



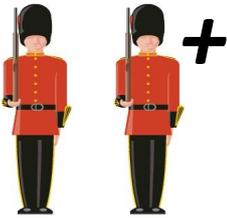
# Getting Started with Sentry-go server monitoring

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<http://www.Sentry-go.com>

*Be Proactive, Not Reactive!*

Sentry-go is a family of quick & easy to use monitoring solutions for the Windows platform, allowing you to monitor what you want, when you want! Used by customers worldwide for over 10 years, its proven technology and flexibility allow you to install it within different environments in a way that's determined by your specific needs.

## Choose the solution that's right for you



First of all, select the most appropriate Sentry-go monitor to meet your needs. This might be a Quick Monitor if you're monitoring a specific environment such as SQL Server or an IIS Web server etc. or Sentry-go Plus! if you wish to create your own combination of monitoring components.

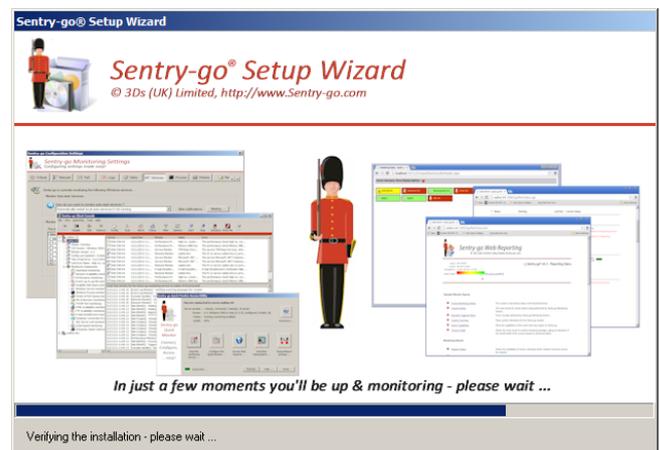
Don't worry too much, you can always add new monitoring functionality to any of these later on.

## Installation

To maintain optimum efficiency and remove single points of failure, Sentry-go server monitors are installed & run locally. Only where access to the network is needed is it used.

We realise Setups can be complex and so we've the Setup Wizard to guide you through it, quickly and easily. The Wizard will configure base settings, optionally get you monitoring with "up front" monitoring options and set up the security you choose.

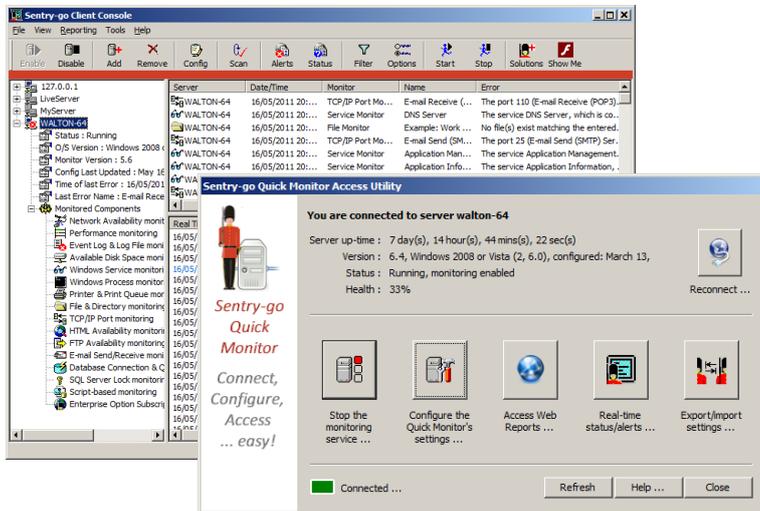
Once you've installed the monitor, most other aspects can be configured either locally or remotely. This includes other settings, access to monitoring information and even remote updating to later versions!



## Client tools

There are a number of ways you can interact with Sentry-go. The monitor itself runs silently, generating alerts & status information as appropriate. In addition you can ...

- Access it through Sentry-go client tools, either locally or remotely.
- Access monitored information through your web browser.
- Log details for access through 3<sup>rd</sup> party applications such as Microsoft Excel.
- Centralise monitoring information through Enterprise Reporting.



Client tools provide both real-time and retrospective access to monitored information and alerts.

They can be installed on any number of PCs and desktops, allowing for example, you & your Administrators, helpdesk staff, DBAs etc. to have access to the information they need.

Client tools are automatically installed alongside the server software and you can additionally install them on your desktops. Simply run the Setup Wizard and choose the option to install the Sentry-go client tools only.

## Configure monitoring checks

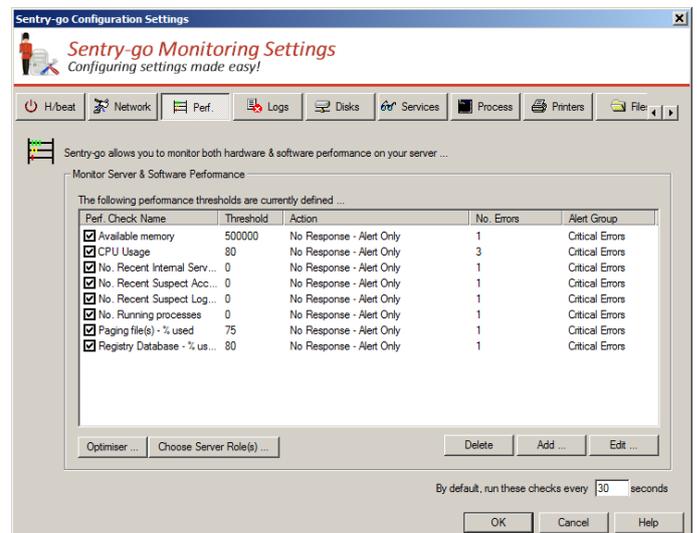
Although the Setup Wizard will have configured default and “up front” values, you’ll probably want to see which settings are being used and specify new ones to meet your needs. You can do this easily through the above client tools, again locally or remotely.

*You can easily copy all or some configuration settings between monitors. For speed, we recommend setting up one server and using its options as the basis for others.*

When you configure a monitor, the available options are presented in an easy to use button bar displayed at the top of the window. Simply select the area you wish to configure to see the appropriate settings.

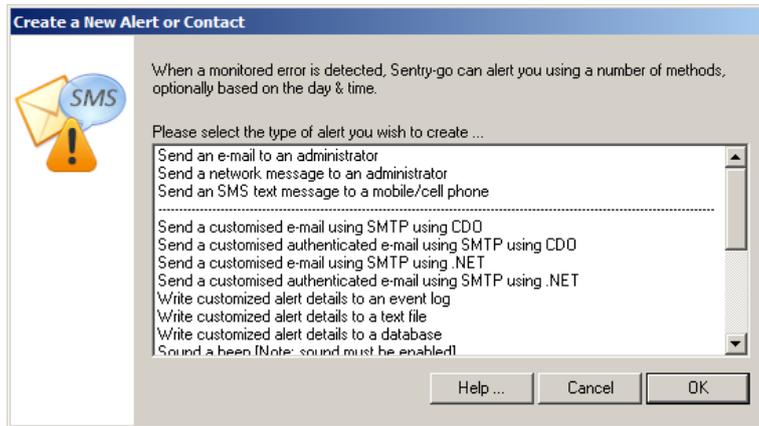
From here you can add or remove checks or edit existing ones as well as specify when they should be run and who should be notified if they fail. Wizards are also available to help you quickly set up more standard tasks – e.g. to configure performance monitoring based on your server’s primary roles.

When complete, simply save the settings. The monitor will automatically reconfigure itself to pick up the new values as needed.



## Alerting & logging

In addition to configuring the monitoring checks themselves, you'll most likely want to be informed if any of these fail.



Sentry-go can alert you in a number of ways, based on your needs, the methods available to you and the time of day etc.

For example it can send you e-mail, an SMS/text message or a direct network message. In addition, it can call 3<sup>rd</sup> party applications or run your own scripted alerting solution.

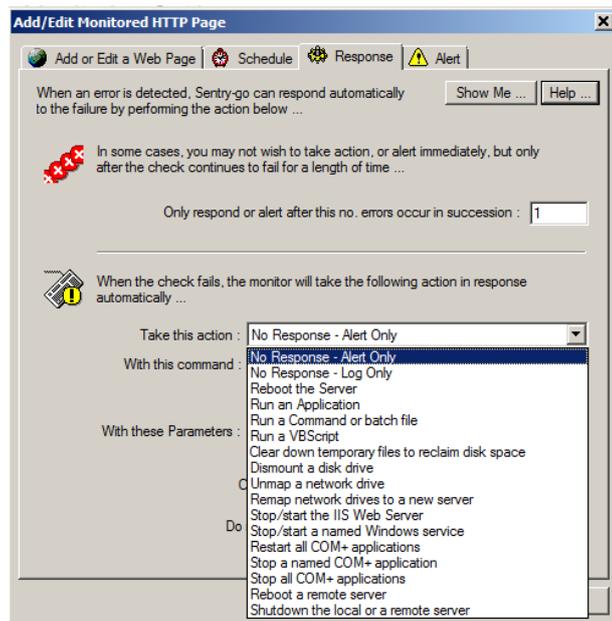
For larger installations, alerts can be assigned to groups to ensure the correct people automatically receive details. Alternatively, you can simply notify a contact directly when configuring the check.

Alerting options can also be fine tuned, for example you can optionally determine how many errors must occur in succession before an alert is triggered (e.g. for higher than expected CPU usage) as well as how many times it is triggered etc.

Alerts can also be logged to a text file, event log or database for further analysis, or fed automatically to the Enterprise Reporting database.

## Automatic responses

In addition to the triggering of alerts, “automatic responses” are also fully supported. Unlike an alert, which notifies you of a fault, an auto-response is an action the monitor will take automatically in response to the failure, in an attempt to correct it without the need for manual intervention.



Typically this is the action an Administrator would initially perform after receiving an alert, for example ...

- Restart a failed service
- Delete a print job that's too large
- Terminate a blocking SQL connection
- Terminate a forbidden process that's running
- Clear down temporary files to conserve disk space.

The success or failure of an auto-response can also trigger an alert, so that Administrators are informed of the action taken and its effectiveness.

## That's it, you're monitoring!

Everything is now in place to monitor your server. If you have other servers to configure, the client tools allow you to export/import settings or synchronise them across the network. As we have seen, status, alert & other monitoring information is available to you in both real-time through the client tools.

In addition, Sentry-go server monitors also come with a fully integrated web server, serving dedicated monitoring reports to your browser. Each monitor has its own home page and from here you can access all other available reports.

The screenshot displays two overlapping browser windows from the Sentry-go Monitoring System v6 Web Reporting interface.

The top window, titled "WALTON-64 - Sentry-go Monitoring Service - v5.6 - Reporting Menu", shows the main dashboard. It includes a navigation menu with "Home", "Alerts", "Status", "Activity", and "Logout". The system health is indicated as "40% check success".

The bottom window, titled "WALTON-64 - Sentry-go Monitoring Service - Performance Trend Analysis", displays a detailed report for CPU usage. The report title is "Performance Trend Analysis (Check CPU Usage (> 80 %) from D:\ProgramData\Sentry-go Monitoring System\Logs\PerfData.csv)".

The report includes a summary table for the entire file (cache):

Min Value:	Average Value:	Max Value:
10	35	90

Below the summary is a table showing the actual CPU usage values over time, with a threshold of 80%:

Date/Time	0	80 (Threshold)	90	Actual Value
16/05/2011 20:37:57				47
16/05/2011 20:37:59				28
16/05/2011 20:38:00				37
16/05/2011 20:38:02				31
16/05/2011 20:38:03				35
16/05/2011 20:38:04				39
16/05/2011 20:38:05				28
16/05/2011 20:38:06				29
16/05/2011 20:38:08				49
16/05/2011 20:38:09				44

Some reports are standard ...

- Current status
- Recent alerts
- System Summary

Whereas others are dependent on the monitoring being performed ...

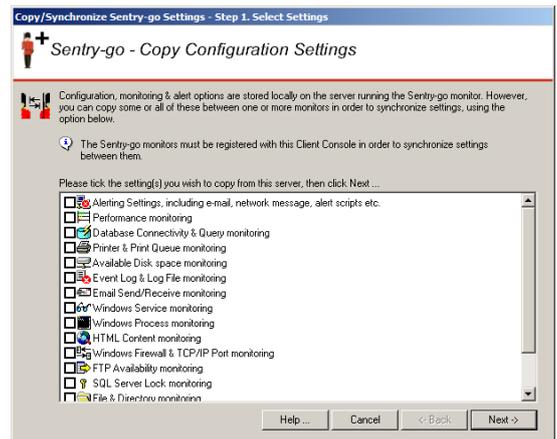
- SQL Server Activity
- Printer Status
- File access summary
- Windows service & process control

## Adding monitors & options

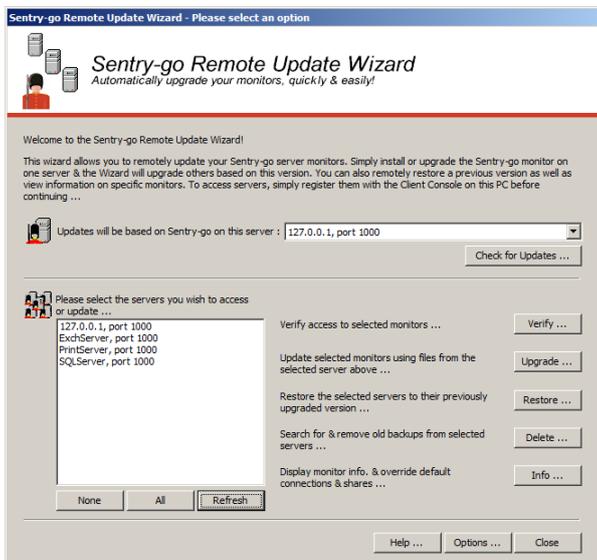
As you install new monitors on your other servers, you may wish to copy parts of the configuration & alerts you've already defined.

You can do this either by exporting settings to a file and importing them back to the new monitor or synchronising them across multiple monitors via the network.

We also realise that with time your server's role's may change and therefore so must your monitoring. With Sentry-go this is no problem – simply add a new licence key to activate additional functionality within the monitor.



## Remotely updating your monitors



Although the Sentry-go monitor runs locally to achieve best performance, we have also seen how you can access them remotely from your desktop or web browser.

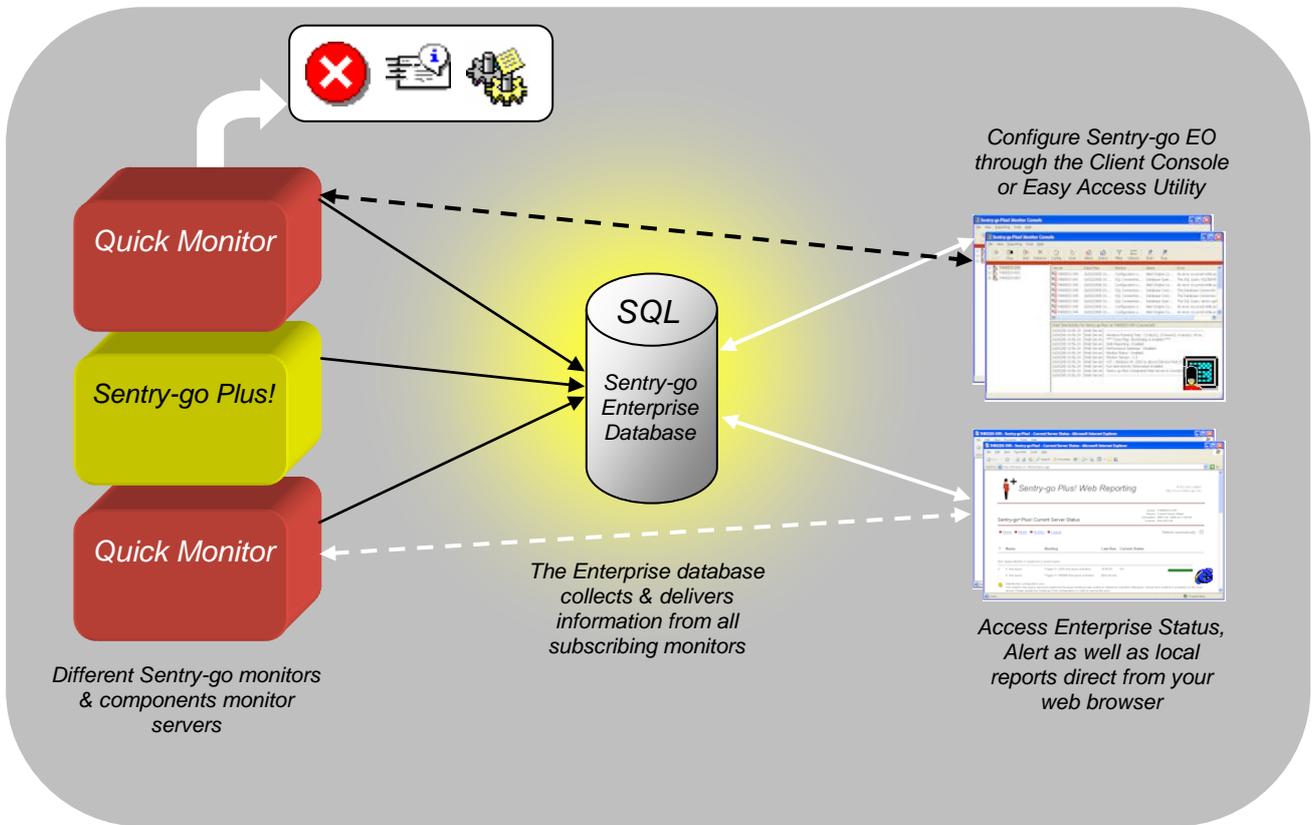
With the Remote Update Wizard, the same applies when you want to perform an update.

To update your server monitors to a newer version, simply upgrade one of your monitors using the Setup Wizard, then run the Wizard to apply the same changes to all the others.

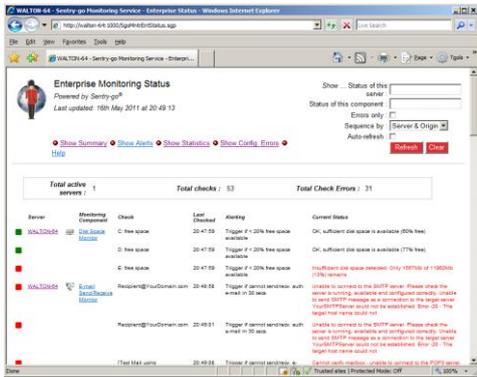
## Enterprise view

Although Sentry-go has been designed from the ground up to maximise efficiency by running locally, we realise there are times, particularly in larger environments where you wish to see a more global or “enterprise” view of your environment – e.g. accessing status information for all monitors on a single report.

Sentry-go Enterprise Reporting is an optional, self-contained system which uses a central SQL Server database to collect & collate monitored information from around the Sentry-go environment, totally automatically. It can be purchased & used in conjunction with Quick Monitors or Sentry-go Plus! monitoring components and requires no additional hardware or software above the SQL Server database itself.



Sentry-go Enterprise Option



Monitors continue to work as before and can be accessed in the normal way. However, when enabled, monitoring information is automatically fed by individual monitors to the central database.

These monitors can then additionally provide access to other reports that show combined status & monitoring information.



For enhanced reporting and dashboards, you can take Enterprise Reporting a stage further with Enterprise/ASPX.

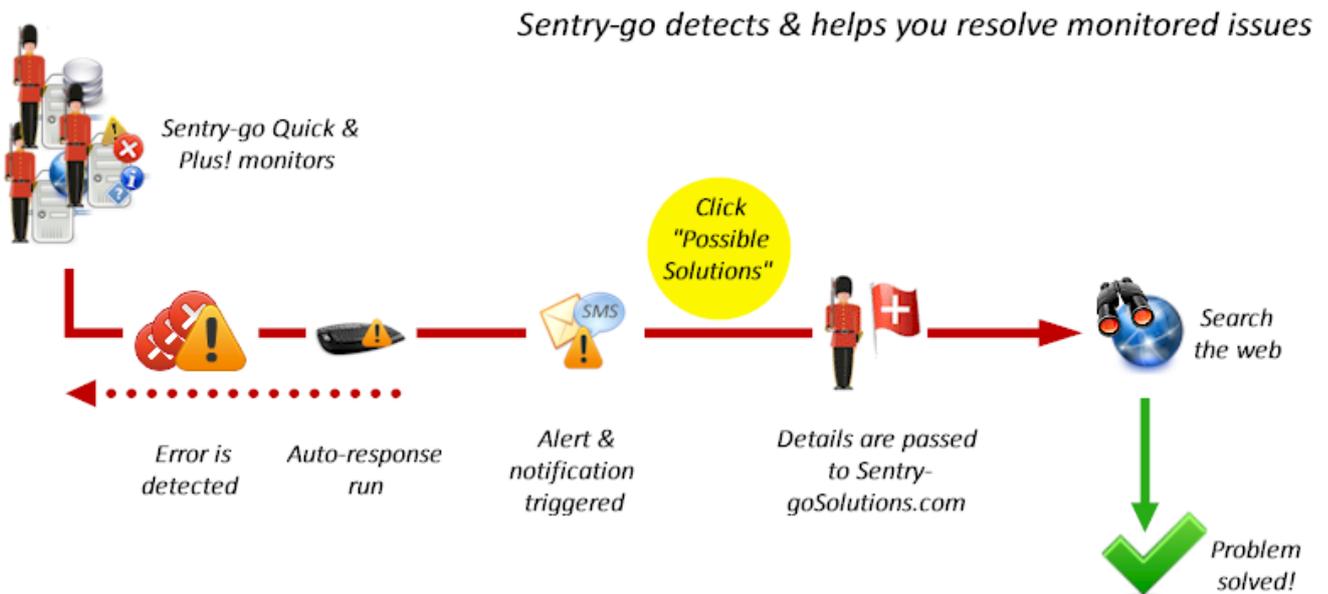
This is a free add-on for IIS which provides additional reports that are often easier to access externally using your existing IIS web server. It is ideally suited for team-based “big screen” operations where you wish to see the status of servers or checks at a glance.

## Help is at hand

The web is a wealth of technical information, as long as you know where to look!

It may be the first time you've seen or encountered a particular error message, but it probably isn't the first time it's appeared. In many cases, there will be a fix, update or workaround that others have already used; at other times, getting more information can point you in the right direction as to the possible cause of the fault and its ultimate solution.

With Sentry-go, help is at hand here too!



Sentry-go Solutions uses accurate details of the error, captured by Sentry-go monitoring software to find solutions on-line. When accessed from within the monitoring software, these details are passed automatically to the site which then uses them to perform the search. With it you can ...

- Access more information on a particular alert or warning raised by a Sentry-go Quick or Plus! monitor
- Read more on common problems, what they mean and how you can avoid them
- Help understand, diagnose & troubleshoot the cause of a specific problem using the captured information
- Find out how to resolve the problem and prevent it from occurring again
- See what the vendor says and understand how to stop it being repeated
- See how others have resolved the same issue

*By incorporating the Sentry-go Solutions web site into your support network, Sentry-go can not only monitor, detect faults & automatically respond to known issues, it can help you resolve them as well!*

## More information, help & support

More information on the Sentry-go monitoring software range is available.

- For more information on a particular monitor type or component, please refer to the appropriate document, available on-line at <http://www.Sentry-go.com/papers.aspx>.
- See our YouTube channel at <http://www.Sentry-go.com/sentry-go-viewer-home.aspx>.
- For the very latest information & product updates, please visit <http://www.Sentry-go.com>.
- For sales advice, please e-mail [Sales@Sentry-go.com](mailto:Sales@Sentry-go.com).
- For technical support, please e-mail [Support@Sentry-go.com](mailto:Support@Sentry-go.com).



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