Installing Sentry-go

Quick Monitors, Sentry-go Plus!, Client Tools & Enterprise Reporting

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http://www.Sentry-go.com

Be Proactive, Not Reactive!

This guide gives full details of how to install and/or upgrade both Sentry-go Quick Monitors & Sentry-go Plus! monitors, in addition to client tools onto your server or desktop PC (for client tools) using the Sentry-go Setup Wizard.

In this guide

When to run the Setup Wizard

You should run the Setup Wizard if you want to …

- Install a Sentry-go Quick Monitor or Sentry-go Plus! monitoring components evaluation on your server
- Install a Sentry-go Quick Monitor and/or one or more Sentry-go Plus! monitoring components on your server for the first time
- Install the Sentry-go Client tools on your server or PC
- Create a Sentry-go Enterprise Reporting database
- Upgrade from an earlier version of a Sentry-go Quick Monitor or Sentry-go Plus!

You should not run the Setup Wizard if you want to …

- Uninstall an earlier version of a Sentry-go Quick Monitor or Sentry-go Plus!, or uninstall a previous installation of the Sentry-go Monitoring System. In this case, remove the application via Windows Control Panel ("Add/Remove Programs" or "Programs and Features".)

- Add a new monitoring component to an existing Quick Monitor or Sentry-go Plus! monitor installation.

  To do this, select the Licence/Component Manager from the Client Console & enter the new licence key. There is no need to install the underlying monitoring system again in this case.

  If the monitoring component being added requires a later version of the Sentry-go monitoring service than the one installed, please use the Setup Wizard to upgrade the target installation. When you do this, you will be given the option of including additional licences – you may need to do this in order to activate the new component.

Downloading & running the Wizard

Sentry-go Quick Monitors & Sentry-go Plus! components are available via Electronic Software Download (ESD) as a single ZIP file. To download the latest version from the web, simply access the URL http://www.Sentry-go.com/software-downloads.aspx.

Once downloaded, expand the ZIP file into a new temporary folder on your server or PC and run the Setup Wizard (SETUP.EXE). Details are given in the sections that follow.

User permissions

To run the Setup Wizard, you should logon as a user with administrative privileges. If you do not, the following message will be displayed. Although you can continue, certain features may fail to install or run correctly, especially if you are installing the monitor itself.
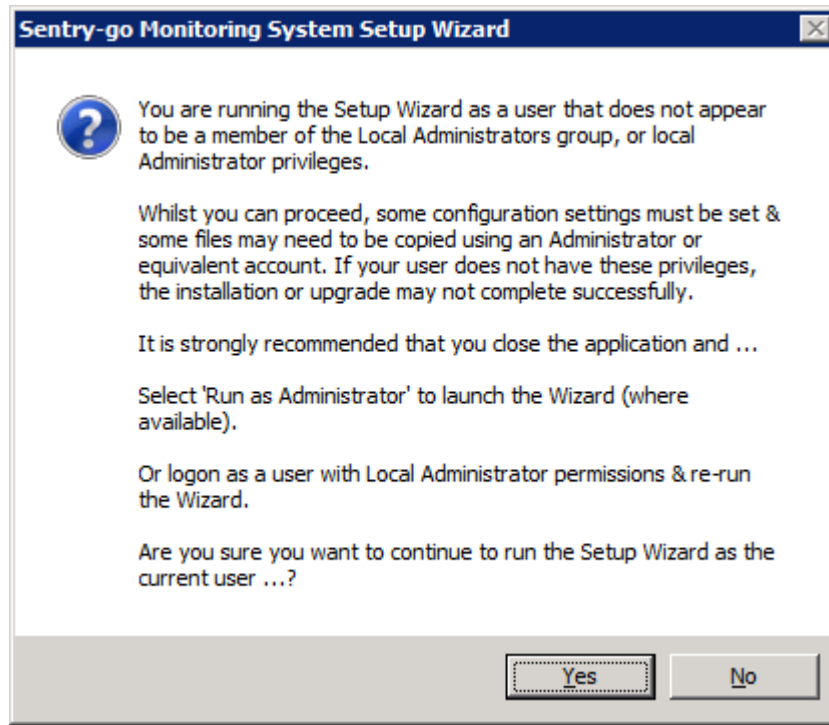

If this message appears, it is strongly recommended that you close the Wizard and …

- If available, right click the Wizard's icon or shortcut in Explorer & select "Run as Administrator".
- Alternatively, logon as a user with Administrative permissions, then re-run the Setup Wizard.

Runtime installer

When installing, the Setup Wizard runs in two distinct steps. The first verifies the underlying runtime environment while the second installs Sentry-go itself.

When you run SETUP.EXE, the Sentry-go Runtime Installer is invoked first to verify the runtime environment available on your PC or server. Specifically, it verifies that you have the VC++ v9.0 runtime installed. If this has not been run previously, the following window will be displayed, offering to verify and/or install the required files if they are not already installed …
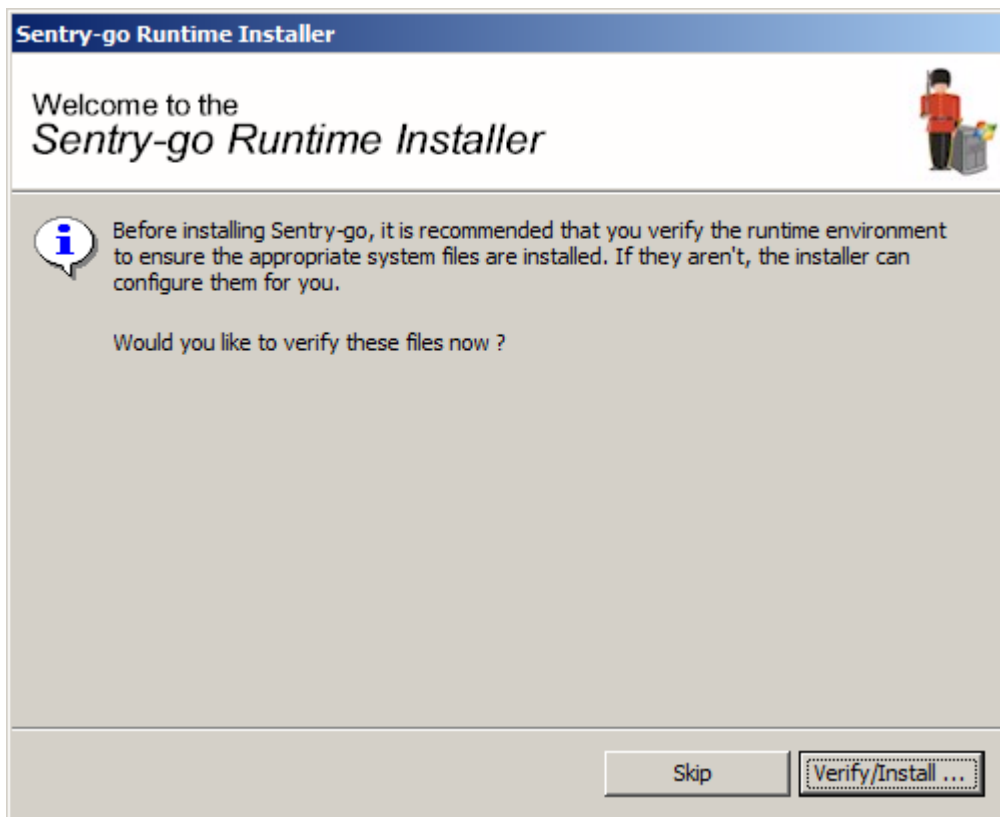

To verify and/or install the required runtime files, click "Verify/install".

ⓘ Running the installer will verify the current Windows installation. It will only prompt you to install the runtime files if they are not already installed.

⚠ Installing or upgrading Sentry-go without these files will lead to runtime or "Side by side" errors being reported in the Windows Event Log and may cause unpredictable results.

Once complete (or if not runtime changes were required), the Installer will launch the Sentry-go Setup Wizard automatically – this will guide you through the remainder of the installation process.
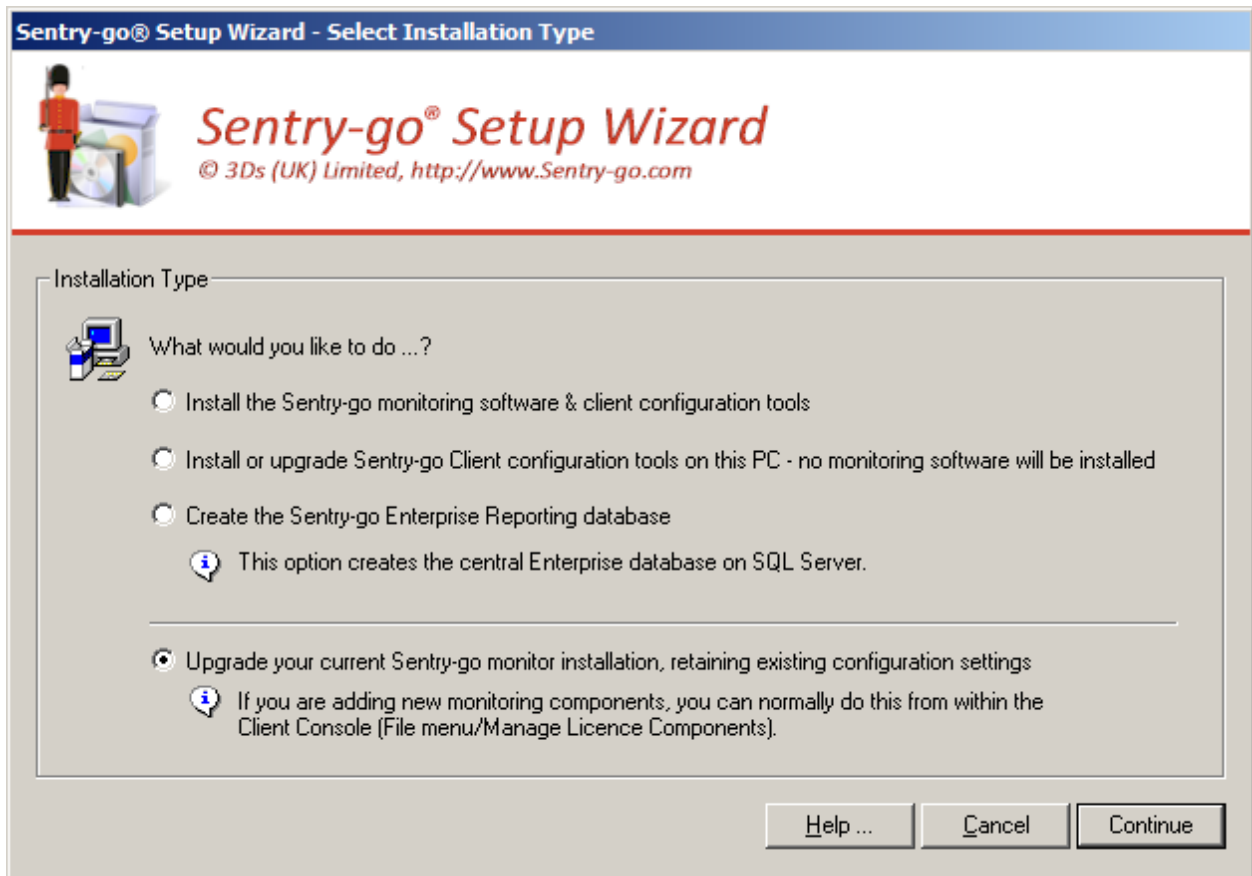
Introduction

An introductory screen will describe the installation process.
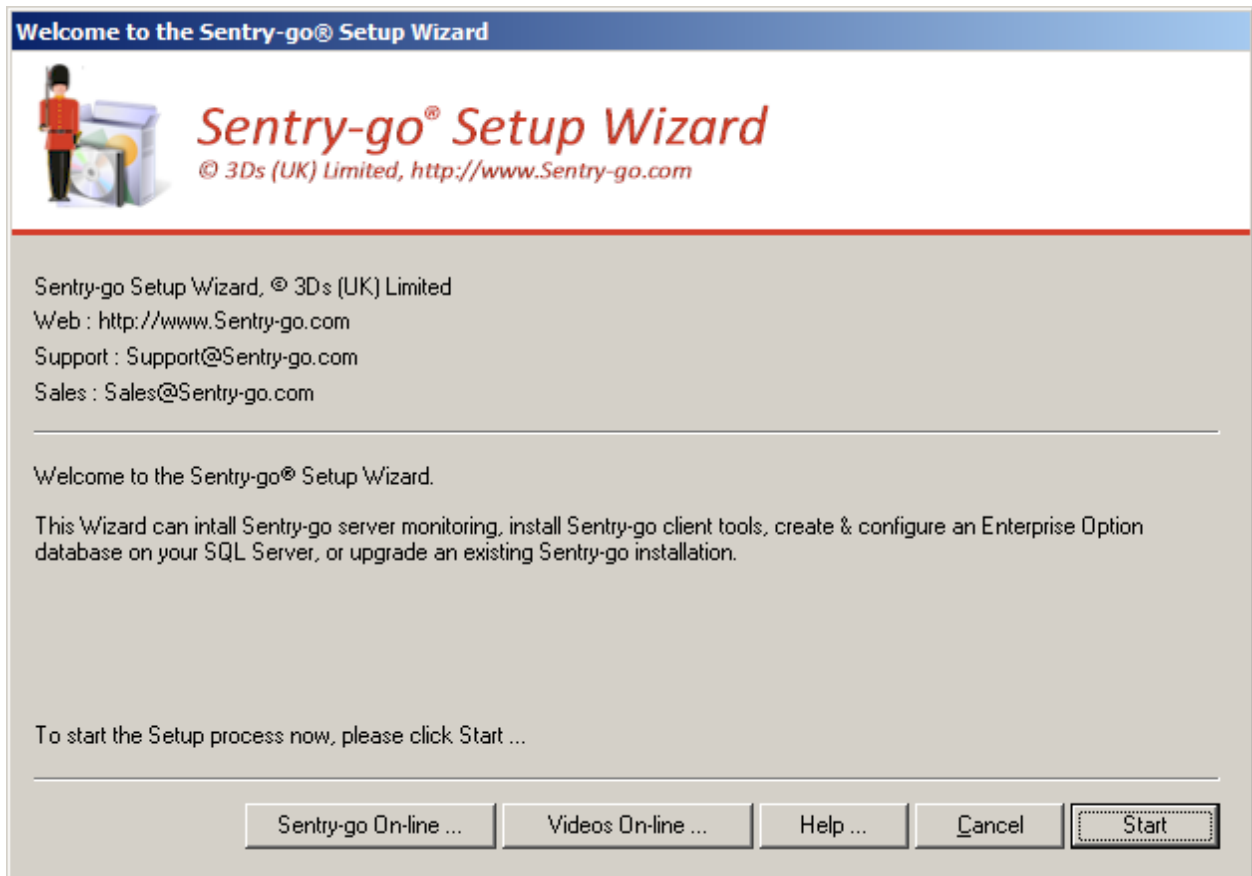
Click "Start" to proceed.

Selecting an installation type

The next screen allows you to determine the type of process you want the Setup Wizard to follow.

Select …

- **Install the Sentry-go monitoring software & client configuration tools** if you want to install the Sentry-go monitoring service (the monitor itself) on the local server or PC as well as client tools & help files.

- **Install or upgrade Sentry-go client configuration tools only** if you simply want to install or upgrade the Sentry-go client tools on the local server or PC. *You can deploy the client software to any number of PCs.*

- **Create the Sentry-go Enterprise Reporting database** if you want to create a new Sentry-go Enterprise Reporting database.

  If you are using the Enterprise Reporting, you will typically only need to do this once. To configure a monitor to subscribe to an existing database, use the Client Console or select the appropriate feature when installing the monitor above.

- **Upgrade your current Sentry-go installation** if you want to upgrade or replace your existing Sentry-go monitor installation (Quick Monitor or Sentry-go Plus! components) with the latest version.

 *This option is only available if the Setup Wizard detects an existing installation.*

Once you have selected the required option, click "Continue" to proceed.

> Depending on the type of installation chosen, some of the following screens may not be shown, or may be displayed with options that cannot be changed.

Selecting an installation method

The Setup Wizard now offers you a choice of either installing now, or further customising the installation …
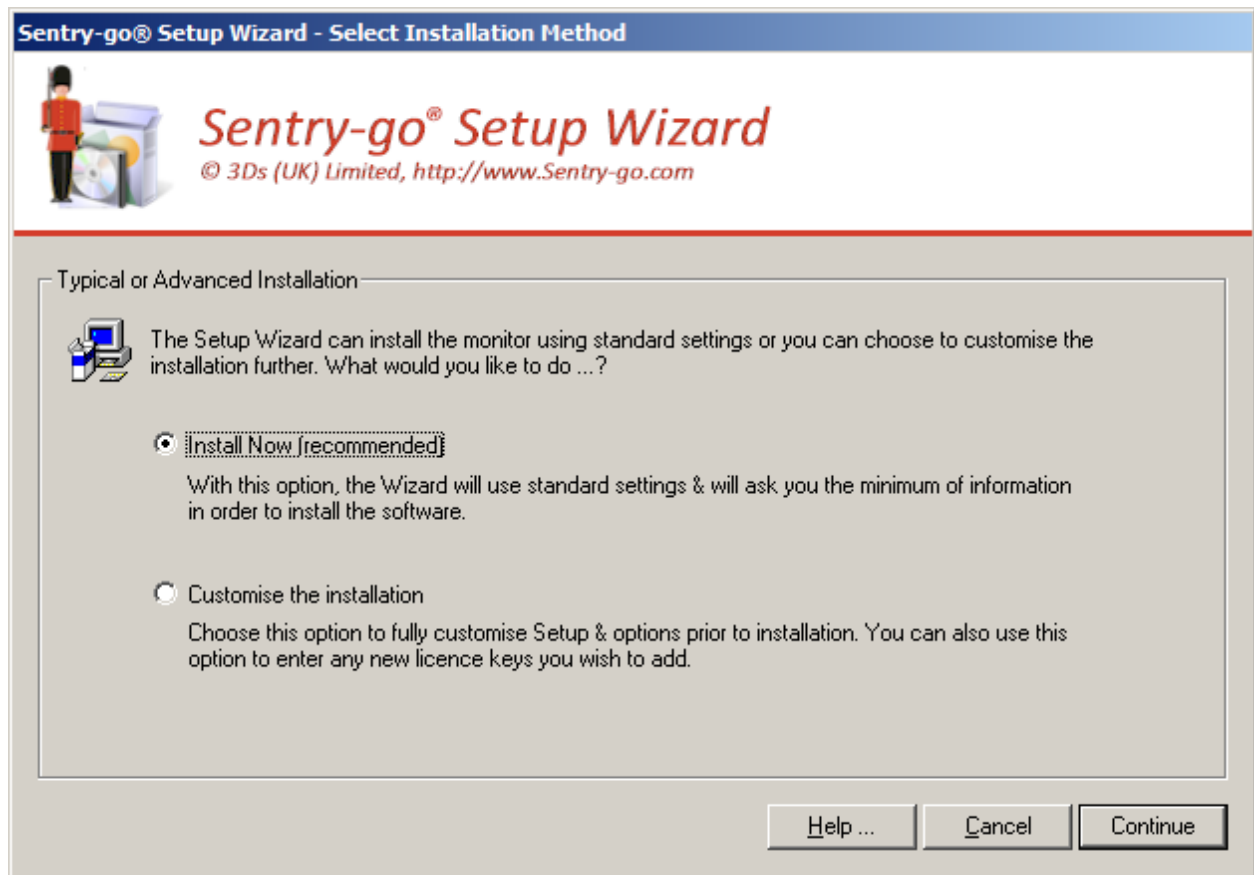
Install Now (Recommended)

Select this option to install the selected items with the minimum of user interaction. In this mode, the Wizard will ask the minimum of questions, instead supplying default values where appropriate. With this option, some or all of the windows described below will not be shown.

Customise the Installation

Select this option to configure the Setup Wizard in order to customise the installation further. This allows you to enter & select other options that would otherwise be defaulted for you.

Click "Continue" to proceed.

Selecting a target installation location

If you are installing the Sentry-go monitoring software on the server for the first time, or you are re-installing it, then the following window will be displayed.
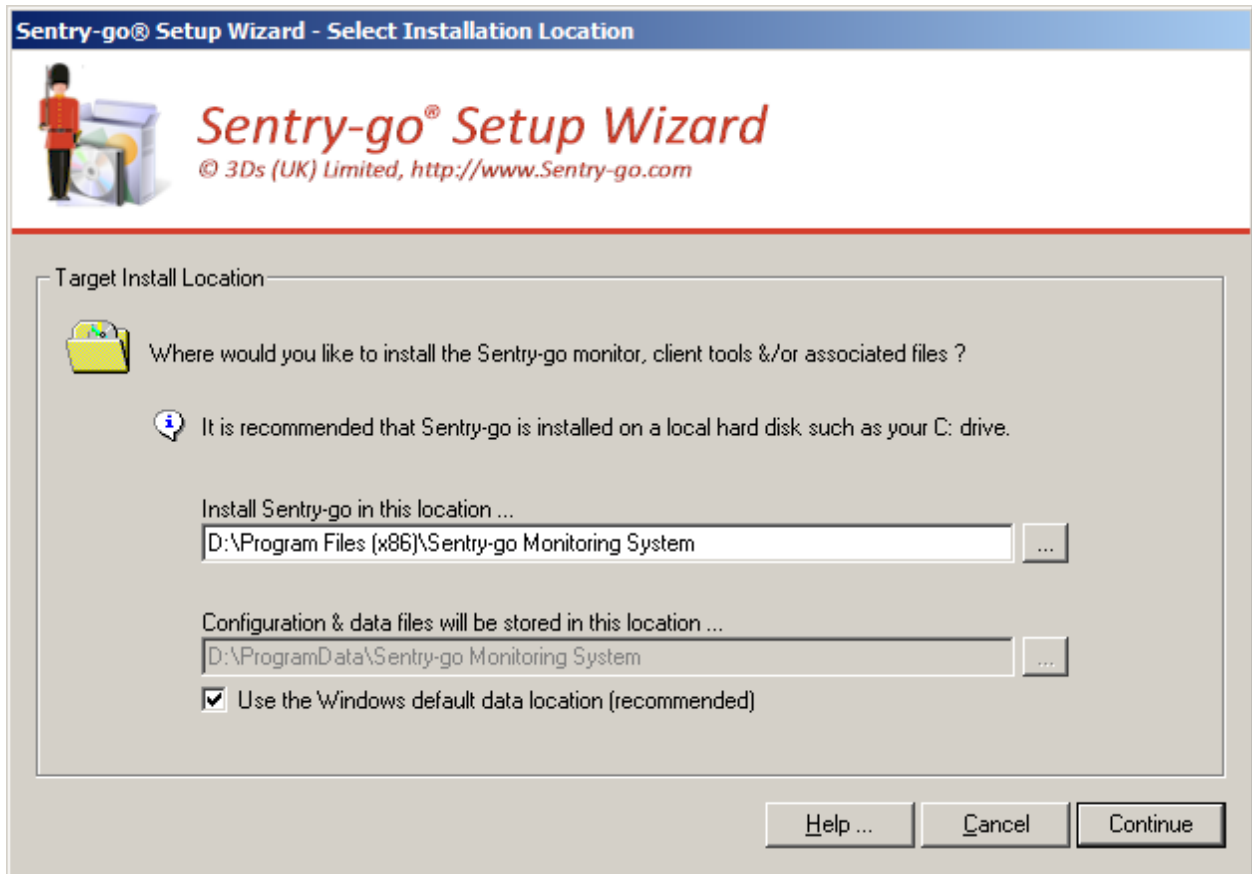
Install Sentry-go in this location

This field allows you to specify where on the server Sentry-go program files will be installed. By default the Setup Wizard will install the software under the appropriate "Program Files" location for the server unless you change the path here.

Configuration & data files will be stored in this location …

This field shows where configuration & data files will be saved. The Wizard will normally determine this directory for you.

Entering licence information

The next window requests your Sentry-go licence information. The value(s) entered here are used to determine the monitoring options that will be available to you.

Please enter your company name

In this field enter your company or organisation name. For product evaluations, enter "Demonstration".

Please enter your licence string(s)

In this field enter the licence key(s) you were sent. If you have more than one key and wish to install multiple monitoring components on the same server, simply enter each key on a new line.

ⓘ Your licence key is made up of 2 parts, your organisation name (this will be "Demonstration" for product evaluations) and one or more licence strings separated by commas. Both must be entered correctly in order to run your Sentry-go software ...

- **If you purchased Sentry-go over the internet,** your licence information will have been e-mailed to the address you specified before downloading. In this case, please enter both the Company name and licence strings exactly as specified in this e-mail.

- **If you purchased Sentry-go through a reseller**, then your licence information will have been sent to you either by the reseller or by e-mail from 3Ds (UK) Limited. Please enter both the Company name and licence strings exactly as specified in this e-mail.

- **If you downloaded a free 21day evaluation from the internet,** then your licence information will have been e-mailed to the address you specified before downloading. In this case, please enter the following information when prompted ...

  Organisation/Company: **Demonstration**
  Licence Key: **<The key e-mailed to you>**

- **If you downloaded a shareware version**, then your 21-day licence key will be provided automatically by the Setup Wizard.

- If you have note received your licence key (some e-mails can get blocked by SPAM filters or firewalls), please e-mail Sales@Sentry-go.com with the appropriate details.

Click "Continue" to proceed. The Setup Wizard will now verify the licence(s) entered before continuing.

ⓘ If the licence key or organisation name do not match, an error will be displayed. In this case …

- Check that you entered the information exactly as sent to you.
- For product evaluations, check you entered "Demonstration" as your organisation name.
- For product evaluations, check that the licence wasn't downloaded more than 21 days ago and that the date on your server is correct.
- If the above seems to be correct, please contact Technical Support – Support@Sentry-go.com, quoting the code displayed.

Specify the monitoring user account

The Sentry-go monitoring engine is designed to run in the background as a Windows Service, 24 hours a day. To do this, it must be configured to run, even when no user is physically logged on to the server. In most cases, services run as a Local Administrator, but if the service needs access to specific resources – e.g. remote shares, or must run from a specific user that has the ability to perform specific actions, you can run it as a domain user instead.

The next window allows you to configure which user account will run the Sentry-go monitoring service.

Run the Sentry-go monitoring service as the Local Administrator

Select this option to run the service as the local Administrator.

> If the monitor will not need to access shared or domain resources or need specific permissions to access other machines, this user will normally be the one to choose.
>
> If you only need to logon as another user in order to run a response or alert, then you can configure this separately when defining these items.

Run the Sentry-go monitoring service as the following user

Select this option to run the service as the user named below. In this case, enter the requested information including the user's password.

ⓘ   If the monitor is not running on a server that belongs to a domain, enter the name of the server on which the user is defined.
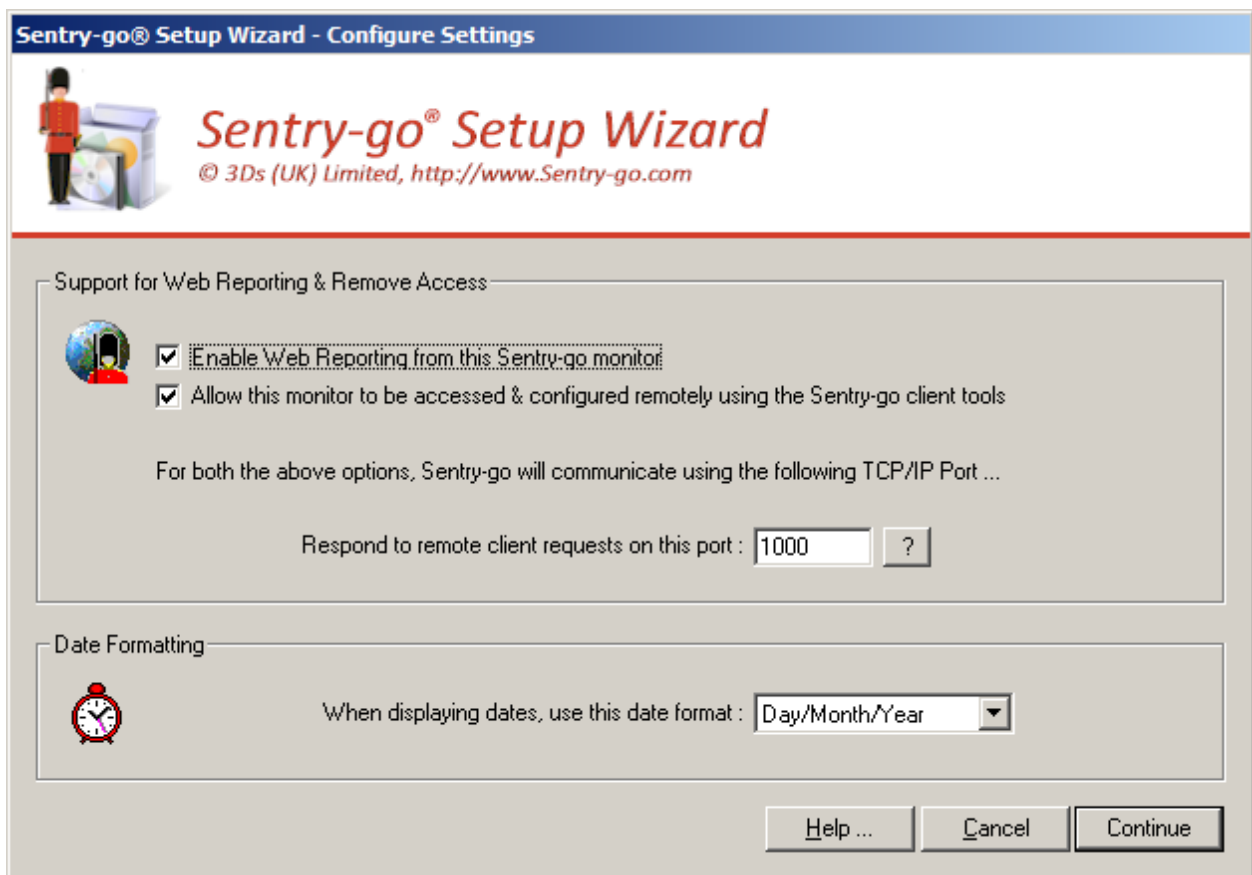
   If you specify a domain user …

   - It is recommended that the domain user be a dedicated monitoring user for use by Sentry-go.
   - It is recommended that the domain user's password is set to never expire.
   - The user will need "Logon as a Service" permissions on the local server. The Setup Wizard will attempt to configure the user if this permission has not already been granted.

Once complete, click "Continue" to proceed.

If you have specified a user/password above, the Wizard will now verify the details entered & ensure it is suitable for running the service. If it isn't, an error will be displayed asking you to check the details. You cannot continue the installation until either the user details specified are correct or you choose to run the monitoring service as the local administrator.

Enabling the integrated web server & client tool access

The next window allows you to enable/disable the monitor's integrated web server & remote access capabilities.

Enable Web Reporting from this Sentry-go monitor

Sentry-go contains a fully integrated web server, a component that allows a web browser such as Microsoft's Internet Explorer or FireFox to connect directly to the server and display reports directly from the monitoring engine. With it you can show for example, recently triggered alerts, the current status of monitoring checks etc.

To enable web reporting, tick this option. To disable web reporting (and use either Console and/or alerting only), un-tick this option.

Allow this monitor to be accessed & configured remotely using the Sentry-go Client tools

The Sentry-go monitoring service is typically controlled & configured using the Console, a client-based application that allows the status of all monitors to be viewed, alerts to be listed, web reports to be accessed and configuration changes to be made.

However, in some cases you may wish to run the monitor as a standalone application, with no remote access available to clients – although options from the monitor will continue to function.

- **Tick this option** to enable Sentry-go's client applications to interact remotely with the monitor.

  With this option, the monitor will notify Client Consoles of alerts & activity information as well as allow users to alter Sentry-go configuration settings, either locally or remotely – see below.

- **Un-tick this option** to disable client-based access. Client tools will not be able to communicate with this Sentry-go monitoring service, nor will they be able to configure the monitor remotely.

  All configuration changes must be made using the client tools locally installed on the server in this case.

Respond to remote client requests on this port

This value determines which port number Sentry-go will use to listen for and respond to both client web & Console requests. The default value is 1000.

The value entered here is the value that should be used when …

- Registering the Sentry-go monitor with the Client Console application.
- Connecting to the web report directly from a desktop browser (if enabled). This will be in the format (the ":<Port No>" can be ignored if the default port of 80 is specified) …

  http://<Server Name>:<Port No>

When determining this value, always ensure no other software is using the port you wish to assign. If two systems attempt to use the same port, the second will fail and connectivity will be lost. Care should therefore be taken when updating this value.

The Setup Wizard will automatically attempt to ensure the value entered is available during the installation process. Always ensure all other software normally running on the server is operating correctly to allow the Wizard to correctly identify any conflicts of port number.

If you have monitor running on more than one server, it is recommended that the same port number be used across them all. This allows for easier registration & maintenance later.
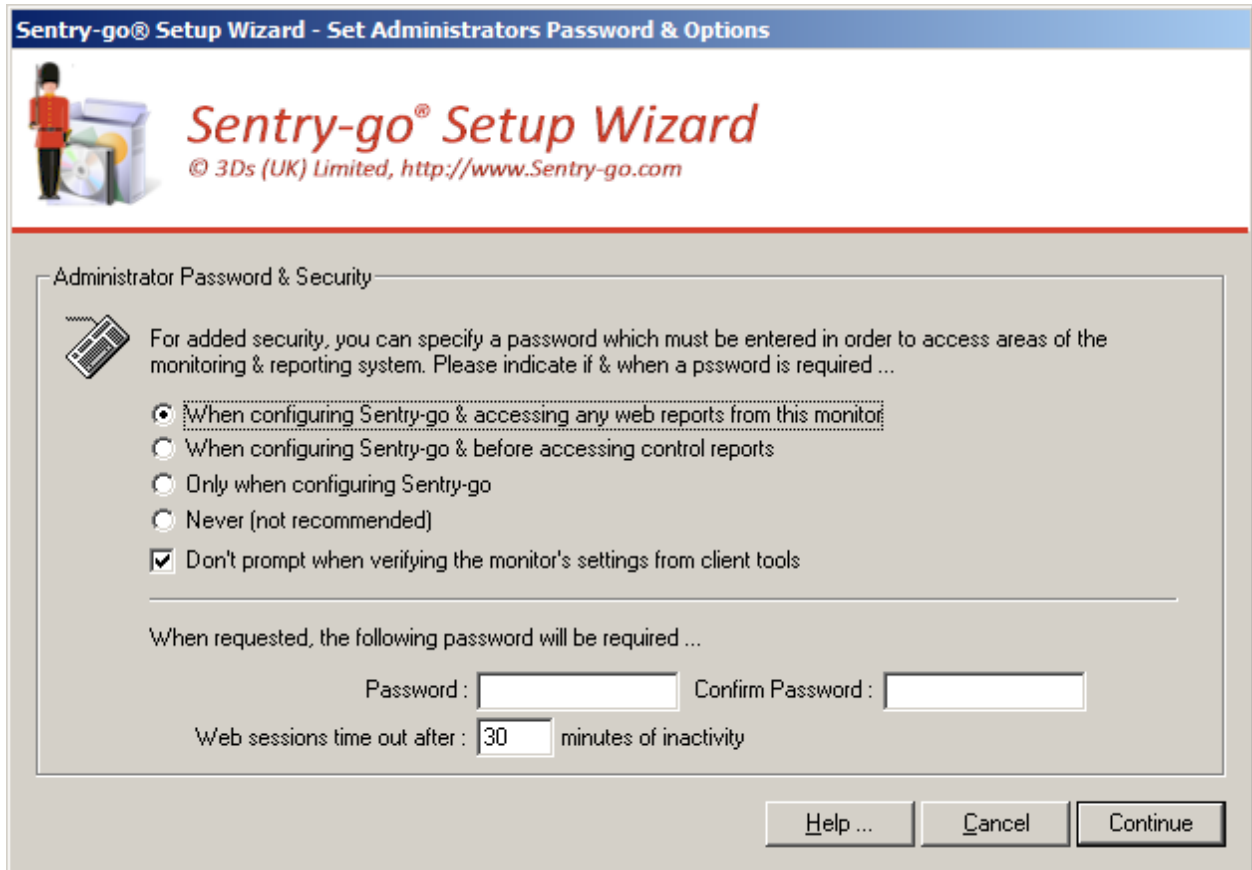
When displaying dates, use this date format

Sentry-go can display dates in any of the formats listed. The default will be selected based on your current Windows settings but you can override this by selecting your preferred format.

Once complete, click "Continue" to proceed to the next step.

Configure Security Settings

The next window allows you to configure administrative settings used by the Sentry-go monitoring service.

When should the user be required to login ?

This option determines when, if ever, the user will be required to enter the Sentry-go Administrative password …

- **When configuring Sentry-go & accessing any web reports from this monitor**

  This option requires the user to enter the Sentry-go Administrative password whenever they first access any web report or when they wish to view or edit the monitor's configuration using the Console.

- **When configuring Sentry-go & before accessing control reports**

  This option requires the user to enter the Sentry-go Administrative password whenever they first access a web report that performs an action (as opposed to viewing data only) or when they wish to view or edit the monitor's configuration using the Console.

- **Only when configuring Sentry-go**

  This option requires the user to enter the whenever they wish to view or edit the monitor's configuration using the Console. All web reports are accessible without password entry.

- **Never**

  No passwords are required when this option is selected.

  ⚠️ When this option is selected, any Console user will be able to view & edit the server's configuration settings unchallenged. It is not recommended that no security be applied to your Sentry-go installation.

- **Don't prompt when verifying the monitor's settings from client tools**

  Tick the option to avoid needing to enter a password when you are accessing the monitor to verify a configuration option or alert from within the Easy Access utility or Client Console.

  ℹ️ Depending on the settings selected above, the user may be prompted to before they can configure the monitor. If this option is un-ticked, they will also be asked to enter the password before the verification web report can be displayed.

Password

If any of the first three options are chosen, enter & confirm the administrative password below. This is the password that must be entered before access to the chosen option will be granted.

ℹ️ Passwords are case sensitive.

Web Sessions time out after

This option controls how long a web session remains active when no requests are made. The higher the value specified, the longer an existing logged on session remains (and the user not re-prompted for their password again) even if no requests are made.

ℹ️ This option is not used if logins are not enforced (i.e. "Never" is selected above).

Ready to install

Once this window is displayed, the Setup Wizard has all the required information to install the software and files. Simply click "Install" to proceed with the installation, or Cancel to quit without making any changes.
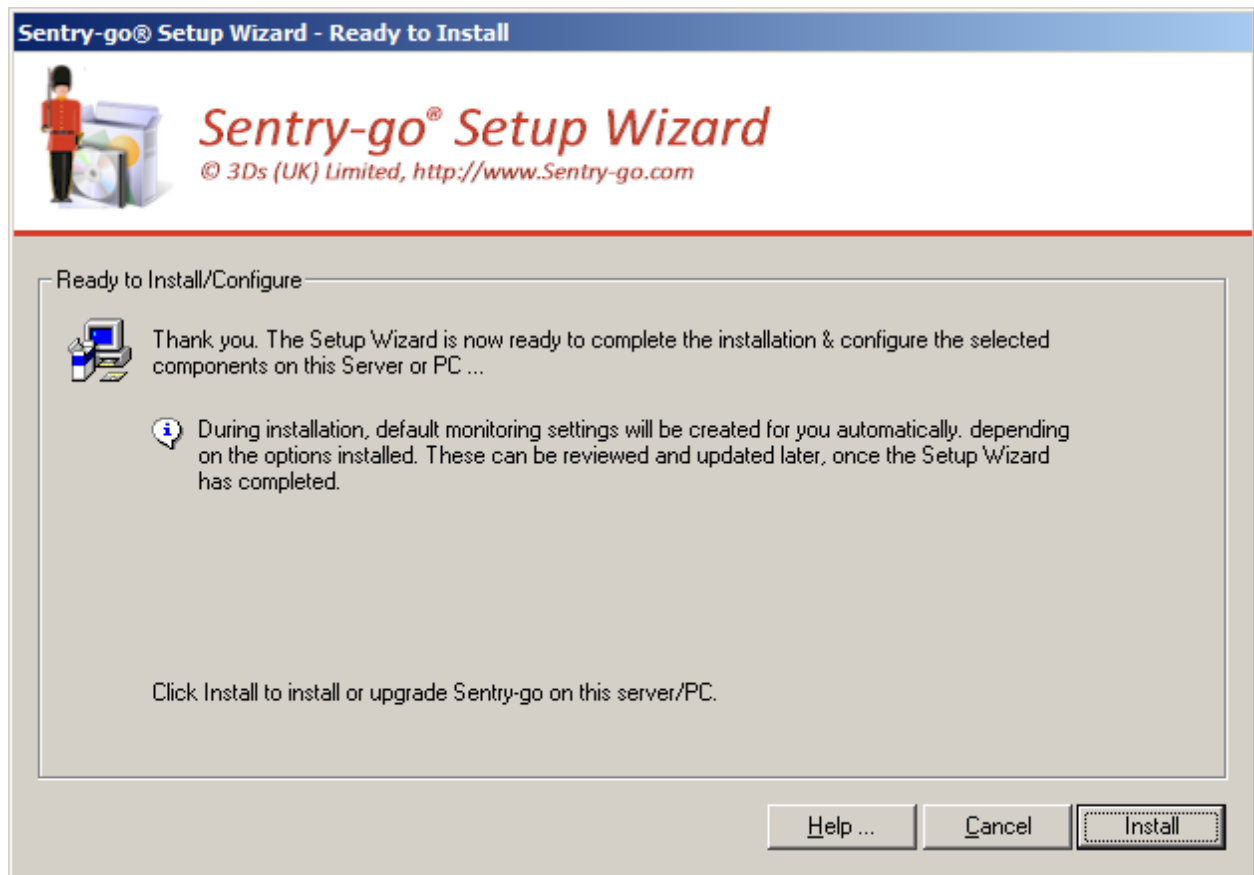

During the installation, the steps outlined below will be taken by the Setup Wizard ...

- **Read & agree to the Sentry-go Licence Agreement.** Please read and confirm the conditions of the licence agreement. If you are installing Sentry-go on behalf of a company, you agree to these conditions on behalf of your organisation.

- **Stop other Sentry-go services.** In order to copy & update files, any running services on the local server are stopped. You will be prompted before the Setup Wizard does this. Following installation, the Wizard will automatically restart them.

- **Copy files.** The Wizard will transfer files from the installation directory to the defined Sentry-go home directory on the local machine for the appropriate component(s) selected.

- **Configure.** Once files have been copied, the Setup Wizard will configure the system with default & chosen settings.

Running on a non-English version of Windows

If the Setup Wizard detects a non-English language version of Windows is being run, the following dialog will be displayed.
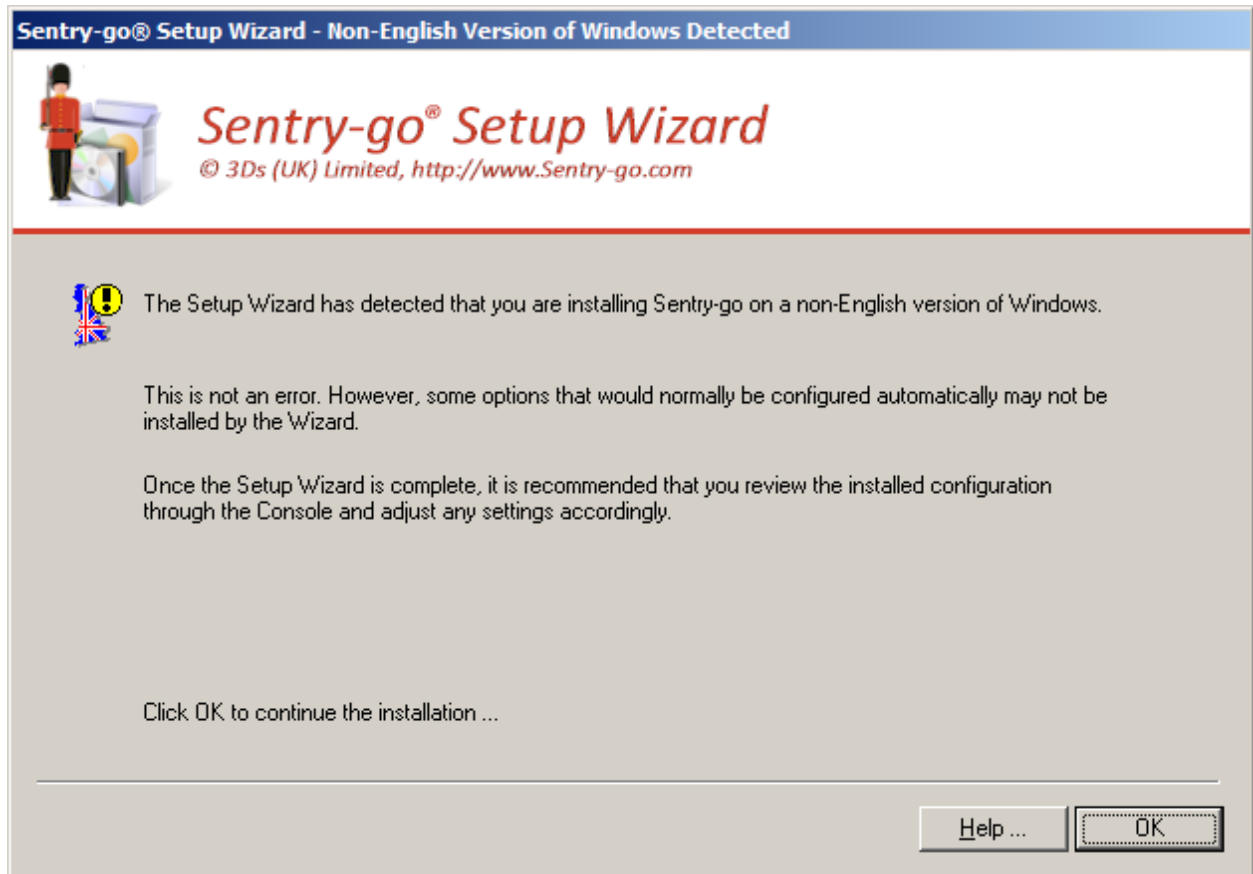

This is not an error. The message is simply displayed to indicate that the Wizard cannot automatically pre-configure certain items such as performance monitor values. If appropriate these can be configured later using the Console. All other items will continue be configured automatically.

Click OK to allow the Setup Wizard to continue.

If the monitor cannot be started

If you're installing the Sentry-go monitoring service, the Setup Wizard will attempt to run it for the first time following installation & configured settings. In the unlikely event the monitor cannot be started, the following window will be displayed, giving you access to the log files etc. …
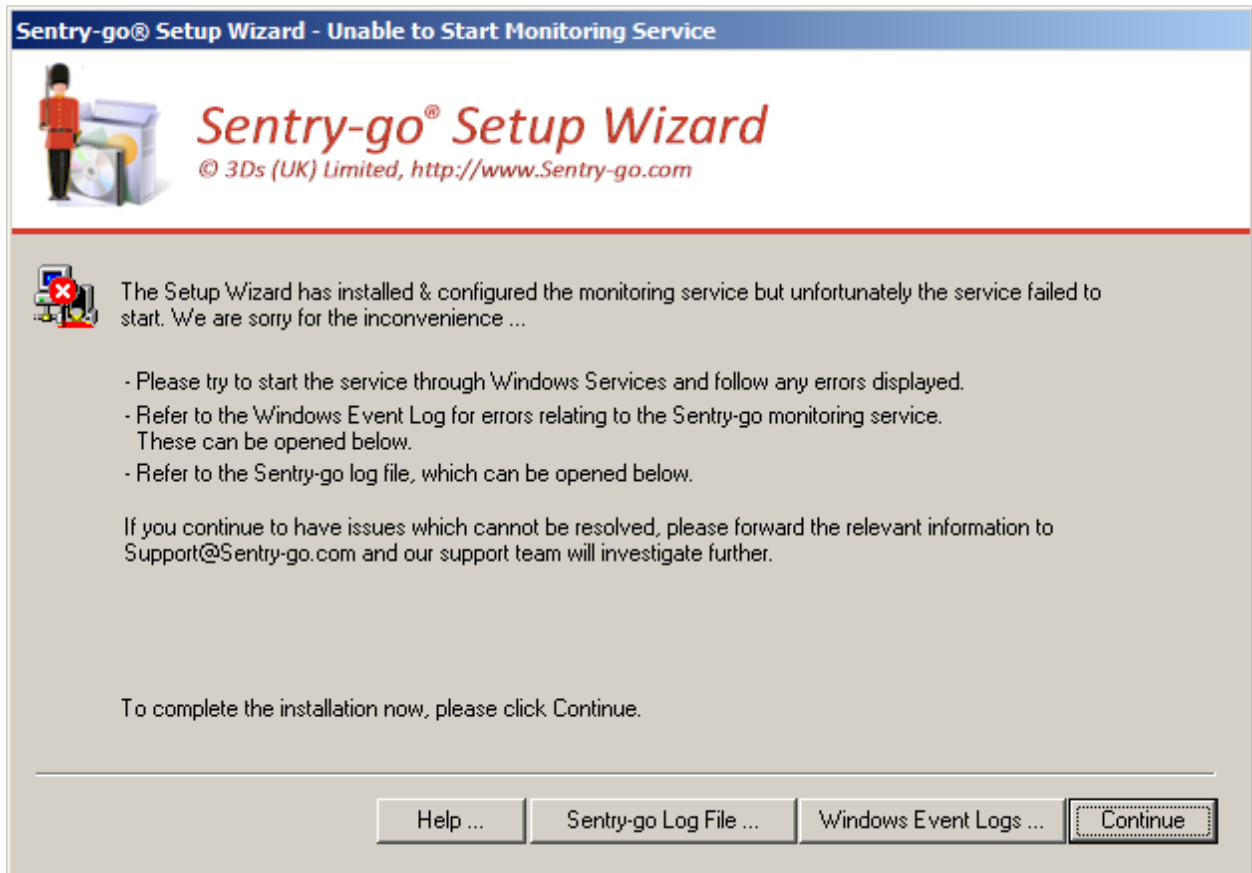
To help resolve this problem, please check the following …

- Check the user running the Wizard (your logon). If you do not have sufficient permissions to start the service this error will be displayed. To correct it, simply manually start the service using Windows Services.

- Check the Windows Event Log, by clicking the "Windows Event Log" button & check for messages relating to the Sentry-go monitoring service.

  If the fault indicates a start up failure relating to a login error, it is possible that the user specified to run the service is invalid or not configured correctly – e.g. an incorrect password was entered. It is also possible that they don't have the correct permissions to run the service.

  In this case run the "Windows Services" applet from Windows Administrative Tools or Control Panel & verify the login details for the service.

- Check the Sentry-go log file for start-up errors. If errors are recorded here, then Windows attempted to start the application but an error prevented it being initialised. Most likely this is a configuration or path-related issue.

  The errors recorded should highlight the reason for the failure.

- If no errors are recorded or they do not help you resolve the problem, please contact our support team at Support@Sentry-go.com, e-mailing the appropriate details.

To continue, click "OK".

"Up-front" Configuration

For new installations, depending on the monitoring options being installed, you can run an "up-front" configuration. This configures default settings for a number of options and is designed to get you up and monitoring within a couple of minutes.

    Once run, you can further customise the default checks or add new ones using client tools.

The top options are default settings that will be configured (for available components). The lower options can be enabled or disabled, depending on whether you wish to configure the appropriate settings.
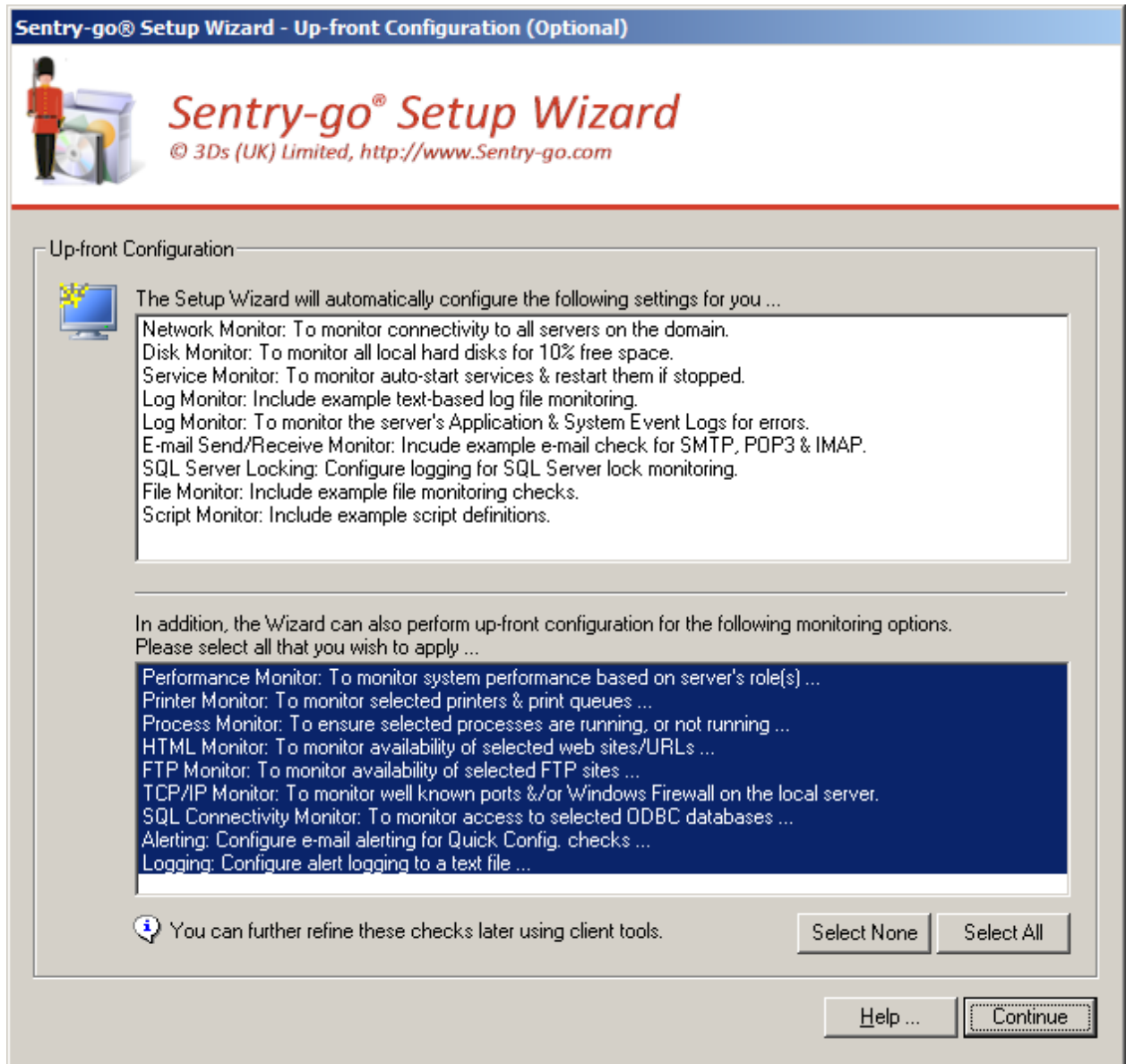
As part of an up-front configuration, you may be prompted for additional information. Simply enter the appropriate information and configure the check.

If you do not wish to configure any further checks, click the "No (More) Checks" button to continue the Setup Wizard …

Quick Configuration Default Settings

During installation, the following files/directories will be created …

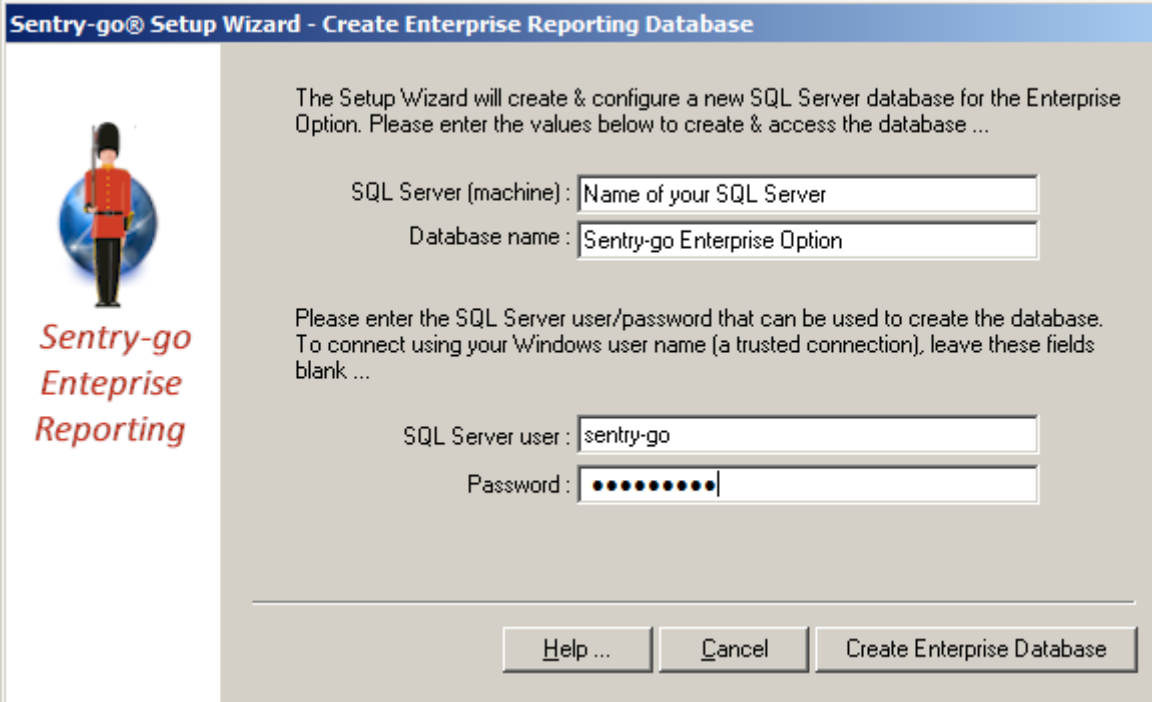| Monitoring Component	Up-front Configuration Settings
Heartbeat	Set heartbeat monitoring to "Send Only", using integrated web server.
Network	Automatically verify connectivity to all servers on the domain.
Disk	Automatically monitor local hard disks for 10% free space.
Service	Automatically monitor all auto-starts services; restart them if they stop.
Firewall	Monitor the Windows firewall; re-enable it if disabled.
TCP/IP	Verify well known ports for availability; automatically monitor these ports.
Log	Include an example text-based log monitor configuration entry (disabled).
Log	Automatically monitor records of type "error", written to the local Application & System Event Logs.
E-mail Send/Receive	Include an example configuration setting for SMTP & POP3 and SMTP & IMAP e-mails (disabled).
SQL Server Locking	Configure logging for SQL Server lock monitoring. *To enable lock monitoring, use client tools to define ODBC connections to the SQL Server database you wish to monitor.*
File	Include example configuration settings for various file monitoring checks (disabled).
Performance	Runs the Performance Setup Wizard. Select server role(s) to automatically configure performance monitoring.
Performance	Configure & enable the Performance Monitor Optimizer.
Printer	Runs the Printer Setup Wizard. Select local printers & the checks/settings you wish to monitor.
Process	Configure one or more processes that you wish to ensure are running/are not running.
HTML	Configure one or more URLs that you wish to ensure are accessible from the web.
FTP	Configure one or more FTP sites that you wish to ensure are accessible from the web.
SQL Connectivity	Configure one or more ODBC connections that you wish to ensure are accessible.
Alerting	Configure a default e-mail alert for use by the above checks.
Logging	Configure alert logging to a text file.

Installing the Sentry-go Enterprise Reporting Database (Optional)

If you have purchased the Enterprise Reporting system, you can define its connection to your Sentry-go monitor. Once configured, monitors automatically send monitoring & alert information to the system's central database and allow enterprise-wide reports to be accessed. Before you can do this however, the Enterprise system's database must be created & configured. Typically, you will only need to create the database once.

To create the system's central database and configure Enterprise Reporting, you will need access to a SQL Server database. When displayed, the following window allows the database to be created & configured for first use.

ⓘ No licence is required to create the database. Individual monitors must, however, contain a licence in order to subscribe and generate reports from it.

SQL Server (machine)

Enter the name or IP address of the SQL Server you wish to use to run the Enterprise system.

ⓘ This server will need to be accessible by all subscribing monitors.

A new database will be created on this SQL Server. Sufficient disk space must be available to create & operate the database.

Database name

This is the name of the database that will be used to store Sentry-go Enterprise Reporting information. By default it is called "Sentry-go Enterprise Option" but any valid name can be used.

(i) Remember, monitors will connect to this database when accessing or logging to the Enterprise system.

SQL Server user

Enter the name of the SQL Server user that has permissions to create a new database on the target machine. This user will automatically become the database owner (dbo) and is typically also the user that will be used to access the system from individual monitors.

(i) To use a trusted connection, leave this field blank. The currently logged on user will be used in this case.

Password

Enter the above user's SQL Server password, or leave blank for a trusted connection.

Create the Enterprise Database

Click this button to connect to the SQL Server and create the Enterprise Reporting database named above. During this process, the Setup Wizard will …

- Connect to the SQL Server
- Create the named database
- Create the required system tables used by the Enterprise system
- Configure the table with initial settings
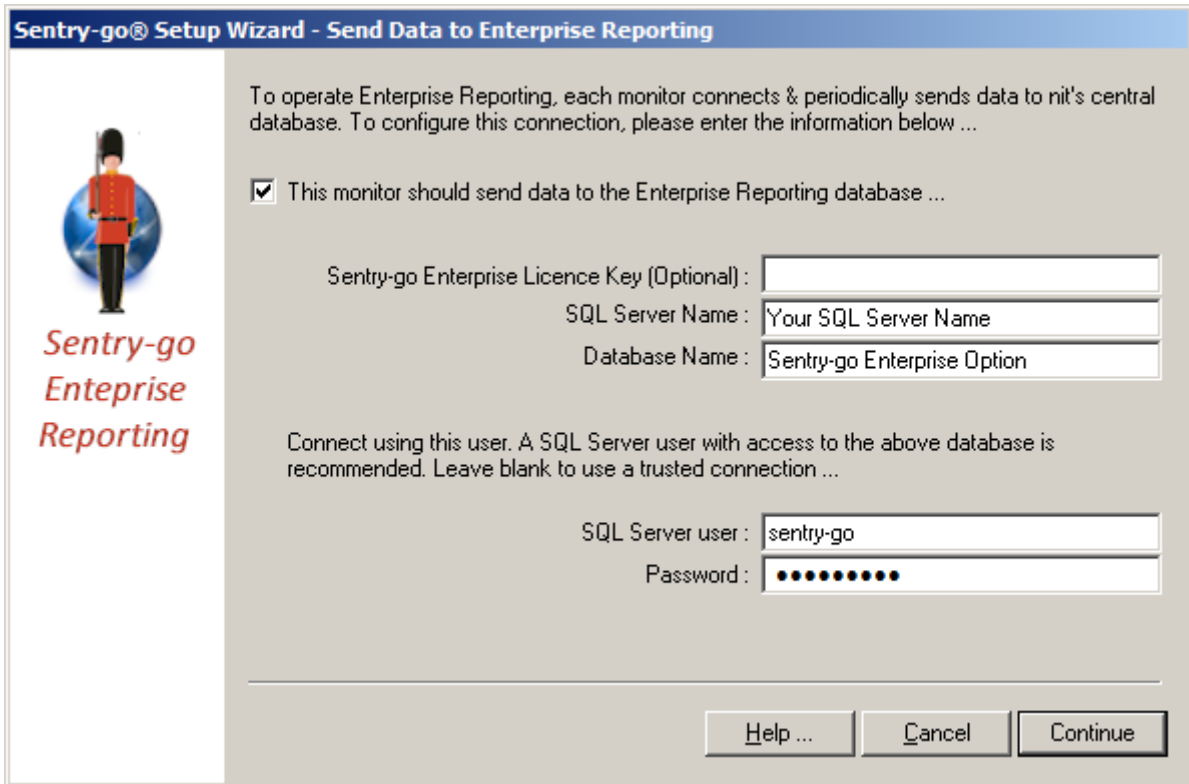- Disconnect from the SQL Server

Once created, any suitable Sentry-go monitor can connect & send data to the Enterprise database. You can define the connection using either the Setup Wizard or later by configuring the Quick Monitor or Sentry-go Plus! monitor directly.

(i) No additional software, apart from the database is required to run Enterprise Reporting. The system is self-maintaining; subscribing Sentry-go monitors will automatically perform housekeeping based on values configured through the Quick Monitor Access Utility or Sentry-go Plus! Client Console.

Recording details to Enterprise Reporting (Optional)

If you have purchased the Enterprise Reporting system, you can define its connection to your Sentry-go monitor. Once configured, the monitor will automatically send monitoring & alert information to the system's central database. To subscribe, an ODBC connection must be defined between the monitor and the target database. The Setup Wizard allows you to create this connection as shown below. Alternatively, you can configure settings through the Client Console later.

⚠️ Until the connection is defined & can be established, no information, including status, monitoring or alerting will be available to the Enterprise Reporting system or its reports.

To configure the local monitor to the Enterprise system now, enter the following information when prompted.

Sentry-go Enterprise Licence Key (Optional)

To use Enterprise Reporting, the appropriate licence key must be configured for each monitor. You can either enter this licence now, or through the Client Console later on.

💡 Logging to and reporting from the Enterprise Reporting database will be disabled for the server until a valid licence has been entered for it.

The Enterprise Reporting licence is an unlimited licence. This means you can use the same licence for all your monitors.

SQL Server (machine)

Enter the name or IP address of the SQL Server where the Enterprise system's database is installed.

⚠ The Enterprise database must be installed & configured (see above) before server's can actively subscribe to it.

Database name

This is the name of the database that is being used to store Sentry-go Enterprise Reporting information. By default it will be called "Sentry-go Enterprise Option" but this may have been changed during installation.

SQL Server user

Enter the name of the SQL Server user that has permissions to create a new database on the target machine. This user will automatically become the database owner (dbo) and is typically also the user that will be used to access the system from individual monitors.
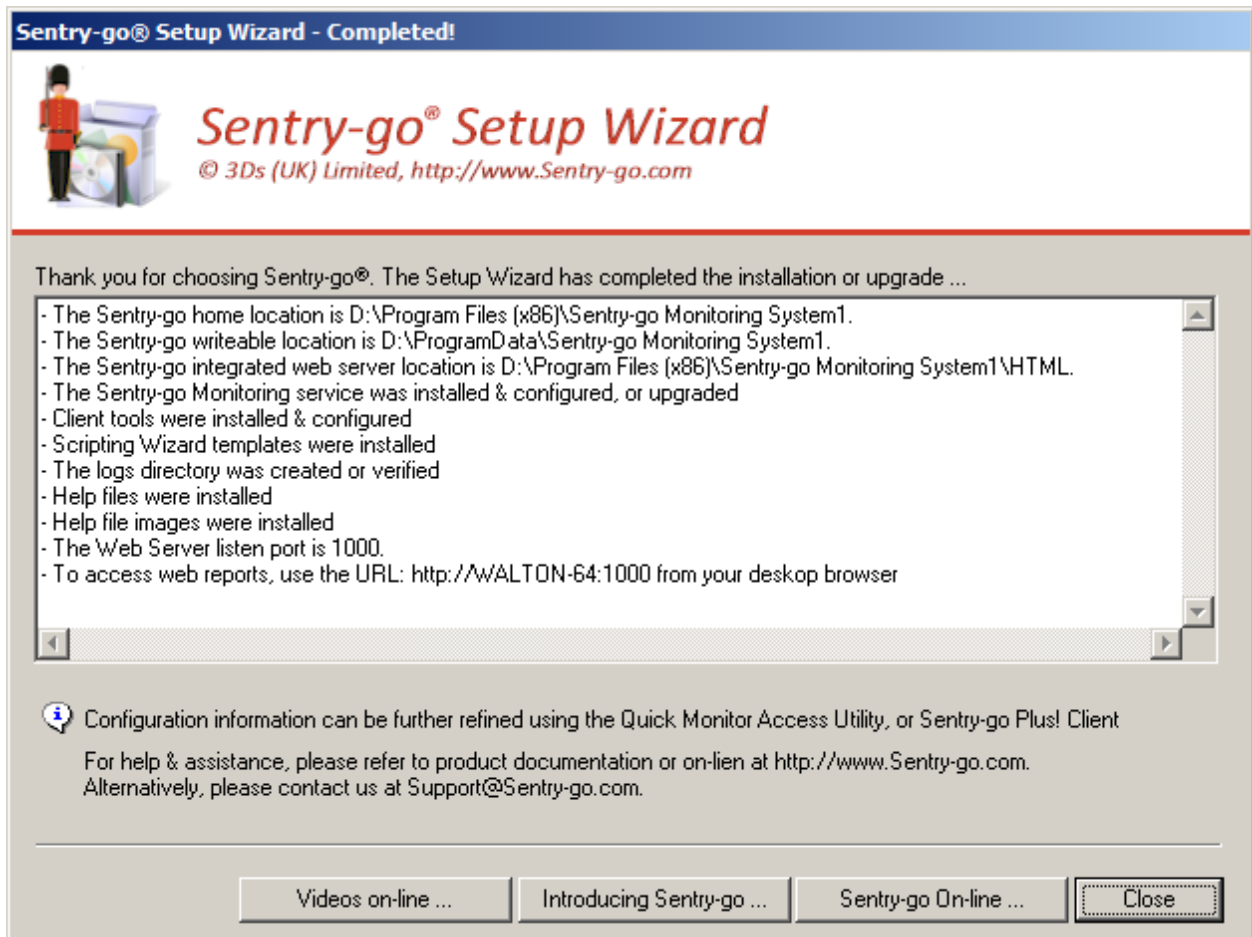
ⓘ To use a trusted connection, leave this field blank. The currently logged on user will be used in this case.

Password

Enter the above user's SQL Server password, or leave blank for a trusted connection.

Installation is complete

Once installation is complete, a window similar to this will be displayed.

Sentry-go files & directories

During installation, the following files/directories will be created …

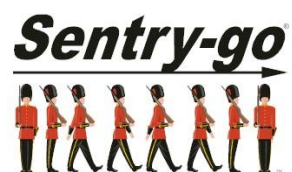| Name	Description	Default name & location
<Base-Program-Location>	This is the directory under which all program & associated files are installed by the Setup Wizard.	C:\Program Files (x86)\ Sentry-go Monitoring System ⓘ The installation drive may differ depending on your Windows configuration.
<Base-Configuration-Location>	This is the writeable directory under which all data & associated files are installed by the Setup Wizard.	• C:\ ProgramData\ Sentry-go Monitoring System ⓘ The installation drive may differ depending on your Windows configuration.
"Home" Directory	This is the location of the monitor's & client tool's program files.	<Base-Configuration-Location>
"Data" Directory	This is the location where errors are cached by the monitor, up to the maximum number specified.	<Base-Configuration-Location>\Data
"HTML" Directory	This directory holds files used by the integrated web server.	<Base-Configuration-Location>\HTML
"Images" Directory	This directory holds the images used by the integrated web server.	<Base-Configuration-Location>\HTML\Images
"Logs" Directory	This directory is used to hold the primary alert log file. It can also be used to hold other configured log files & databases as required.	<Base-Configuration-Location>\Logs

Name	Description	Default name & location
"Scripts" Directory	During Setup, the wizard will install a number of sample scripts in this location. Client tools & the Scripting Wizard will also look here by default, when accessing script templates.	\<Base-Configuration-Location>\Scripts
"Temp" Directory	This is the temporary location used by the monitor at run time. *It is a self-managed location. Typically there is no need to manually edit or delete files from here.*	\<Base-Configuration-Location>\Temp
"PerfOpt" directory	This location is used to store internal performance optimiser information, if available. *It is a self-managed location. Typically there is no need to manually edit or delete files from here.*	\<Base-Configuration-Location>\PerfOpt
"UAScan" directory	This location is used to store internal user access scanning information, when and if required. *It is a self-managed location. Typically there is no need to manually edit or delete files from here.*	\<Base-Configuration-Location>\UAScan
"ACM" directory	This location is used by the monitor to store details of alerts currently under the Alert Control Mechanism (ACM). *It is a self-managed location. Typically there is no need to manually edit or delete files from here.*	\<Base-Configuration-Location>\ACM
Console "Data" directory	This is the location where the Client Console will save its values as well as write out temporary configuration file updates etc. *It is a self-managed location. Typically there is no need to manually edit or delete files from here.*	\<Base-Configuration-Location>\Console
Configuration File	This is the primary configuration file for Sentry-go and contains all appropriate entries used for monitoring, alerting & web reporting.	\<Base-Configuration-Location>\ Sentry-go Monitoring System.CFG

Log File	This is the log file used by Sentry-go to record error & informational messages.	\<Base-Configuration-Location>\ Sentry-go Monitoring System.LOG
	ⓘ This file is self-managing. There is no need to manually delete or remove entries from this file.	
Error File	This is a separate log file used by the Sentry-go monitoring service to log starts/stops, as well as details of configuration errors.	\<Base-Configuration-Location>\ Sentry-go Monitoring System.ERR
	ⓘ This file is self-managing. There is no need to manually delete or remove entries from this file.	

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.