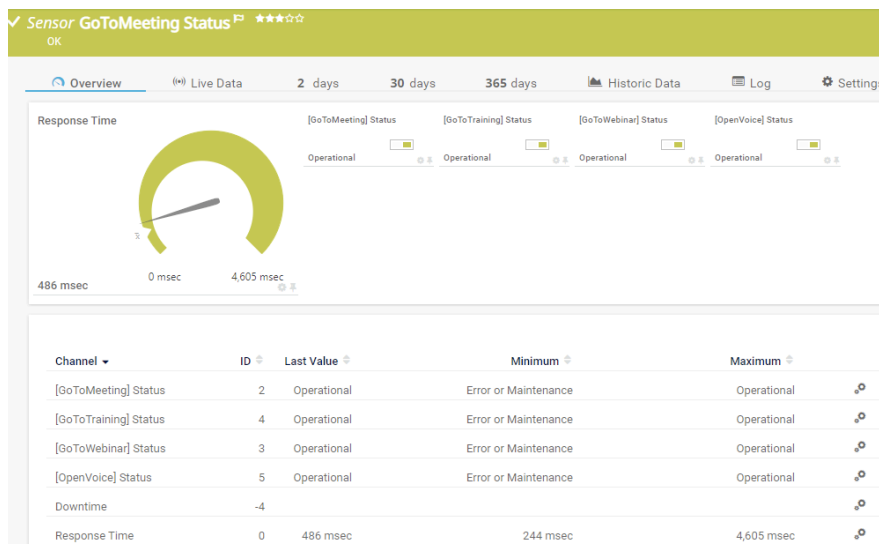
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Scanning Interval

☐ inherit from Zoom [?] (Scanning Interval: 10 minutes, Set sensor to ...)

Scanning Interval [?] 10 minutes

- Click Create to save your settings and to create the sensor



You can now monitor the availability of your join.me services.

WE ARE PAESSLER

In 1997 Paessler revolutionized IT monitoring with the introduction of PRTG Network Monitor. Today over 200,000 IT administrators, in more than 170 countries, rely on PRTG to monitor their business-critical systems, devices and network infrastructures. PRTG monitors the entire IT infrastructure 24/7 and helps IT professionals to seamlessly solve problems before they impact users. Our mission is to empower technical teams to manage their infrastructure, ensuring maximum productivity. We build lasting partnerships and integrative, holistic solutions to achieve this. Thinking beyond IT networks, Paessler is actively developing solutions to support digital transformation strategies and the Internet of Things.