

Configuring Windows Service Monitoring

With Sentry-go Quick & Plus! monitors

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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.

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	Application Layer Gateway Se	rvice	1	Io Response - Al	ert Only	Critical	Critical Errors	
	Application Management		1	lo Response - Al	ert Only	Critical	Critical Errors	
	ASP.NET State Service			Run a VBScript Critic			Errors	
	Ati External Event Utility		1	No Response - Alert Only		Critical Errors		
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By default, run these checks every 1 minutes								
					ОК	Cancel	Help	

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.

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	Monitor or Ignore Specific Windows Services					
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	Application Layer Gateway Service No Response - Alert Only Critical Errors					
	Application Management No Response - Alert Only Critical Errors					
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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.

Add Servi	ces	×
60° Avai	lable Services 🛛 🤁 Response 🚺 🔥 Alert	
- 4 <u>8</u>	To monitor one or more Windows Services, please select them from the list below	
	Active Directory Domain Services	
	Application Host Helper Service	
	Application Information Application Layer Gateway Service	
	Application Management ASP NET State Service	
	Ati External Event Utility	
	Background Intelligent Transfer Service Base Filtering Engine	
	Certificate Propagation	
	CNG Key Isolation	
	COM+ Event System COM+ System Application	
	Computer Browser	
	DCOM Server Process Launcher	
	Desktop Window Manager Session Manager DFS Namespace	
	DFS Replication	
	Diagnostic Policy Service	
	Diagnostic Service Host Diagnostic System Host	
	Distributed Link Tracking Client	
	OK Cancel Help	

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.

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*	Sentry-go is currently monitoring the following Windows services Monitor Auto-start Services How do you want to monitor auto-start services ? Automatically restart local auto-services if not running	Alert notification	ns : Alerting			
	Monitor or Ignore Specific Windows Services The following services are overridden. To prevent a service being monitored, add it to the list and un-tick its entry					
	Services Action Alert Group					
	Application Information	No Response - Alert Only	Critical Errors			
	Application Layer Gateway Service	No Response - Alert Only	Critical Errors			
	plication Management	No Response - Alert Only	Critical Errors			
	ASP.NET State Service	Run a VBScript	Critical Errors			
	Ati External Event Utility	No Response - Alert Only	Critical Errors			
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	By default, run these checks every 1 minutes					
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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 ...

Edit Monitored Service	×
😚 Edit Service 🚹 Response	
The following Windows Service is either being monitored or ignored	
The following service is being monitored or excluded from the scan Service Display Name : Windows Update Service Name : wuauserv Test Test	
OK Cancel	Help

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.



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.

WALTON-64 - Sentry-go Monitoring Service - Manage Windows Service	s - Windows Internet Explorer		
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Service Name	Current Status	Action	
Active Directory Domain Services Application Experience Application Host Helper Service Application Information Application Layer Gateway Service Application Management ASP.NET State Service Ati External Event Utility Background Intelligent Transfer Service Base Filtering Engine	Running Running Stopped Stopped Running Running Running Running	Start Stop Pause Continue Start Stop Pause Continue	
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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 <u>http://www.Sentry-go.com</u>.
- Contact our <u>Support Team</u>.



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