



Sentry-go Plus! Monitoring

© 3Ds (UK) Limited, October, 2013
<http://www.Sentry-go.com>

Windows PCs & Servers are often the life-blood of your IT investment. Even if you're using tablets, mobile or cell technology to access them, you're probably using servers behind the scenes to run the underlying systems.

Monitoring them is more important than ever, especially in today's 24 x 7, but budgets too are being squeezed. What can you do ?

Do you ...

- **Have one or more servers you wish to monitor ?**
- **Want to monitor one or more aspects of them ?**
- **Provide 3^d party support to your customers ?**
- **Host customer systems yourself ?**

Do you want to ...

- **Ensure your systems are up & running ?**
- **Ensure they're working within limits ?**
- **Ensure customers aren't receiving errors ?**
- **Respond automatically to known faults ?**
- **Be notified of faults ASAP ?**
- **Automate your monitoring in an easy, flexible way ?**
- **Change your monitoring options as your server's role changes ?**

Welcome to Sentry-go®

Sentry-go is a range of quick & easy to use monitoring solutions for the Windows platform, allowing you to monitor what you want, when you want! Originally launched back in 2001 as a single monitor, it has grown into a complete monitoring package for the Windows server environments.

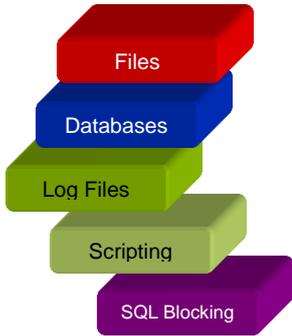
Sentry-go Plus! is an extremely flexible, "plus and play" monitoring solution designed to meet the requirements of today's server environments. By combining the monitoring options your servers actually need, Sentry-go Plus! allows you to customise the features you'll use without asking you to pay for those you won't.

Choose the monitor that's right for you and within minutes you'll be up and monitoring! It really is that simple

*All the features you need, at a price you'll like!
Sentry-go. Be proactive, not reactive!*

Sentry-go Plus!

For the ultimate in monitoring flexibility, Sentry Plus! is the solution for you! Simply choose the monitoring you wish to perform on your server and Sentry-go Plus! can be tailored to meet your specific needs.



Being a plug & play solution, with Sentry-go Plus! as your servers grow, so can your monitoring solution. Simply choose the areas you wish to monitor today – there's no need to purchase features you won't use.

As your needs change, simply add new options, or move your existing ones around components to where they're needed!

Choose any combination from the monitoring options below. For very specific or tailored needs, check out "scripted/custom monitoring". With this you can monitor exactly what you want and have Sentry-go do the rest!

And remember, our Quick Monitor solutions are fully compatible with these Plus! components. So you can add any of these options to those too!

 <p>Heartbeat Monitoring</p> <p>This free component helps ensure your monitoring environment is up and running.</p> <p>If a remotely monitor is stopped or network connectivity is lost, you'll be alerted to the issue and allowing for further investigation to be made.</p>	 <p>Network Availability</p> <p>Ensuring network resources are up, running and accessible can be a key consideration for your IT staff. Verify the availability of remote servers, desktops and/or devices across the network.</p> <p>Auto-scan options allow you to monitor all servers and/or desktops in the domain, including new ones when they are added automatically, without the need to manually enter each one.</p>
 <p>Available Disk Space</p> <p>Although disk space is relatively cheap today, running low or running out can be disastrous to many systems.</p> <p>Monitor local hard disks for available disk space – either a given threshold or as a percentage of the total disk size.</p>	 <p>Server & Software Performance</p> <p>Often ignored, Windows & its software provide a wealth of performance information, helping you to spot issues long before they become a real issue.</p> <p>This component allows you to use this information to monitor the runtime performance of software and hardware to continually ensure they're within expected limits - e.g. CPU usage, % registry in-use, no. logons, server errors etc.</p> <p>Key performance thresholds are defined automatically; custom performance counters can also be added and monitored, depending on the software installed & running on the machine.</p>



Windows Services

Many systems within Windows and your environment will be run as Windows services in the background. Should these fail or stop for any reason, associated software, front-end and potentially customer systems will be lost.

Monitor any Windows service running on the local server. If it fails or stops, you can be notified, have the monitor attempt to restart it automatically, or both.

Key services are defined automatically for you; any other installed service can easily be added.



Windows Processes

Processes are the jobs running on your server. Some are key to its running (e.g. anti-virus software) while others may indicate unauthorised access or allow unwanted logic to be run (e.g. the running of an unauthorised Setup for example).

This component allows you to monitor any process running on the local server to ...

- Ensure that all required applications are running, such as anti-virus software.
- Ensure banned programs are not running, such as unauthorized Setup programs.

Monitored processes can also be started or terminated automatically by Sentry-go.



Database connection & SQL query results

Many systems store their data in databases such as SQL Server, Oracle and DB2. Ensuring access is available 24 x 7 is often an important consideration for an administrator or DBA.

Using this component, Sentry-go will periodically check the ability to connect to one or more ODBC database connections, thus ensuring access is constantly available to users and systems.

Once connected, you can optionally run SQL queries and verify results, ideal when you wish to check key database systems are functioning correctly and data is flowing through the system as expected. You can even check the number of rows in a table to verify pending details are being processed etc.



SQL Server locking/blocking

Its 3am, your overnight batch processes are running housekeeping but it stops because a SQL table is locked by another process. The knock-on effect to your customers world-wide can be huge, especially with today's internet-connected 24 x 7 world.

Monitor your SQL Server locking system to check for queries that are being blocked and being prevented from completing. Details of both blocking & blocked queries can be alerted, logged to a file or both.

Blocking connections/queries can also be terminated automatically by the monitor as required.



Files, directories & folders

A very popular option, this component allows you to monitor your files and/or directories for a wide variety of conditions. Checks include ...

- The accessibility of local or remote files or folders
- The overall size of a files
- The total number of files in a directory/subdirectories
- Add, delete, update of files
- Changes to the underlying folder structure
- File or directory is access by user/system.

For many checks, details of the users, client PCs and/or processes accessing the files/directories that triggered the alert can also be captured.



Local Printers & Queues

Monitor your local printers for error conditions such as paper jams, out of paper errors, attention required etc.

This component also monitors local print queues, checking for error conditions such as an excessively high queue length, print job size (higher than expected no. pages or job size) etc.



Web site access, URL availability & responses

The ultimate aim of any web site is to provide content - either internally to your own users, externally to partners or customers, or both. Without them, tasks can take longer, information is not available & at worst, new & existing customers could literally go elsewhere!

Monitoring web access ensures these sites are functioning and delivering content efficiently whilst verifying HTML content ensures those pages are returning the information you expect them to.

In effect, it acts like an automated web browser, alerting you to failures should they occur. For example, check your key web pages are correctly delivered without error and in a timely manner, spot faults before your users or customers do!



FTP Site & remote file access

Often going hand in hand with web sites, FTP allows files to be uploaded and downloaded easily and often automatically between systems.

Monitoring the ability to access the server via FTP, effectively automating an FTP client and allowing you to check that FTP access & operations are available in a timely manner is easy with this component.

For example, verify files can be uploaded or downloaded from your site, files exist etc.



Ability to send & receive e-mail

What would you do if you couldn't send or receive e-mails? What would your staff do, and where would your customers go?

Verifying that e-mails can be sent & received automatically via your Exchange, network infrastructure and potentially external suppliers can easily be achieved with this component.

SMTP, POP3 and/or IMAP protocols are all supported.



Firewall & TCP/IP port availability

Firewall protection is one of the key security features used on servers today and Windows itself has one built-in. Monitoring the status of your Windows firewall, optionally restarting/enabling it if found not to be running may therefore be essential.

At the same time, verifying the ability to connect to one or more ports on one or more local or remote servers is also a good way of ensuring network-based systems are working correctly. Once connected, you can optionally send a message and verify the response - e.g. for an SMTP server, HTTP or other TCP/IP connection.



Windows Event Logs & Text Log Files

Windows event logs and log files are a central feature of most systems, yet the data written is only useful if you get to see it! Being local, unless you know of a problem already - a problem that may have been prevented with some early warning from the log file, you're unlikely to look very often, if at all!

Monitor & report on messages written to the Windows Event Logs based on message type, event ID, source or keywords & phrases within the text. A great way of centrally monitoring errors written to disparate log files across your enterprise servers.

Also monitor messages written text-based log files for SQL Server & IIS etc., based on keywords or phrases.



Scripted/custom monitoring

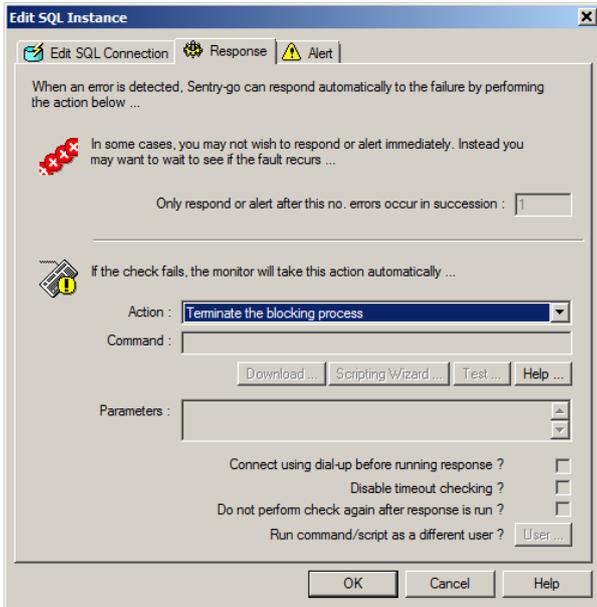
The ultimate in customised monitoring, this option allows you to plug in your own monitoring scripts and have Sentry-go analyse the results.

If errors are detected, the system's built-in alerting features can then take over, just as other monitoring components do.

Results can be interpreted via numeric result code, or the text-based output from the script itself.

Automatic response & alerting

When a monitored issue occurs, Sentry-go Plus! provides options that are easy to use and fully configurable, including totally automatic responses.



For common faults you might want the monitor to automatically attempt a repair – e.g. to restart a failed service, terminate a locked SQL server connection or clear down temporary files to reclaim disk space.

Alternatively, the monitor can inform you, using the most appropriate method for the day/time. For example, alerts can be sent by email, SMS or network message.

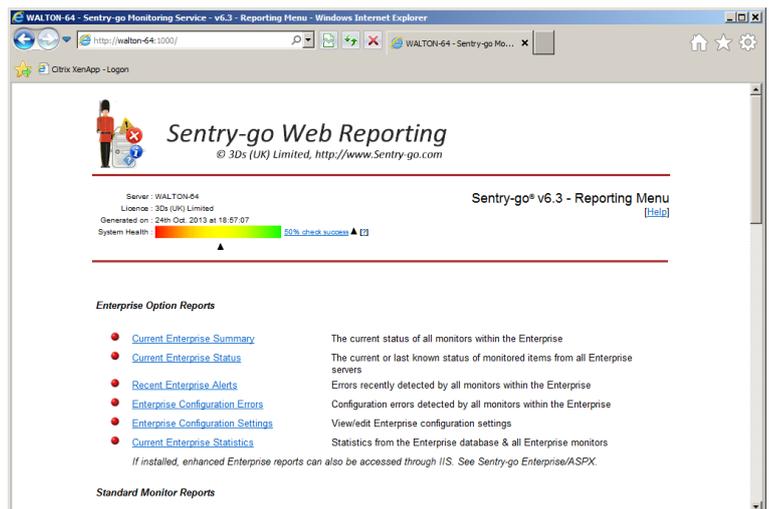


Web reporting built-in

Sentry-go Plus! includes a fully integrated web server, which gives you immediate access to a whole host of information direct from your desktop browser.

Common reports include recent alerts, status and current activity.

What's more, many monitoring components also include additional reporting options as standard, allowing greater control over these features. For example, print queue access & control, Service status control, SQL Server database status, activity & locking etc.

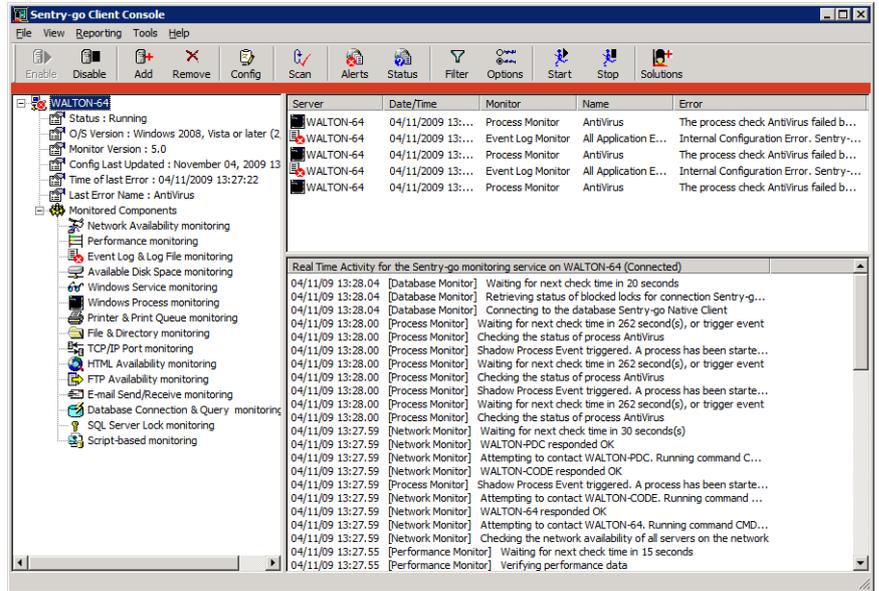


Centralised management, local benefits

Like its Quick Monitor brother, Sentry-go Plus! typically operates directly on the server it's monitoring. This not only removes excessive reliance on the network, but also puts it in the best position to monitor and take action when needed.

Of course, remote monitoring has its advantages, especially when it comes to the maintenance of the system and so centralised management also comes as standard.

At its heart is the Client Console, providing full access & management to all Sentry-go Plus! monitors (and any Quick Monitors) in your environment. This provides a whole host of features including real-time status, alerting & activity, access to configuration settings - locally or remotely, and the ability to copy these settings between monitors, quickly & easily.



Enterprise power at your fingertips



Although Sentry-go Plus! monitors run independently, you can easily bring them all together under the control of the Enterprise system. For larger organisations, the Enterprise system offers additional features by consolidating monitoring data from all your monitors and reporting on them in a single, easy to use view.

Help when you need it



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

When Sentry-go triggers an alert, it may be the first time you've seen or encountered a particular error message, but it's probably isn't the first time it's appeared. In many cases, there will be a fix, update or workaround that others have - and you can use directly, while in others, pointers as to the possible cause of the fault can point you in the right direction.

Sentry-go Solutions, a free web site for our customers uses the details captured by Sentry-go Plus! to access this information using predefined search engines, or custom searches. When accessed from within the monitor, error details are passed automatically to the site which can then be used to find solutions.

Alternatively, as a Sentry-go customer you can access the site directly and enter your error details manually. It really is that simple!

Free evaluation

Whatever your needs, Sentry-go Plus! offer you an ideal, flexible and affordable solution.

The best way to find out about Sentry-go Plus! is to see for yourself, so why not download a free 21-day evaluation at <http://www.sentry-go.com/evaluations.aspx> today ?

If you have any question or wish to find our more, please visit our website at <http://www.Sentry-go.com>. Alternatively contact us on (+44) (0)208 144 4141.

