



Configuring Printer & Print Queue Monitoring

With Sentry-go Quick & Plus! monitors

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

Be Proactive, Not Reactive!

One of the key tasks of any Windows Print server is the ability to queue and print documents submitted by local & remote users. Printing is often one of the most common problems handled by helpdesks & second-line support staff. A failed job, printer jam, or simply a huge document can hold everyone else for hours as the queue continues to grow behind them.

With Sentry-go, you can easily monitor the both local printers and print queues. For example, it can check for ...

- Printer errors
- Paper jams
- Out of paper
- Printer paused or offline
- Insufficient memory
- High queue lengths
- Excessively large documents being submitted



Due to the way Windows interacts with an external printer/driver, the status of a printer can only be determined when the spooler is actually sending one or more files to be printed - as this is the only time status information is available. Because of this, there may be a delay in reporting error conditions until a job is sent to the printer.

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System requirements

This component is fully compatible with both Sentry-go Quick Monitors v6 and above, and Sentry-go Plus! v6 monitors and above.

Recommended monitoring settings

It is recommended that your primary print queues are checked for ...

- Printer errors
- Printer paused or offline
- High queue lengths
- Excessively large documents being submitted

Optionally you may wish to check other parameters too, if, for example, you look after the printers in terms of printer jams and out of paper etc.

Monitoring printer & print queues

To set up monitoring, configure the appropriate monitor and select the "Printers" tab.

The screenshot shows the 'Sentry-go Configuration Settings' window with the 'Printers' tab selected. The window title is 'Sentry-go Configuration Settings' and the subtitle is 'Sentry-go Monitoring Settings Configuring settings made easy!'. The 'Printers' tab is active, showing a list of currently defined printers and queues. The list has columns for Printer, Threshold, Check, Action, No. Errors, and Alert Group. The 'Send To OneNote 2010' printer is selected. Below the list are buttons for 'Wizard ...', 'Delete', 'Add ...', and 'Edit ...'. At the bottom, there are two input fields: 'Wait this no. seconds after print action run : 10' and 'The status of printers should be checked every 5 seconds'. The 'OK', 'Cancel', and 'Help' buttons are at the bottom right.

Printer	Threshold	Check	Action	No. Errors	Alert Group
<input checked="" type="checkbox"/> Fax	0	Check for Error ...	No Response - Alert Only	1	Critical Errors
<input checked="" type="checkbox"/> Fax	0	Check if Printer ...	No Response - Alert Only	1	Critical Errors
<input checked="" type="checkbox"/> Microsoft XPS Document W...	0	Check for Error ...	No Response - Alert Only	1	Critical Errors
<input checked="" type="checkbox"/> Microsoft XPS Document W...	0	Check if Printer ...	No Response - Alert Only	1	Critical Errors
<input checked="" type="checkbox"/> Microsoft XPS Document W...	10	Check Print Que...	No Response - Alert Only	1	Critical Errors
<input checked="" type="checkbox"/> Send To OneNote 2010	10	Check Print Que...	No Response - Alert Only	1	Critical Errors

In addition to the standard Add, Edit, Delete buttons, the following options are available on this window.

Wizard ...


If you are configuring the local monitor, click this button to pre-load standard printer checks for local printers. The Printer Setup Wizard will be launched.

- ⚠ The Wizard will overwrite any unsaved changes made to the current configuration. Before running it, ensure you save any existing configuration changes already made.

Changes made by the Wizard will be saved automatically upon completion. You can then further edit these options as described below.


The wizard allows you to quickly define a number of monitoring options ...

Sentry-go Printer Monitor Wizard - Please select monitoring options

 **Sentry-go®
Printer Monitor Wizard**

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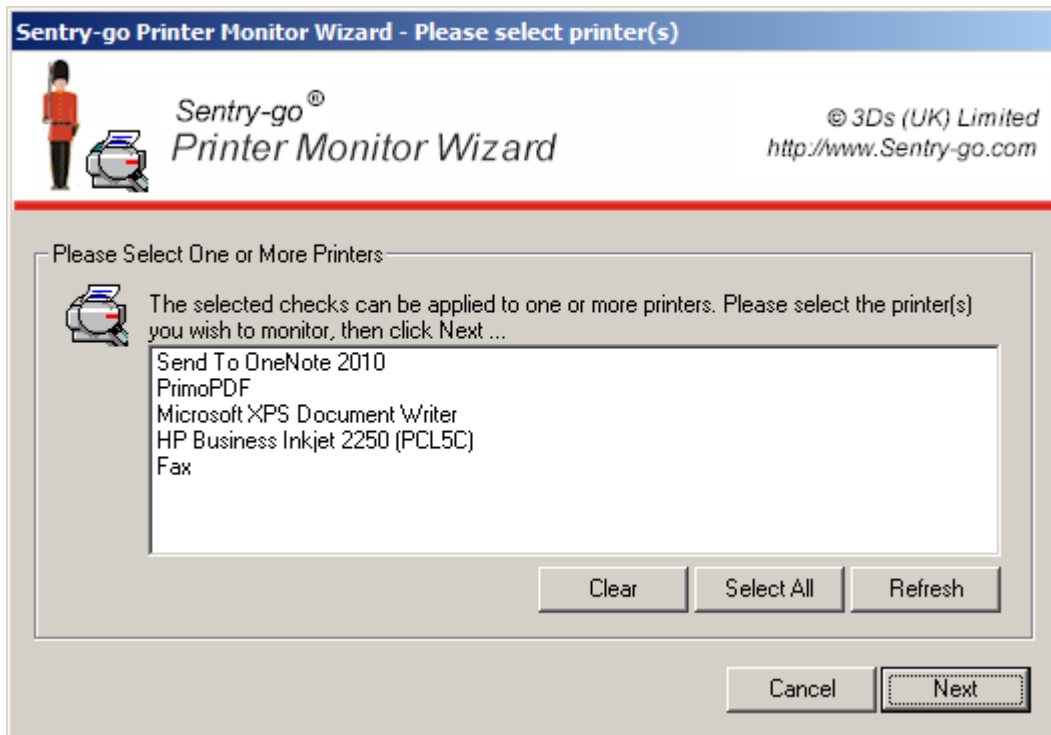
Please select the monitoring checks you wish to perform against one or more printers or print queues on the server ...

 You will be able to select the printers/print queues to monitor in the next step.

- Check for error conditions on the printer
- Check that the printer is not paused
- Check that the printer is not offline
- Check the print queue length does not exceed ... documents
- Check for the printing of documents over ... Kb in size
- Check for the printing of documents over ... pages in length

Cancel Next

These can then be applied to one or more prints & further customised ...




For more information please see the “Sentry-go Printer Monitor Wizard” guide.


Wait this no. seconds after print action run

This value determines how long the monitor will wait before re-checking the printer after a printer-related action was initiated.

The status of printers should be checked every (secs)

This value specifies how often, in minutes, Sentry-go should perform the checks listed.

 Due to the way Windows interacts with an external printer/driver, the status of a printer can only be determined when the spooler is actually sending one or more files to be printed - as this is the only time status information is available. Because of this, there may be a delay in reporting error conditions until a job is sent to the printer.

 Shadow events may also be used to monitor processes. See the “Sentry-go Shadow Events” guide for more information.

Configuring printer & print queue monitoring

To monitor a new printer, print queue, to add another check to an existing printer, or edit an existing one, select the Add or Edit option from the main window.

Add/Edit Monitored Printer

Edit Printer | Response | Alert

Please define the printer or print queue you wish to monitor & the monitoring check that should be performed ...

Which printer or print queue would you like to monitor ?

Please select a printer :
Fax
HP Business Inkjet 2250 (PCL5C)
Microsoft XPS Document Writer
PrimoPDF
Ricoh Aficio 1015 PCL
Send To OneNote 2010

Or enter it's name : Microsoft XPS Document Writer

Test ...

Please define the monitoring check you wish to perform on this printer ...

Trigger an alert if : An Error Condition is detected

Trigger an alert when the current value is greater than : 0

Notify document's owner when action is taken for a print job :

Also include documents that are paused in the print queue :

OK Cancel Help

From here you can define which printer/print queue is to be monitored and the check that is to be performed.

Please select a printer / Or enter the printer name

This list shows all locally defined printers on the server. Simply select the printer or queue you wish to define monitoring for here. Alternatively, enter the name of the printer in the field below.


Testing access to the Printer or Print Queue


To ensure the printer is accessible to the Sentry-go monitoring service, click the “Test” button. This allows you to verify access to the printer or print queue from the monitor itself by loading the configuration web report, showing the appropriate test results. No alerts will be triggered by performing this test.

The printer’s status & queue length is also shown in the resulting report.

Please select the check you wish to perform

Simply select the check you wish to perform against the select printer or print queue.

 Not all printers or drivers support all status values. The ability to monitor the conditions below is dependent on the driver returning the appropriate results & status.

 Due to the way Windows interacts with an external printer/driver, the status of a printer can only be determined when the spooler is actually sending one or more files to be printed - as this is the only time status information is available. Because of this, there may be a delay in reporting error conditions until a job is sent to the printer.

You can select from one of the following options ...

- **An Error Condition is detected.**

Select this option to be alerted to errors reported by the printer or print queue - e.g. paper jam, low or no ink, low or no paper, manual intervention required etc.

 Any error condition returned by the printer will trigger this alert – see also below.

- **An Essential Error Condition is detected.**

Select this option to be alerted to serious errors reported by the printer or print queue – these are typically errors that have stopped the printer from working such as a paper jam, no paper etc.

- **The Printer is Paused.**

Select this option to be alerted when the printer's status is paused.

- **The Printer is Offline.**

Select this option to be alerted when the printer is off-line.

- **The Printer is Online.**

Select this option to be alerted when the printer is on-line.

- **The Printer is Out of Paper.**

Select this option to be alerted when the printer is reporting that it is out of paper.

- **The Printer is Low on, or Out of Toner/Ink.**

Select this option to be alerted when the printer is reporting that it is either low on, or out of toner or ink.

- **The Print Queue Length exceeds a given value.**

Select this option to be alerted in the event the printer's queue length exceeds the threshold set. This can be used to highlight high wait times for the printer, a sudden large number of prints being submitted or other problems preventing documents from being printed.

The threshold entered below is the queue length you wish to monitor for.

- **A Documents Size (Kb) exceeds a given value.**

Select this option to allow Sentry-go to monitor individual documents being spooled and/or printed. With this test, you can be alerted when documents that are larger than a given size are submitted to be printed, and optionally react accordingly - e.g. pause the job, delete it etc.

The value entered below is the maximum allowable size of a document queued (in Kb). If a larger document is submitted, an alert will be triggered.

- **A Documents Page Count exceeds a given value.**

Select this option to allow Sentry-go to monitor individual documents being spooled and/or printed - in particular, documents larger than a specified number of pages that are queued. When such a document is detected, Sentry-go can either alert you or take configured action automatically - e.g. pause the job, delete it etc.

The value entered below is the maximum allowable size of a document queued (in terms of total pages). If a larger document is submitted, an alert will be triggered.

Trigger an alert if the actual value is greater than

This value is used to specify the threshold or limit for the test being performed e.g. the size of document, the length of the print queue etc.

Also notify the document's owner

When applicable, select this option to send a network message to the print document's owner (their user ID) in the event its status is changed by the monitor. For example, if the document is paused or deleted due because it is too large etc.



Note that the user notified is the user who registered to be informed of print completion - which is not necessarily the user who submitted the document.

Also include documents that are paused in the queue

By default, documents that are paused in the print queue will not be checked. Select this option to perform the associated check against paused documents as well as normal queued ones.

Temporarily ignoring a configured check

In some cases, you may wish to exclude a check from monitoring without removing it permanently. To do this, simply remove the “tick” or check against the entry you wish to ignore in the main list.

Configuring an automatic response

In the event an error is detected, Sentry-go can be configured to optionally respond automatically - i.e. to take action itself.

To configure this, select entry from the list and click Edit. On the resulting window, select the “Response” tab.



For more information on the options available as well as details on how to configure automatic responses, please see the “Configuring Automatic Responses” guide.

Configuring an alert

In the event an error is detected and either no automatic response is defined or the response doesn't resolve the fault, an alert will be triggered. Depending on the monitor's general settings, you can either notify one or more contacts individually, or specify the alert group you wish to inform.

To configure these options, select the entry from the list and click Edit. On the resulting window, select the “Alert” tab.



For more information, please see the “Configuring Sentry-go Alerts” guide.

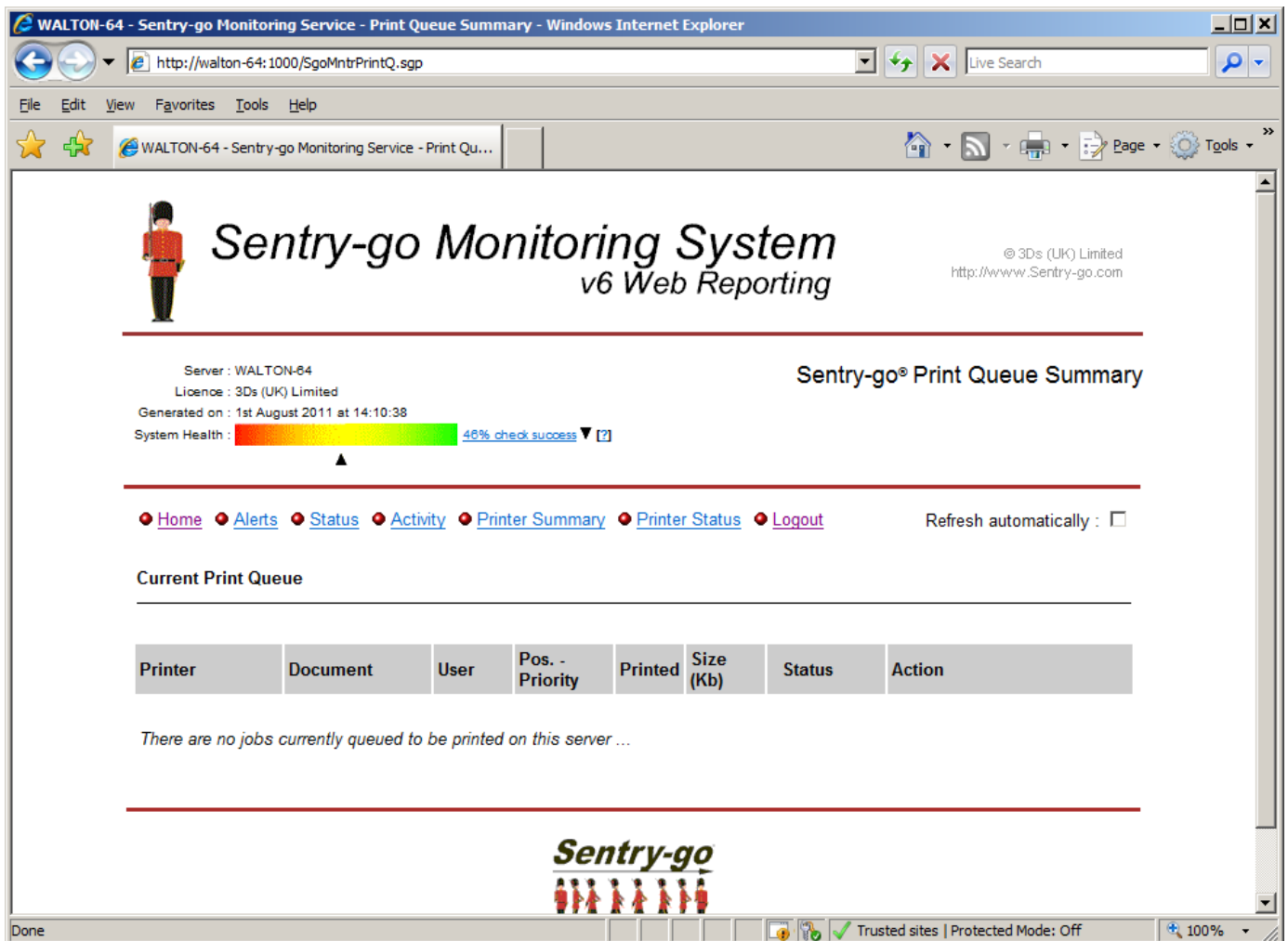
Web reporting with this monitoring component

In addition to the standard Sentry-go web reports, this component provides the following additional reports. These can be accessed directly from the URL, or from the monitor's home page.

The print queue summary report

URL: *http://<Server Name>:<Port>/SgoMntrPrintQ.sgp*

The Print Queue summary lists all spooling, pending and printing jobs on the server and allows you to control them as required.



WALTON-64 - Sentry-go Monitoring Service - Print Queue Summary - Windows Internet Explorer

http://walton-64:1000/SgoMntrPrintQ.sgp

File Edit View Favorites Tools Help


WALTON-64 - Sentry-go Monitoring Service - Print Qu...

Home Alerts Status Activity Printer Summary Printer Status Logout

Refresh automatically :

Sentry-go Monitoring System v6 Web Reporting

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Server : WALTON-64
Licence : 3Ds (UK) Limited
Generated on : 1st August 2011 at 14:10:38
System Health :  46% check success [?] ▲

Sentry-go® Print Queue Summary

Current Print Queue

Printer	Document	User	Pos. - Priority	Printed	Size (Kb)	Status	Action
There are no jobs currently queued to be printed on this server ...							

Sentry-go

Done Trusted sites | Protected Mode: Off 100%

The printer summary report

URL: *http://<Server Name>:<Port>/SgoMntrPrinterSummary.sgp*

This report lists all monitored printers and summarises their current status. From here you can also switch to detail mode, allowing more information to be displayed (including queue details for each printer) and control over both the printer and queued jobs.

Sentry-go Monitoring System v6 Web Reporting
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Server : WALTON-64
Licence : 3Ds (UK) Limited
Generated on : 1st August 2011 at 14:11:33
System Health : 51% check success [?]

Sentry-go® Printer Summary

◆ [Home](#) ◆ [Alerts](#) ◆ [Status](#) ◆ [Activity](#) ◆ [Printer Status](#) ◆ [Print Queue](#) ◆ [Logout](#) Refresh automatically :

Printer Summary - [Show Full Details](#)

[Refresh Status](#)

Send To OneNote 2010	Printer Paused (Queue Off-line)	1 Queued
Microsoft XPS Document Writer	Printer Paused (Queue On-line)	0 Queued
HP Business Inkjet 2250 (PCL5C)	Printer OK (Queue Off-line)	1 Queued

Sentry-go

Done Trusted sites | Protected Mode: Off 100%

The printer detail report

URL: *http://<Server Name>:<Port>/SgoMntrPrinters.sgp*

This report gives details on all monitored printers and allows you to control both them and queued/printing documents. In addition, print queues can be redirected to other ports as required.

The screenshot shows a web browser window titled "WALTON-64 - Sentry-go Monitoring Service - Printer Status - Windows Internet Explorer". The address bar shows the URL "http://walton-64:1000/SgoMntrPrinters.sgp". The browser displays three printer status reports, each with a printer icon and a yellow or green button.

Printer 1: Send To OneNote 2010
Current Status : The printer is currently paused (Queue On-line)
Queue Length : 1
Port : nul:
Share Name :
Control : [Pause Printing](#) | [Continue Printing](#)
[Delete All Jobs](#) | [Redirect Print Queue](#)
[Take Queue Off-Line](#) | [Bring Queue On-line](#)

Document	User	Pos.	Size (Kb)	Status	Action
SgoPrint.txt	neilo	1	48	OK, no errors are currently being reported	Pause Continue Restart Delete

Printer 2: Microsoft XPS Document Writer
Current Status : The printer is currently paused (Queue On-line)
Queue Length : 0
Port : XPSPort:
Share Name :
Control : [Pause Printing](#) | [Continue Printing](#)
[Delete All Jobs](#) | [Redirect Print Queue](#)
[Take Queue Off-Line](#) | [Bring Queue On-line](#)

Document	User	Pos.	Size (Kb)	Status	Action
No documents are currently queued on this printer...					

Printer 3: HP Business Inkjet 2250 (PCL5C)
Current Status : OK (Queue Off-line)
Queue Length : 1
Port : LPT1:
Share Name :
Control : [Pause Printing](#) | [Continue Printing](#)
[Delete All Jobs](#) | [Redirect Print Queue](#)
[Take Queue Off-Line](#) | [Bring Queue On-line](#)

Document	User	Pos.	Size (Kb)	Status	Action
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The browser status bar at the bottom shows "Done", "Trusted sites | Protected Mode: Off", and "100%".

More Information

If you need more help or information on this topic ...

- Read all [papers/documents on-line](#).
- Watch [demonstrations & walkthrough videos on-line](#).
- Visit <http://www.Sentry-go.com>.
- Contact our [Support Team](#).



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