



Configuring Windows Service Monitoring

With Sentry-go Quick & Plus! monitors

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

Be Proactive, Not Reactive!

Many Windows applications as well as areas of the Operating System itself are implemented as Windows Services – typically applications that run continually 24 x 7 and without the need for a user to be logged on. Many of these systems will be key to the running of both the server and your organisation. For example ...

- SQL Server
- Microsoft Exchange Server
- Internet Information Services
- The Print Spooler
- File shares & server availability etc.

Ensuring these services continue to run is often extremely important and an area of your server that you will want to monitor. Sentry-go allows you to monitor all your services with ease.

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System requirements

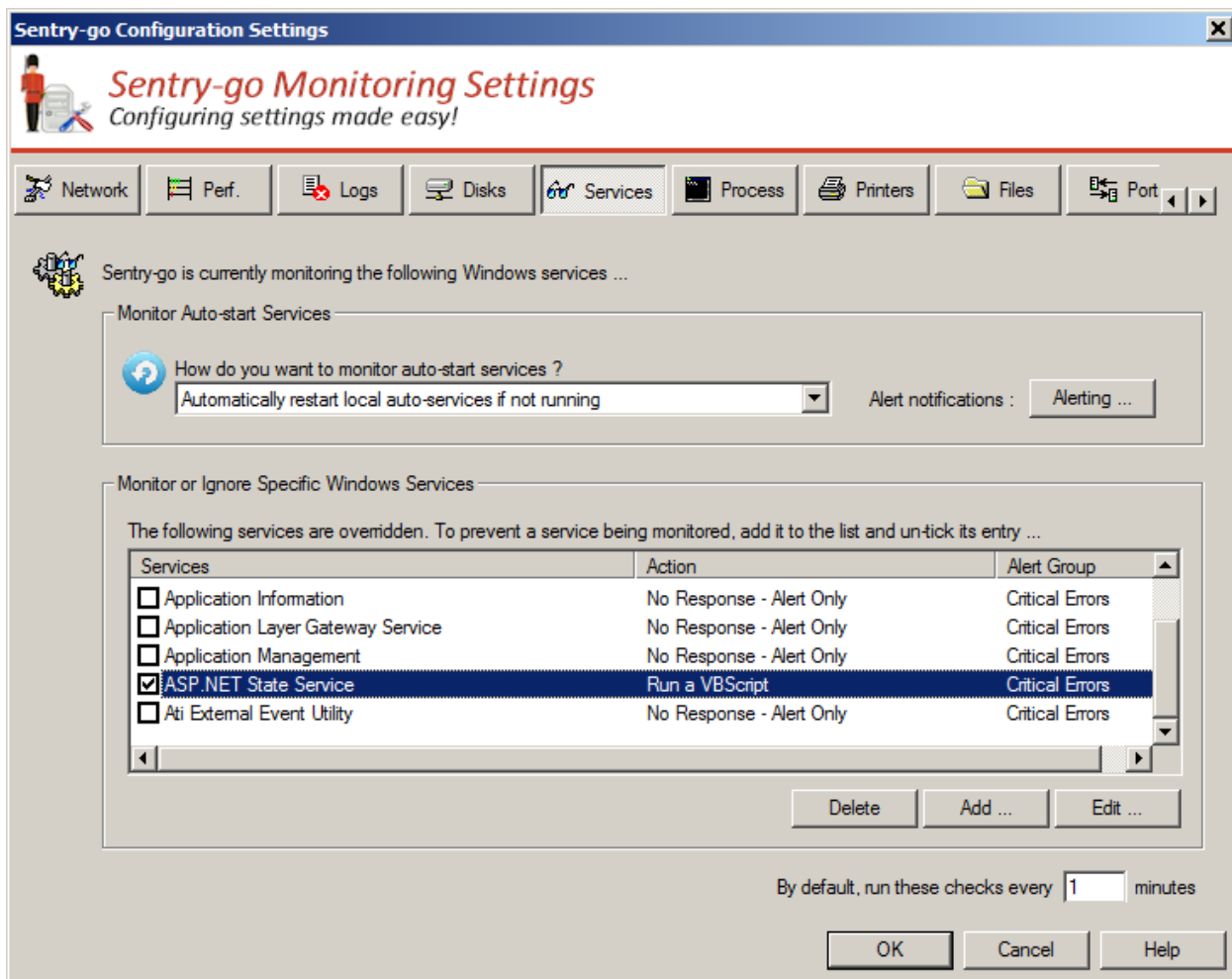
This component is fully compatible with both Sentry-go Quick Monitors v6 and above, and Sentry-go Plus! v6 monitors and above.

Recommended monitoring settings

It is recommended that all auto-start services are monitored and restarted if they fail. In addition, key software services may also be monitored and restarted accordingly. The actual services being monitored are dependent on the Windows O/S and the primary function of the server.

Monitoring Windows services

To monitor Windows services, configure the monitoring and select the “Sevices” tab.



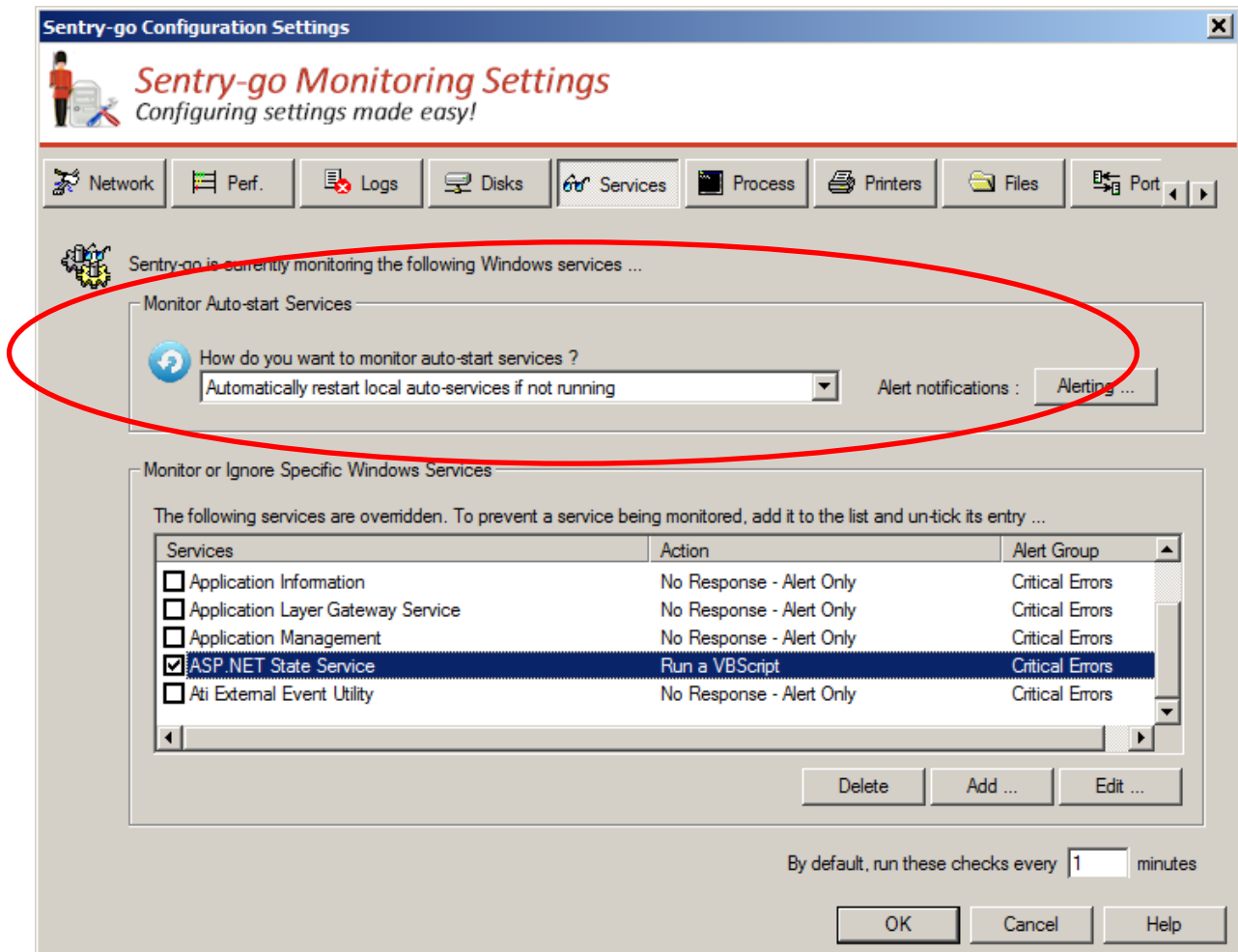
By default, run these checks every (mins)

This value specifies how often, in minutes, the monitor should run the above checks and applies to all services configured to be monitored. It is recommended that this value be set to no less than 5 minutes. To disable all the above checks (which is not recommended), set this value to 0.

Monitoring auto-start services

Many services are configured to automatically start & are needed in order to allow either the server (Windows) to run or for the software it supports to function correctly. By their nature, these services are often monitored and, if they fail, either the Administrator alerted or the service immediately restarted.

To automatically monitor these services, edit the options in the “Monitor Auto-start Service” section at the top of the window.



How do you want to monitor auto-start services ?

The options here determine how Sentry-go will monitor services that are configured to be automatically started when Windows starts. Typically, these services are the ones you would want to run continually.

You can select one of the following options ...

- **Do not monitor auto-start services.**

Select this option to disable the automatic monitoring of auto-start services. Other specific services can still be monitored below.

- **Automatically restart local auto-services if not running.**

Select this option to enable monitoring of auto-start services. If the service is not in a running state, the monitor will attempt to restart it. If this fails, an alert will be generated. Specific auto-start services can be ignored or overridden – see below.

- **Automatically restart local auto-services if not running & notify if paused.**

Select this option to enable monitoring of auto-start services. If the service is paused, the monitor will trigger an alert. Otherwise, if it is not in a running state, the monitor will attempt to restart it. If this also fails, an alert will be generated. Specific auto-start services can be ignored or overridden – see below.

- **Automatically restart local auto-services if not running & continue if paused.**

Select this option to enable monitoring of auto-start services. If the service is paused, the monitor will attempt to continue it. Otherwise, if it is not in a running state, the monitor will attempt to restart it. If either of these responses fail, an alert will be generated. Specific auto-start services can be ignored or overridden – see below.

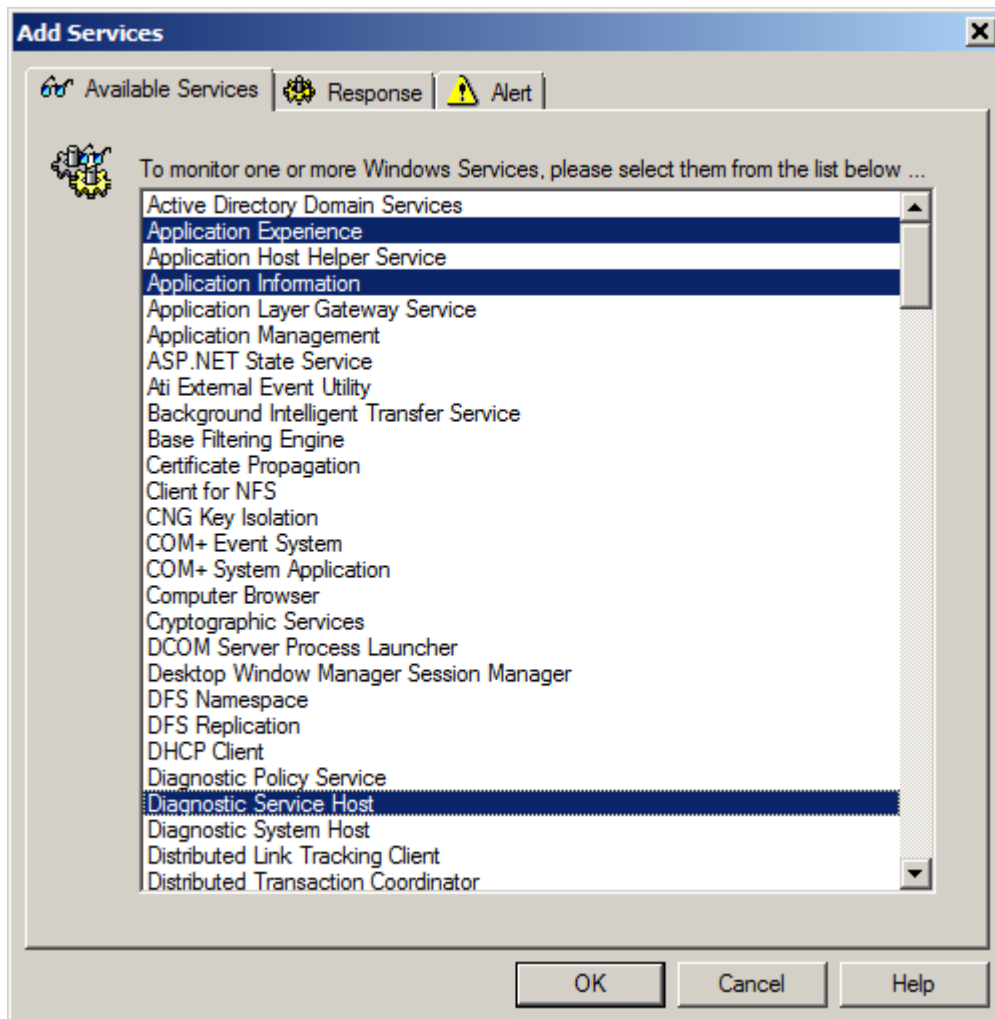
Alerting ...

Click this button to determine who should be contacted in the event a failure is detected.

Monitoring additional services (or choosing which to ignore)

In some cases, you may wish to monitor other services. You might do this to include a non auto-start service, or specifically exclude a service from the default scan.

You can do this quickly & easily by adding them to the monitored services list.



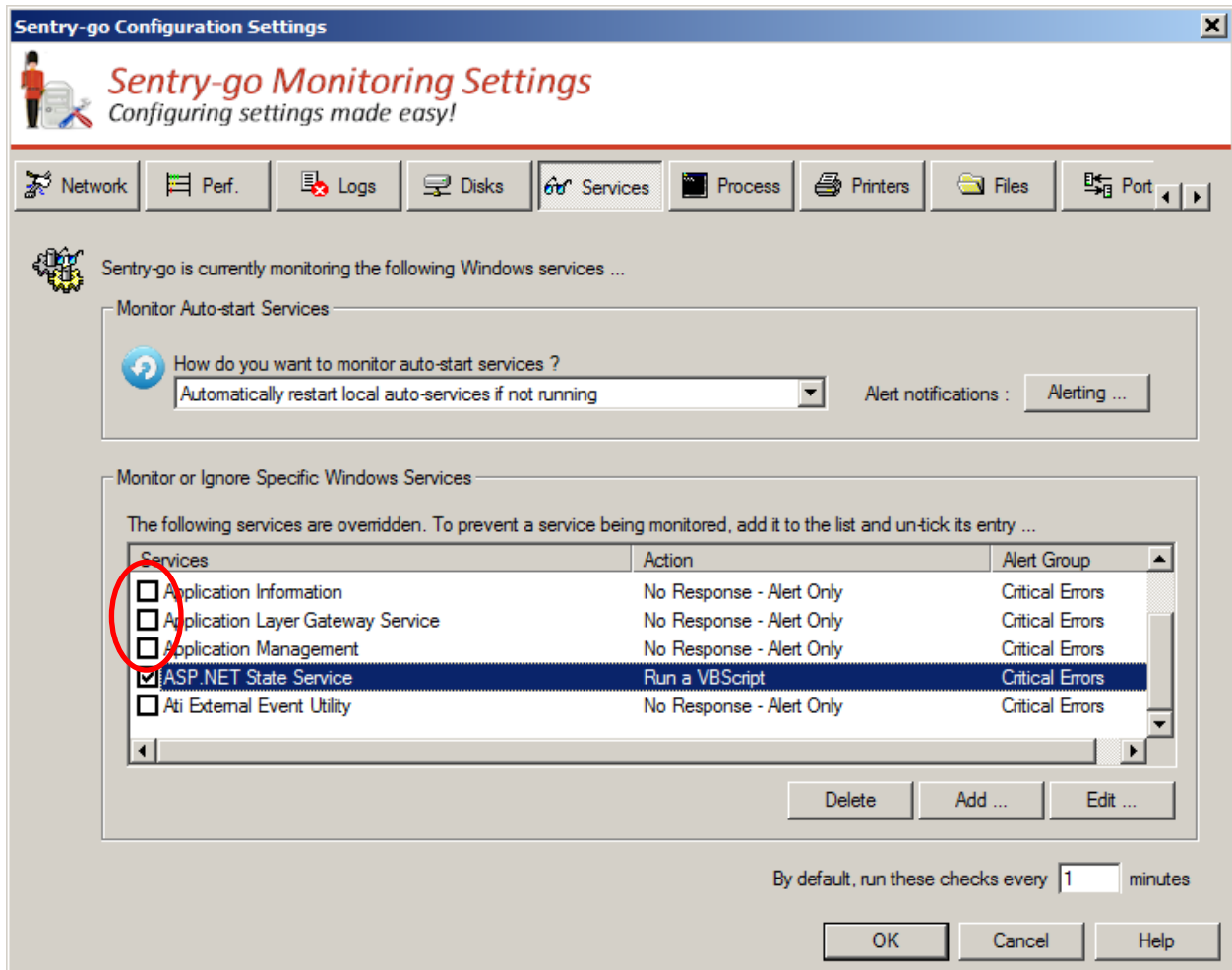
To add one or more services to the list, simply ...

- Click the Add button.
- Select all the additional services you wish to monitor by selecting them from the list and click OK.
- Click the "Response" tab to define the action(s) to take for all the selected services. They can be changed & configured individually after they've been added to the monitoring list. See below for more details.
- Click OK to add the new services to the list.

Ignoring specific services

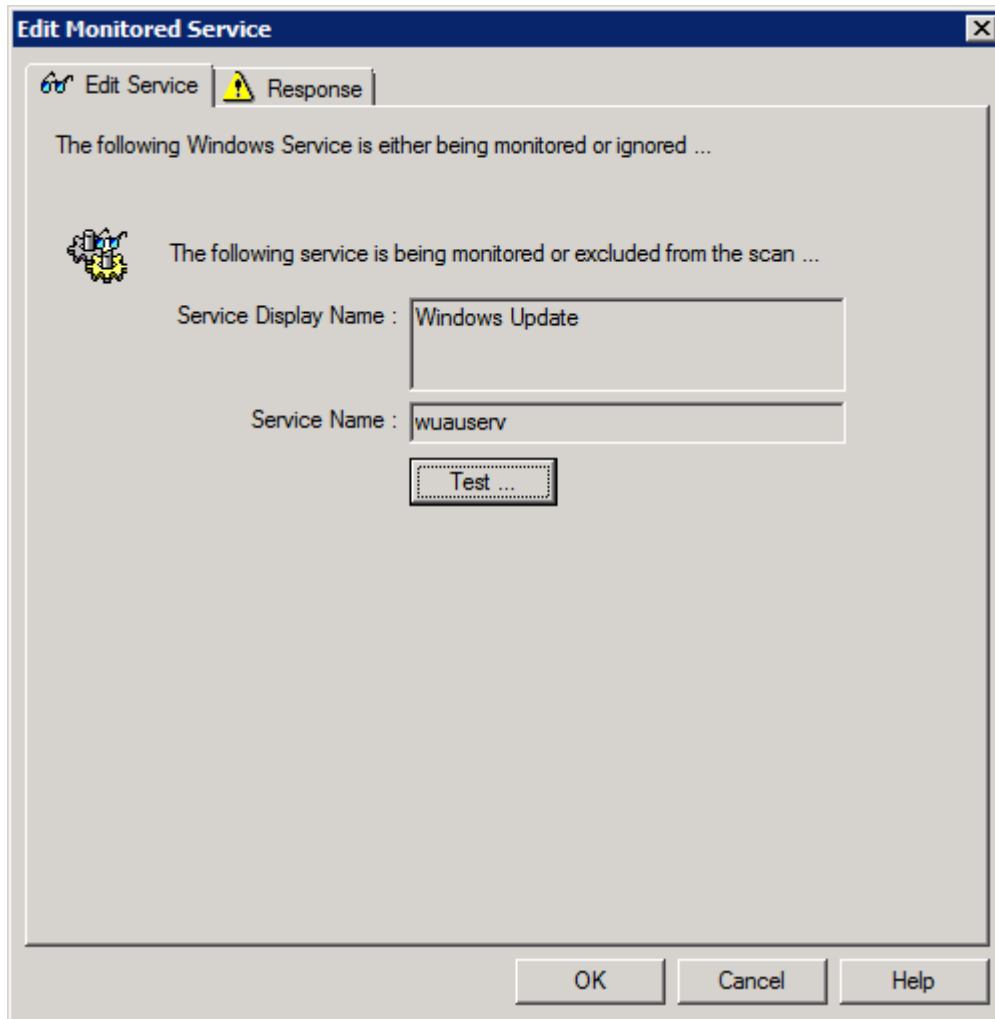
In some cases, you may wish to exclude a service from monitoring, even if it is an auto-start service. To ignore it, simply perform the following steps ...

- Add the service(s) to the list
- From the main list, remove the “tick” or check against the service(s) you wish to ignore.



Overriding a service

To add a new specific service or configure an existing entry, simply click Add, or select it from the list and click Edit. The following window will be displayed ...



This shows the service name and associated display name of the service being monitored. Clicking "Test" allows you to connect to the monitor to verify that the service is installed and accessible. The Test option also shows you the current status of the service.

From here, you can also select the "Response" tab in order to determine what should happen if a failure occurs.

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. This might be, for example, to terminate an unauthorized application.

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 manage Windows services report

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

This report lists the status of each installed service on the monitored server & allows you to control how it is run – i.e. to start, stop, pause or resume it from your web browser.

Sentry-go Monitoring System v6 Web Reporting

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Server : WALTON-64
Licence : 3Ds (UK) Limited
Generated on : 1st August 2011 at 14:29:19
System Health : 48% check success

[Home](#) [Alerts](#) [Status](#) [Activity](#) [Logout](#) [Refresh Service Status](#)

Windows Services

Service Name	Current Status	Action
Active Directory Domain Services	Running	Start Stop Pause Continue
Application Experience	Running	Start Stop Pause Continue
Application Host Helper Service	Running	Start Stop Pause Continue
Application Information	Stopped	Start Stop Pause Continue
Application Layer Gateway Service	Stopped	Start Stop Pause Continue
Application Management	Stopped	Start Stop Pause Continue
ASP.NET State Service	Running	Start Stop Pause Continue
Ati External Event Utility	Running	Start Stop Pause Continue
Background Intelligent Transfer Service	Running	Start Stop Pause Continue
Base Filtering Engine	Running	Start Stop Pause Continue

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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