Be Proactive, Not Reactive!

If your server does not have a permanent LAN connection or it uses a modem or broadband to access the network or the internet, then you may wish to configure your Sentry-go solution to use dial-up networking.

Configuring Windows Dial-up Networking

Dial-up networking itself is configured within Windows – typically using an installation disk provided by your ISP or a generic modem driver used by Windows. Please follow the instructions that came with your driver, or Windows, to install and configure access to the network.

Configuring Sentry-go Quick Monitors or Plus! Monitoring

By default, Sentry-go will not attempt to connect to the network using a dial-up connection. Instead it will assume the server is connected to the appropriate network via a LAN. If this is the case then no further configuration is required.

If however you use dial-up networking to access the network you can configure the monitor to connect for …

- FTP monitoring
- HTML access & content monitoring
- E-mail send/receive monitoring

In addition, you can also configure one or more alerts to use dial-up networking.

Sentry-go On-Demand Networking

The Sentry-go monitoring system uses dial-up connectivity "on demand" – in other words it connects only when it needs to, based on the checks and/or alerts that are configured to use it. You do not need to specifically enable dial-up connectivity. Instead, you simply indicate that it should be used to perform one or more of the above checks.

To do this, simply tick the appropriate option as shown below.
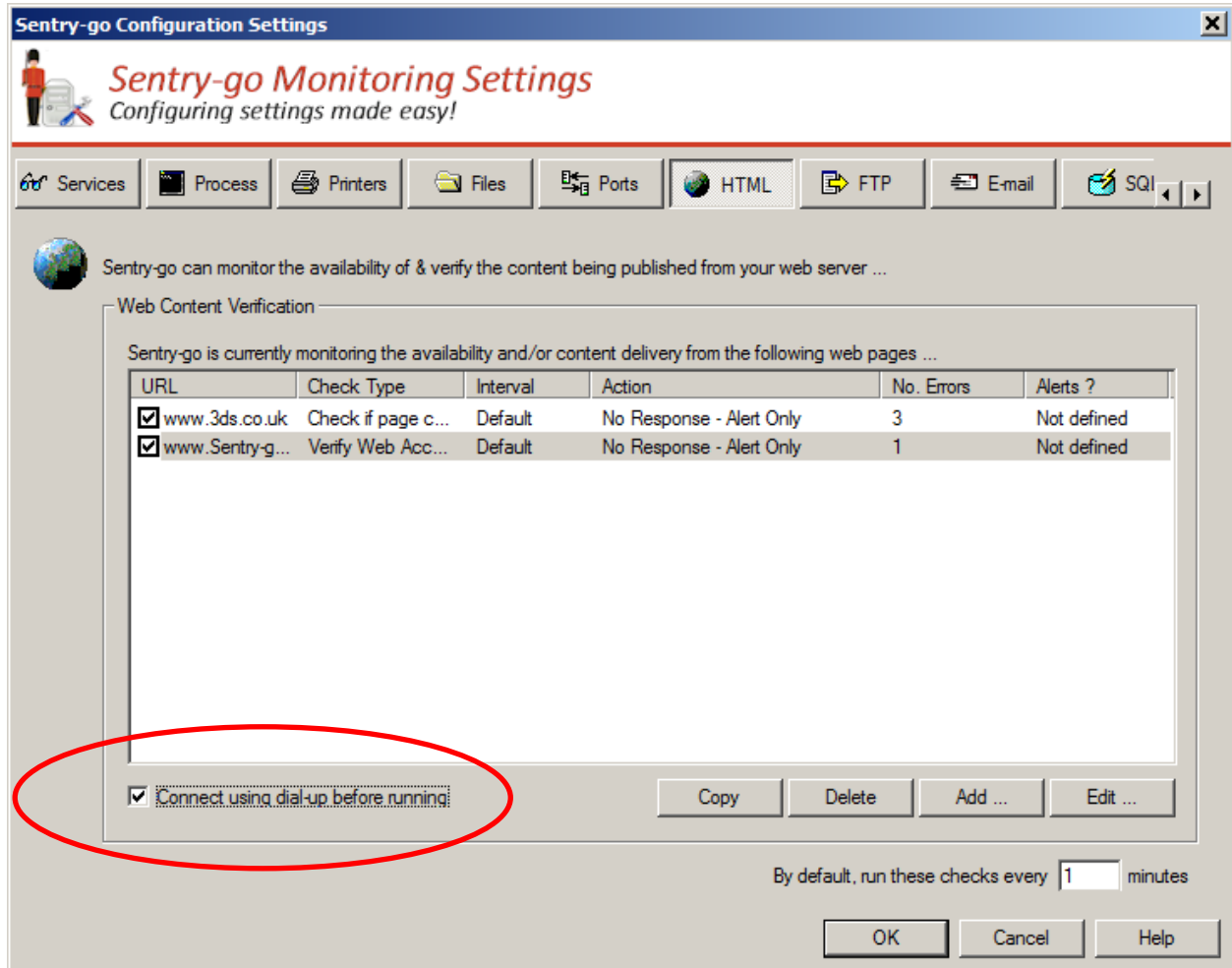

When the check is performed (or the alert is triggered), Sentry-go will …

- Check to see if a LAN connection already exists.
- If no connection is currently available, the monitor will attempt to connect to the network using the default dial-up connection.
- The check(s) is then performed and/or the alert(s) triggered.
- Depending on configuration options (see below), the dial-up connectivity link is then disconnected.

In addition to specifying whether dial-up networking is to be used, you can also configure how the monitor should treat the connection once it has been made. You do this by selecting the "Dial-up" option on the main "Settings" tab …
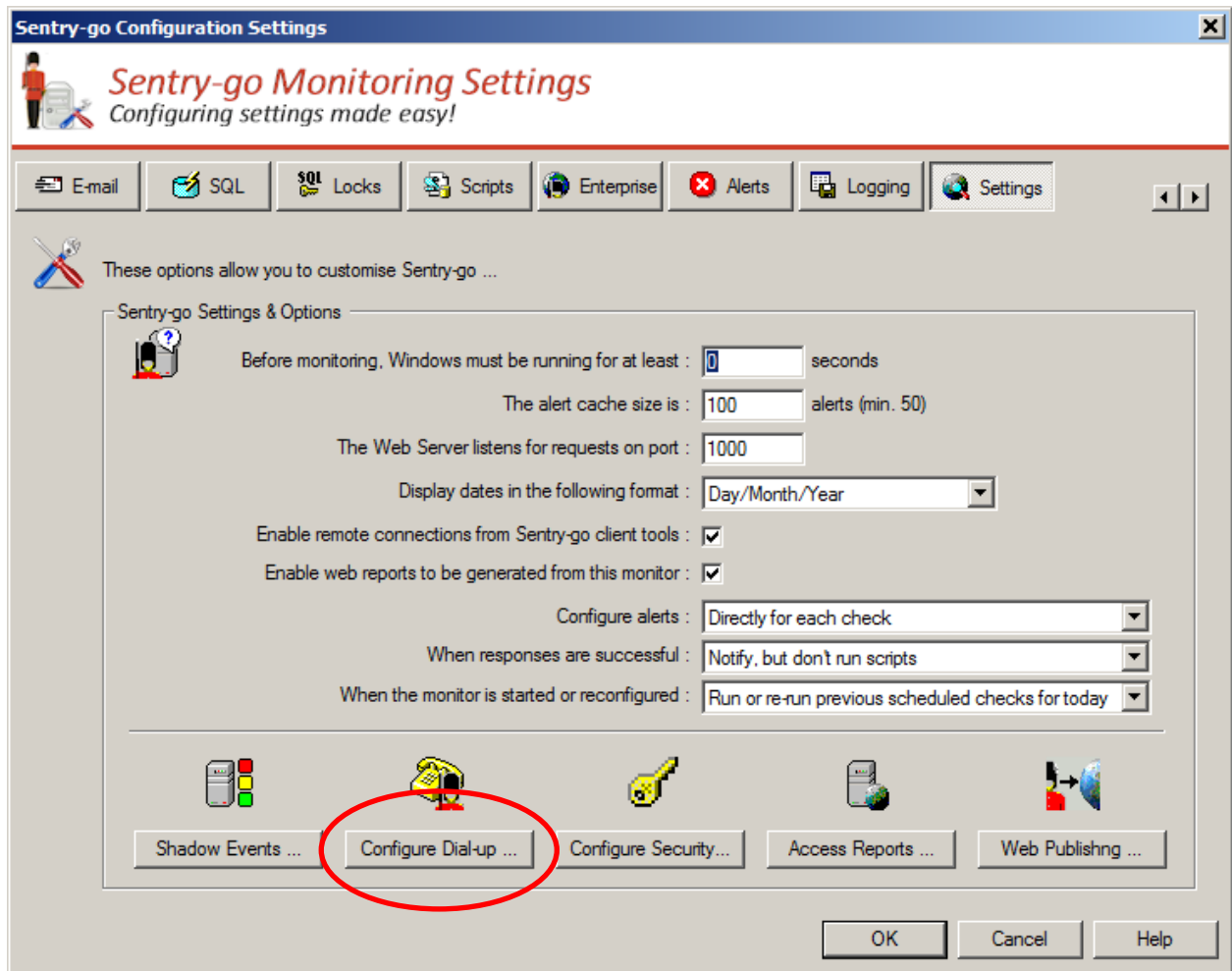
The following window will then be shown …
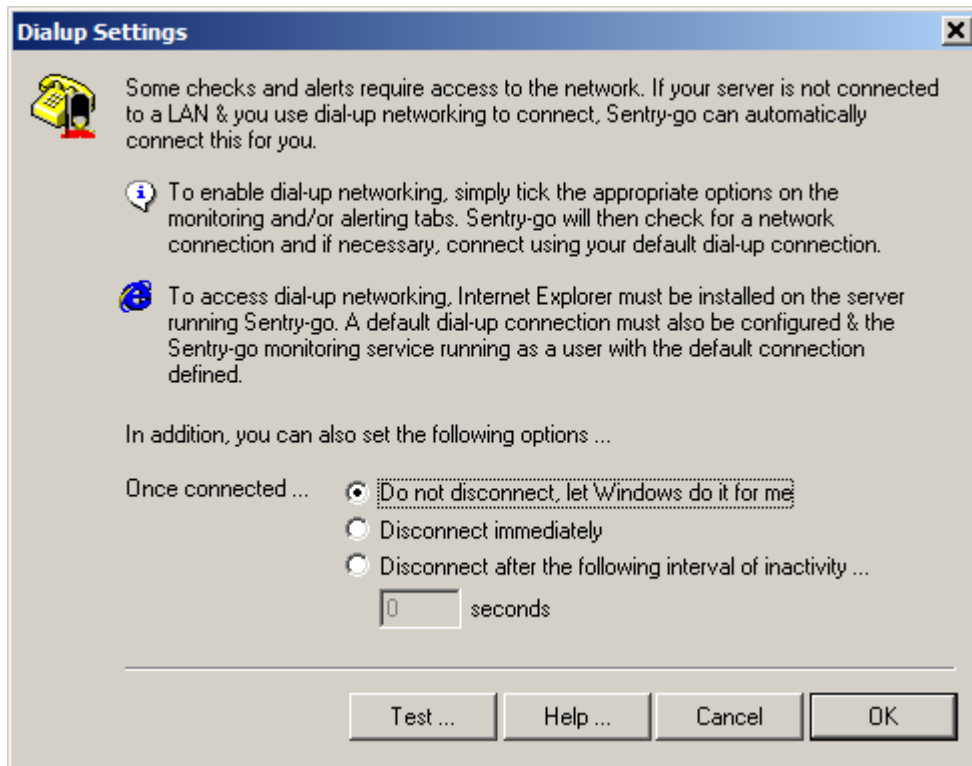
In particular, this window allows you to choose how Sentry-go should, if at all, disconnect a dial-up connection it previously established …

- Tick the first option to disable Sentry-go's own disconnection logic. If specified, the monitor will connect as before but never itself disconnect from the network. You can use this option if other applications running on the server require dial-up networking and/or you want Windows auto-disconnect options to perform this task.

- Tick the second option if you want the monitor to terminate the connection as soon as it is no longer needed by the feature the connected it. For example, after the FTP checks have been performed or the alert triggered, a previously established dial-up connection will be closed.

  This option can be useful if dial-up connectivity is not required often & you do not wish to remain connected any longer than necessary.

- Tick the last option to pool the dial-up connection. With this option, once the connection is established, it is maintained and monitored by Sentry-go and re-used by other options as and when required. If, after the given timeout period no logic has required the connection, it will be closed automatically.

  It is particularly useful if many checks require network access via dial-up as it prevents continual connects/disconnects from being made.

Running the Monitoring Service

In order to use dial-up networking, Sentry-go needs access to the default dial-up connection as discussed above. Once created, a dial-up connection can then be specified as the default dial-up connection and it is this connection that Sentry-go will use.

⚠️ By default, the Sentry-go monitoring service is configured to run as the "Local System" user. However, to access this connection, it will need to be run as a user which can access dial-up networking & has access to this default connection.

- We recommended that you create a domain user for use only by Sentry-go which you can then configure to access the default dial-up connection.
- Logon to the server as the chosen domain user (e.g. "sentry-go")
- Configure the appropriate connection within Windows
- Make the new connection the default connection (right click the connection and select "Default")
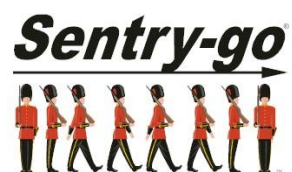- Configure the Sentry-go service to run as this user.

  You can do this using the "Services" application in Windows Control Panel or under Administrative Tools. From the list select the Sentry-go Monitoring Service, click "Properties" and select the "Log On" tab …
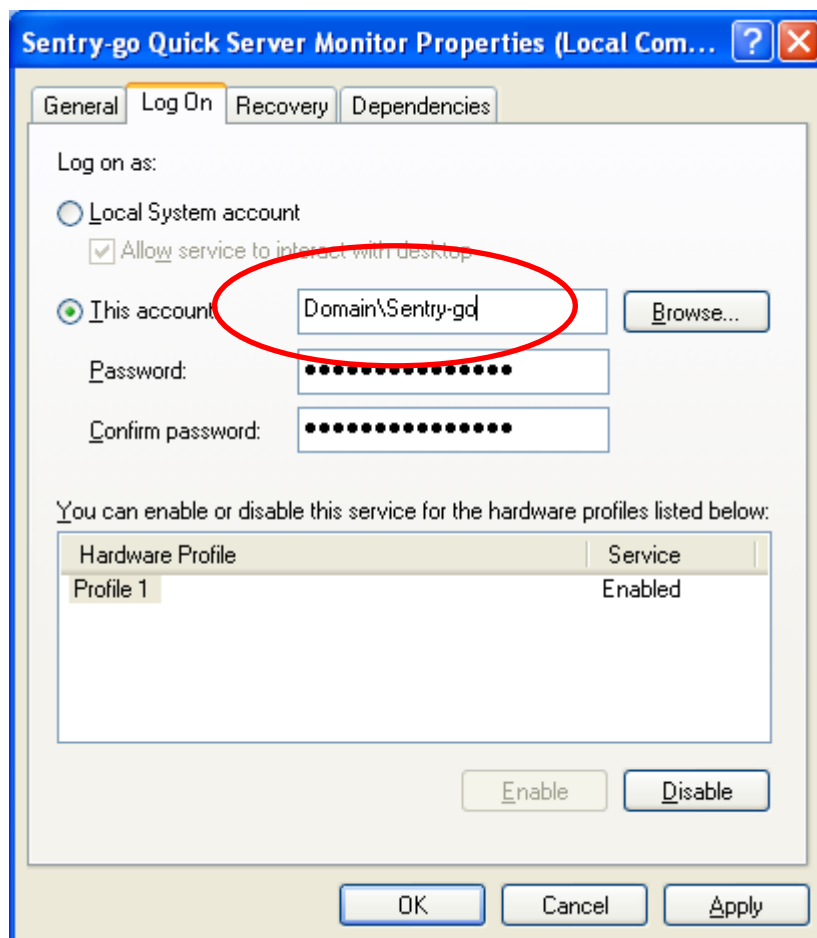
More Information

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.