Sentry-go Remote Update Wizard

Be Proactive, Not Reactive!

The Sentry-go Remote Update Wizard is a tool that helps you upgrade existing Sentry-go monitors within your environment from your desktop, without the need for manual intervention or server visits. With it you can …

- Remotely update one or more existing Sentry-go monitors based on a previously installed or upgraded monitor.
- Remotely restore a monitor to a previous version, if available.
- Remotely search for and remove older backups.
- Display technical information on an existing installation.
- Compare the version of a monitor with the latest available on-line.

In this guide

Installing

The Wizard is installed as part of the Sentry-go v6 or above client tools. You can access it from the client tools menu or by running it's executable from Windows Explorer.

The Wizard retrieves server information based on the monitors defined within the Sentry-go Client Console. You should run the Wizard from the same PC as you would run the Sentry-go Plus! Client Console or Quick Monitor Access Utility.

Running the wizard

To run the Wizard, simply select it from the Client Tools menu, or run its executable file - "goQMRemoteUpdate.exe". The following window will be displayed, giving access to all other functions …
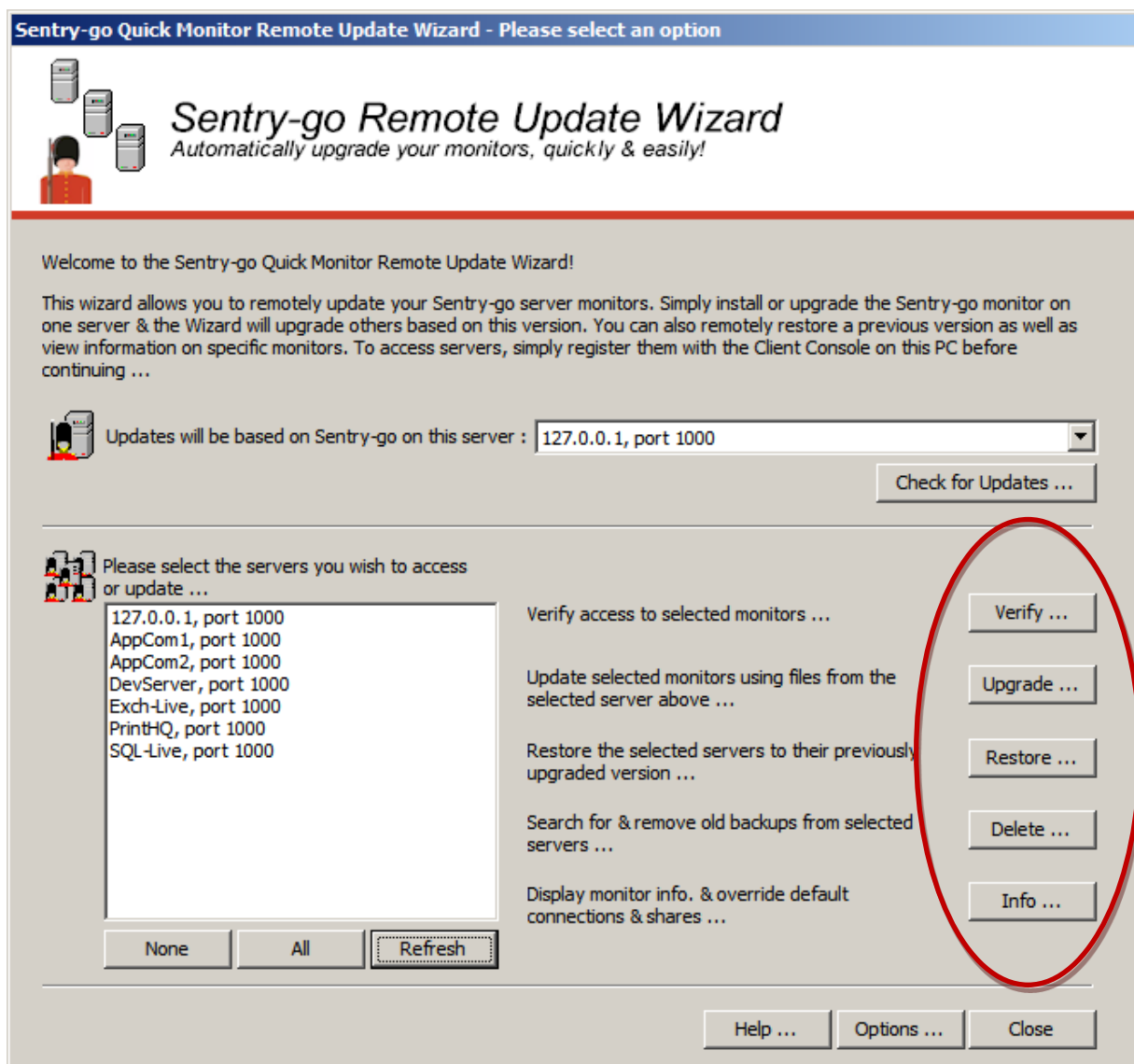
The window is split into two parts ...

- The upper part allows you to select the "source" server – a server that has already been updated using the Sentry-go Setup Wizard and will be used to provide the base files for the servers you wish to update.
- The lower part allows you to select the target servers as well as determine which function(s) you wish to use.

These are described in more detail below.

Verifying remote access to Sentry-go monitors

In order to function, the Wizard needs access to the remote monitor, both in terms of the network and file system. To do this, it must connect using TCP/IP (in a similar way to other Sentry-go client tools) as well as access files & folders using an appropriate network share.

By default, the logged on user & the server's default shares are used to provide these connections. However, depending on your environment, access could be unavailable using these.

To check access from the Wizard without making any changes, you can either display information on each server individually by clicking the "Info" button or using the "Verify" option. To verify …

- Select the server(s) you wish to check from the selection list …
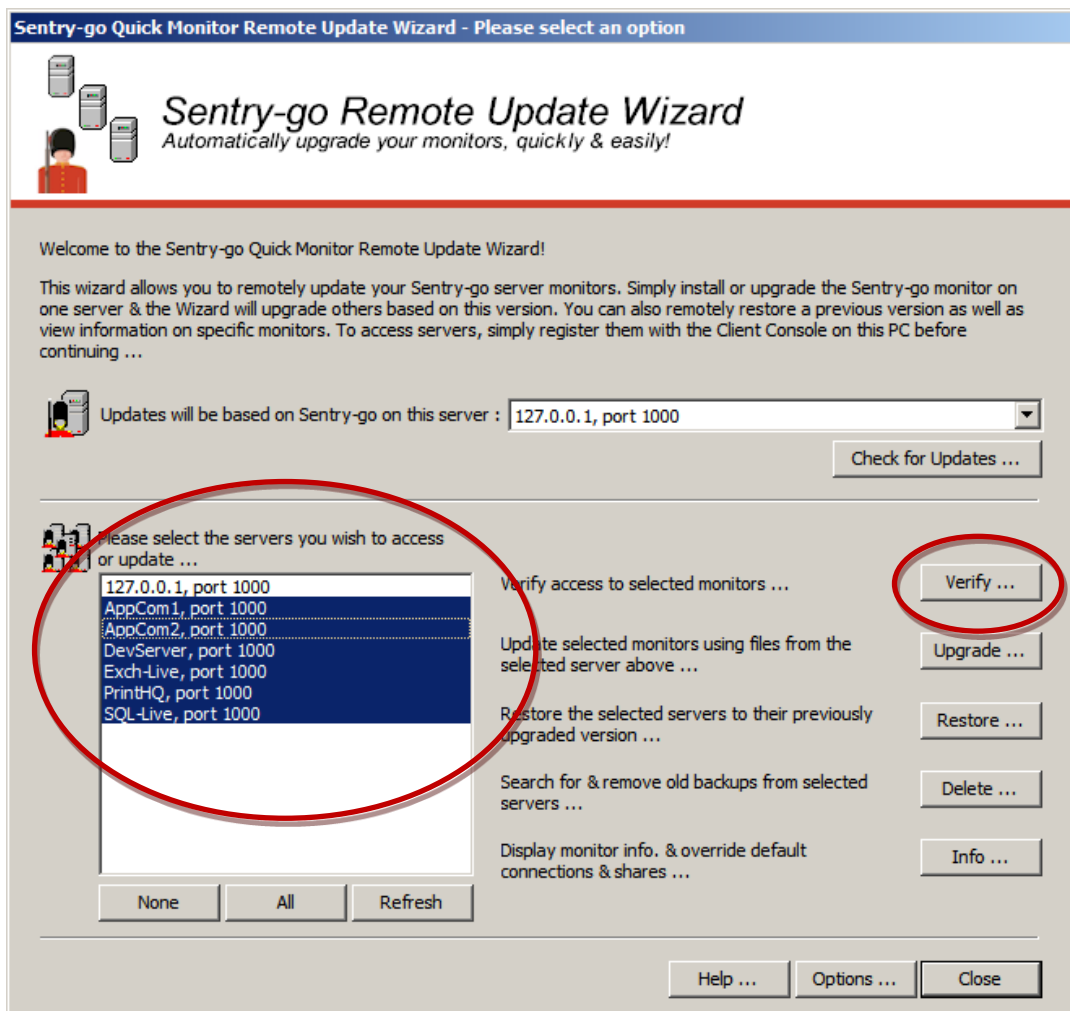
- Click "Verify". For each selected server, the Wizard will ...

    o Ensure the monitoring service is available & accessible.
    o Ensure configuration information can be retrieved from it.
    o Ensure system & data paths can be retrieved.
    o Ensure the system & data retrieved can be accessed for read/write as appropriate using the defined connection method.
    o Display progress & results as the function proceeds.
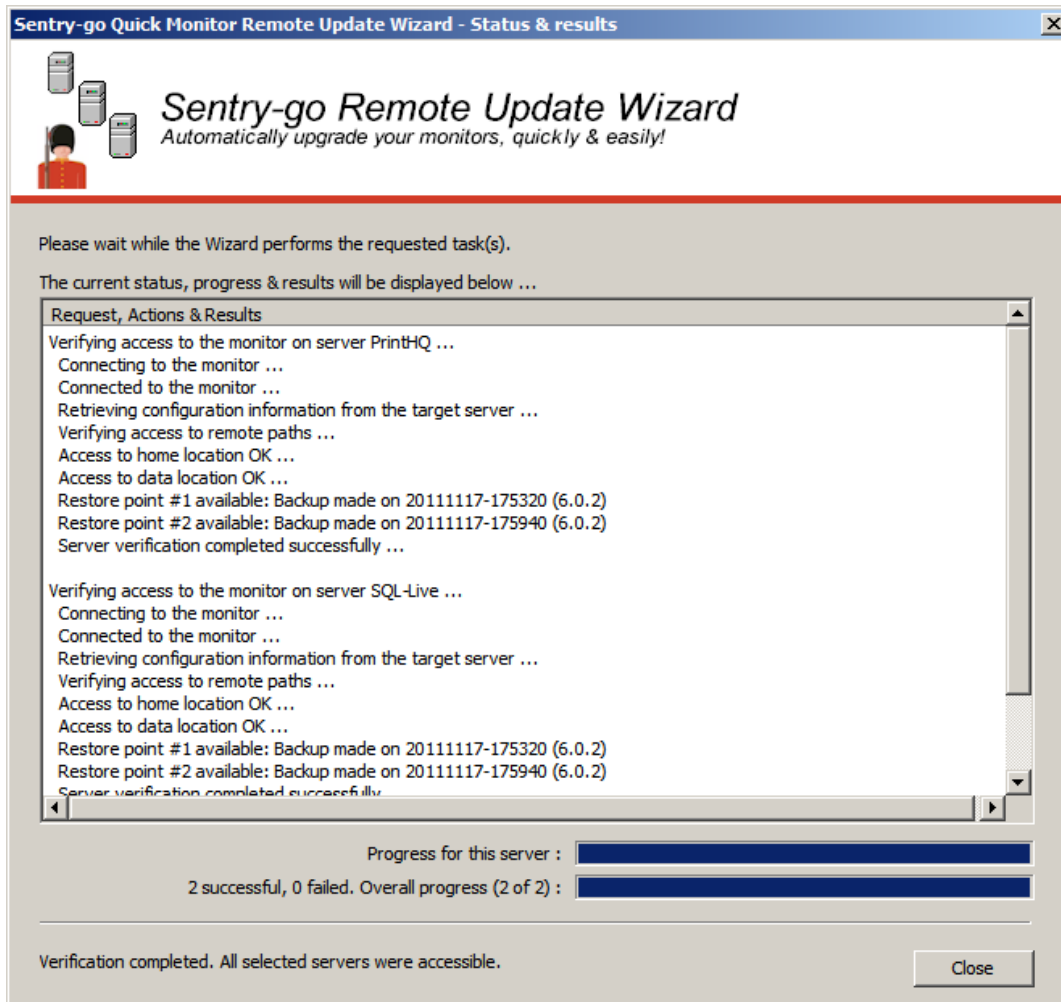
If errors are reported with the default settings that cannot easily be resolved, you will need to override the default connection settings for that server. See "Displaying Technical Information on a Server".

Displaying Technical Information for a Sentry-go Server Monitor

To display & verify connection information for a server, click the "Info" button from the main window and select the server from the dropdown list. Then click "Show" ...
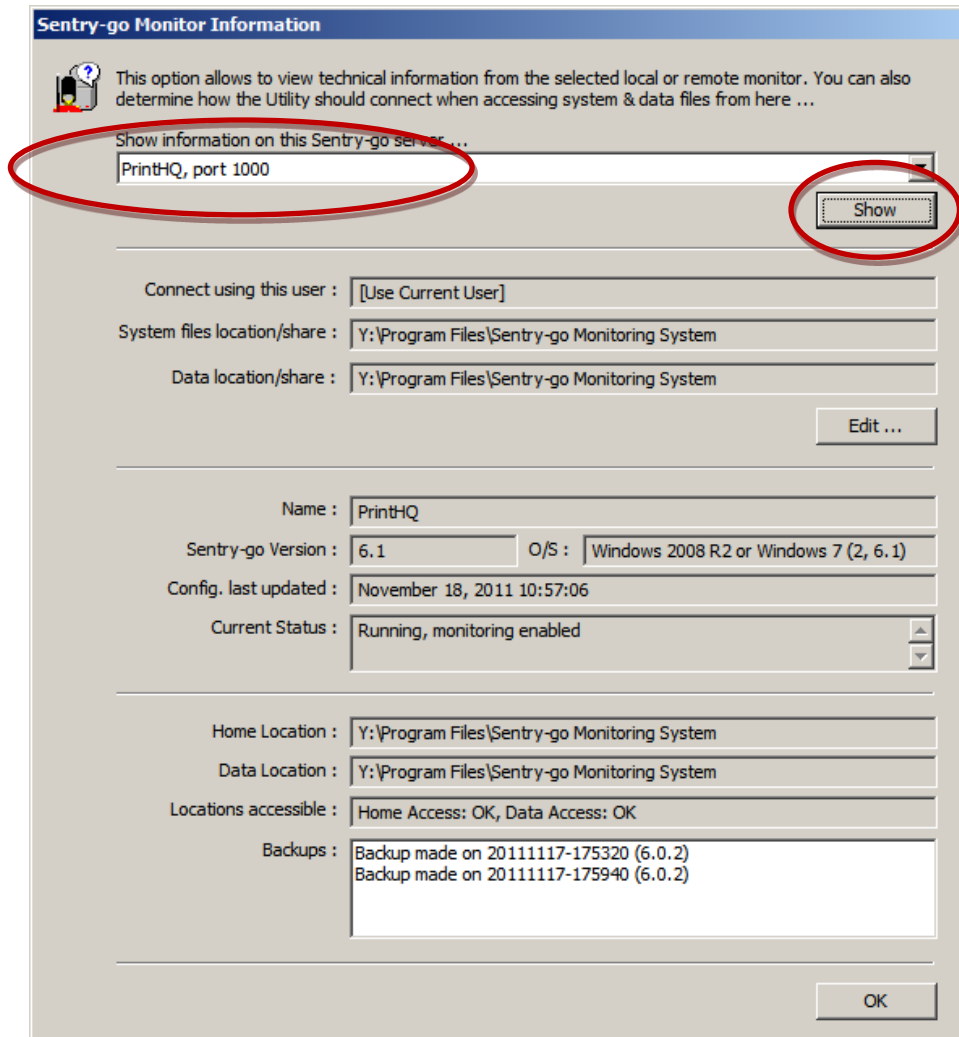
The following information is displayed …

Connect using this user

This is the user the Wizard will use in order to connect to the file system on the target server. To change it, click "Edit".

System files location/share

If overridden, this is the UNC path, share or mapped drive defined for the target server's Sentry-go system files.

Data location/share

If overridden, this is the UNC path, share or mapped drive defined for the target server's Sentry-go data & configuration files.

Name

The name of the server being accessed.

Sentry-go Version

This field reports two values ...

- The version as reported by the monitoring service
- The version, including minor updates reported by the configuration file.

When verifying versions, the latter is used by the Wizard.

O/S

This is the version of Windows and current service pack level, if applicable on the target server.

Config. last updated

This is the date & time the target monitor's configuration was last updated.

Current Status

This shows either the current status of the monitor or, in the event a connection error occurs, details of the error itself.

Home Location

This is the location of the folder that stores Sentry-go system files on the target server. The path is either determined from the configuration file (and adjusted accordingly using the default share for remote access), or the overridden value if specified.

Data location/share

This is the location of the folder that stores Sentry-go data & configuration files on the target server. The path is either determined from the configuration file (and adjusted accordingly using the default share for remote access), or the overridden value if specified.

Location accessible

This value determines whether the above locations are currently accessible to the Wizard. If not, verify ...

- Any overridden value exists
- The defined location is accessible to the defined (or logged on) user.
- The locations are valid Sentry-go locations (i.e. are actually Sentry-go system and/or data locations).

Backups

If backups of previous versions are available on this server, they will be listed here. The name of the backup will indicate the date/time the backup was made (and optionally the version that replaced it, where available).

Overriding Connection Settings for a Sentry-go Monitor

When default settings cannot be used to access a server, you can override them with custom values. To do that, click the "Info" button from the main window and select the server from the dropdown list.

To display/verify the current settings, click "Show" (as described above). To update or override these settings, click "Edit" ...

Connect using this user/Password

To connect as specific user, enter the user ID and password in the first two fields ...

- To use a domain account, use the format DomainName\UserName.
- To use a local user account on the server itself, use the format ServerName\UserName.
- Ensure the selected user has sufficient permissions on the target server.
- Share names & paths are limited to a maximum of 260 characters.

Sentry-go System Files Share
Sentry-go Data Files Share

These entries allow you to override the default share with a custom share or mapped drive, in order to access the appropriate location on the remote server ...

- When specifying remote shares ...

  - Shares must point directly to the appropriate Sentry-go location
    (e.g. to C:\Program Files\Sentry-go Monitoring System).
  - The above (or default) user must have permission to access this share.
  - If the monitor is installed from a single location on the server (i.e. system files & data both share the same location), define a single share and enter it in both fields on this window.
  - Use the format \\ServerName\ShareName.

- When specifying a mapped drive ...

  - Use Windows Explorer to map a drive letter to the remote share.
  - The logged on user must have permission to access this share/mapped drive. To use a different user, configure this when mapping the drive – any user entered above will be ignored when using mapped drives.
  - If the monitor is installed from a single location on the server (i.e. system files & data both share the same location), define a single mapped drive and enter it in both fields on this window.
  - Use the mapped drive and associated directory structure when defining the locations.

    For example, if T:\ maps to \\Server\Program Files and V:\ maps to \\Server\ProgramData ...

    - T:\Sentry-go Monitoring System
    - V:\ Sentry-go Monitoring System

    Or, if T:\ maps to \\Server\C:\ ...

    - T:\Program Files\Sentry-go Monitoring System
    - T:\ProgramData\Sentry-go Monitoring System

Updating Remote Sentry-go Server Monitors

The primary role of the Wizard is to allow you to remotely update monitors from a single source without the need for manual intervention on the server itself. To do this ...

- If required, download the latest version of Sentry-go.
- Run the Sentry-go Setup Wizard on one of your servers (if required) to either install or upgrade it to the required version.

  When complete, this server will become your "source" server for the update.

- Next, run the Wizard.

  The Wizard will list all "known" monitors, as defined by the Client Console on the local PC. If any servers are missing, run the Console, define the server(s), then refresh the Wizard's list.

- Select the "source" server (upgraded above) from the dropdown list.
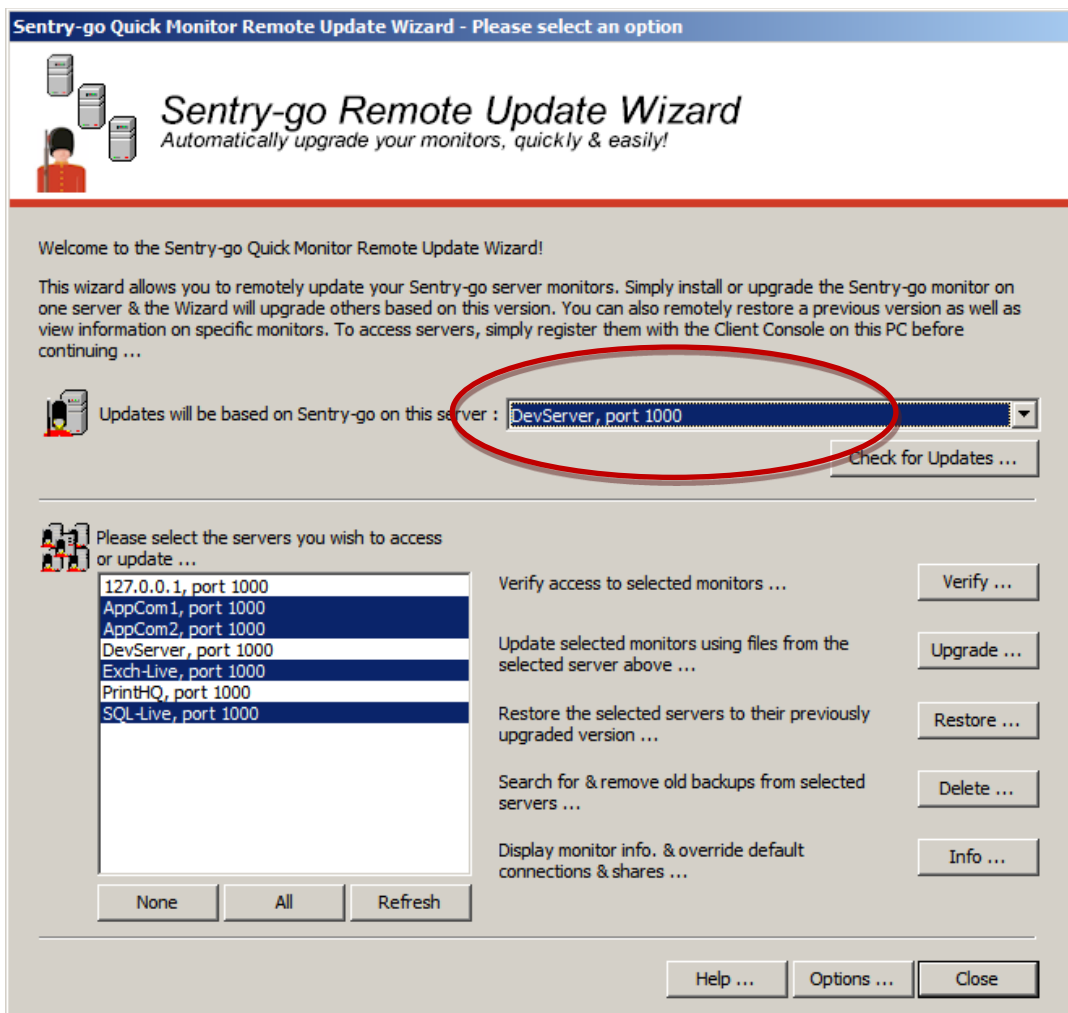
- Next select the server(s) you wish to update from the selection list.

- Optionally click "Verify" to ensure the Wizard has sufficient access to each monitor. If it doesn't, follow the on screen prompt to determine why access is unavailable and correct as required.
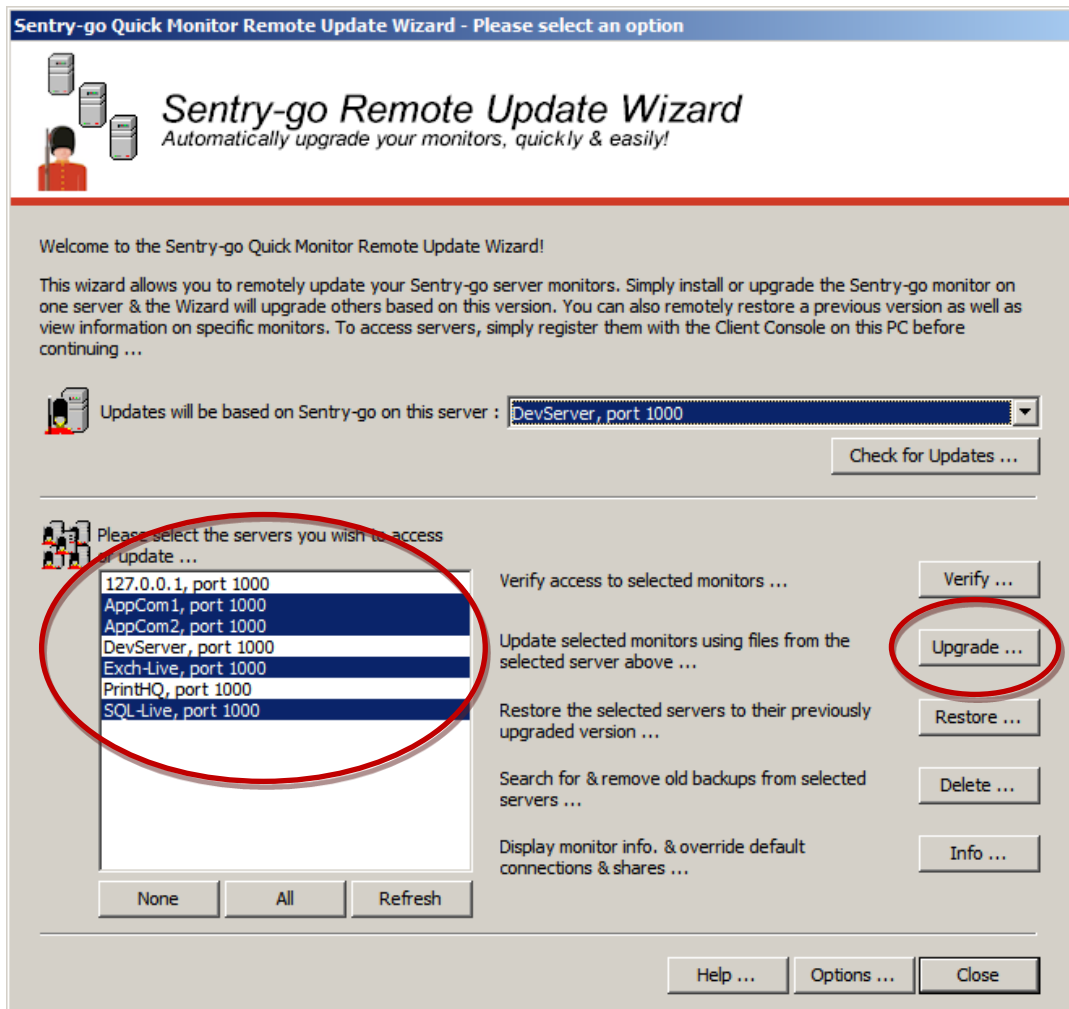
- Click "Upgrade" to update each selected server in turn ...

  - The Wizard will optionally back up the existing installation.
  - The Wizard may stop & start the monitor as required, as well as access the remote server's file system to perform the update.
  - Configuration information may be updated, in terms of formatting, if required for the new version. Actual settings will not be changed.

- During the update, progress will be displayed in the results window ...

Sentry-go Quick Monitor Remote Update Wizard - Status & results

Sentry-go Remote Update Wizard
Automatically upgrade your monitors, quickly & easily!

Please wait while the Wizard performs the requested task(s).

The current status, progress & results will be displayed below ...

```
Request, Actions & Results
Verifying access to the monitor on server PrintHQ ...
   Connecting to the monitor ...
   Connected to the monitor ...
   Retrieving configuration information from the target server ...
   Verifying access to remote paths ...
   Access to home location OK ...
   Access to data location OK ...
   Restore point #1 available: Backup made on 20111117-175320 (6.0.2)
   Restore point #2 available: Backup made on 20111117-175940 (6.0.2)
   Server verification completed successfully ...

Verifying access to the monitor on server SQL-Live ...
   Connecting to the monitor ...
   Connected to the monitor ...
   Retrieving configuration information from the target server ...
   Verifying access to remote paths ...
   Access to home location OK ...
   Access to data location OK ...
   Restore point #1 available: Backup made on 20111117-175320 (6.0.2)
   Restore point #2 available: Backup made on 20111117-175940 (6.0.2)
   Server verification completed successfully
```

Progress for this server :

2 successful, 0 failed. Overall progress (2 of 2) :

Verification completed. All selected servers were accessible.

Close

- When upgrading from an earlier release, you may receive an error similar to this …
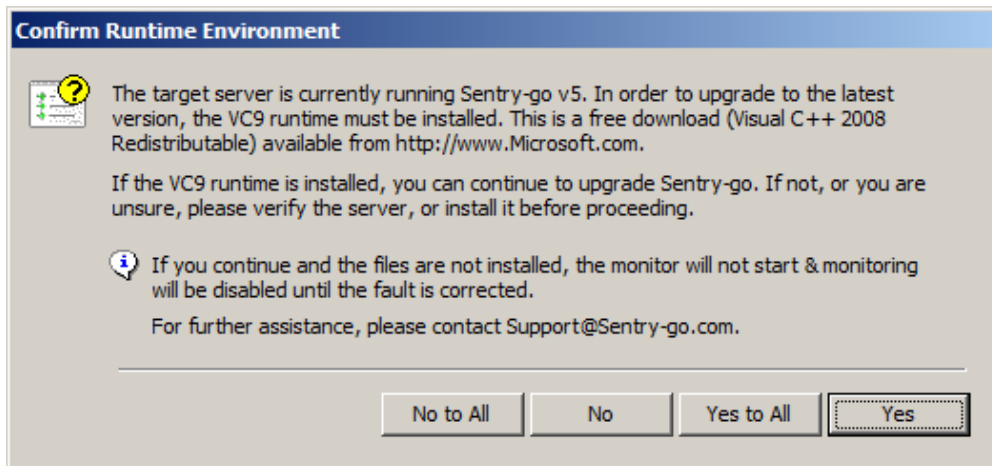
This is not necessarily an error. Instead it indicates that you should verify that the Visual C++ runtime libraries, in this case version 9 (VC9) are installed on the server before you continue.

Sentry-go v6 and above requires the VC9 runtime libraries to be installed. If they are not, the monitor will not start and runtime or "side by side" errors will be reported in the server's event log.

The required runtime libraries come with the "Visual 2008 C++ Redistributable". This can be downloaded free from http://www.Microsoft.com.

You should ensure this is installed before running Sentry-go v6.

Restoring a Previously Sentry-go Version

When a remote update is performed, the Wizard can automatically make a backup prior to applying changes. In the event you need to revert back to a previously backed up version, you can do so using the Wizard.

To do this ...

- Run the Wizard.
- Select the server(s) you wish to restore from the selection list.
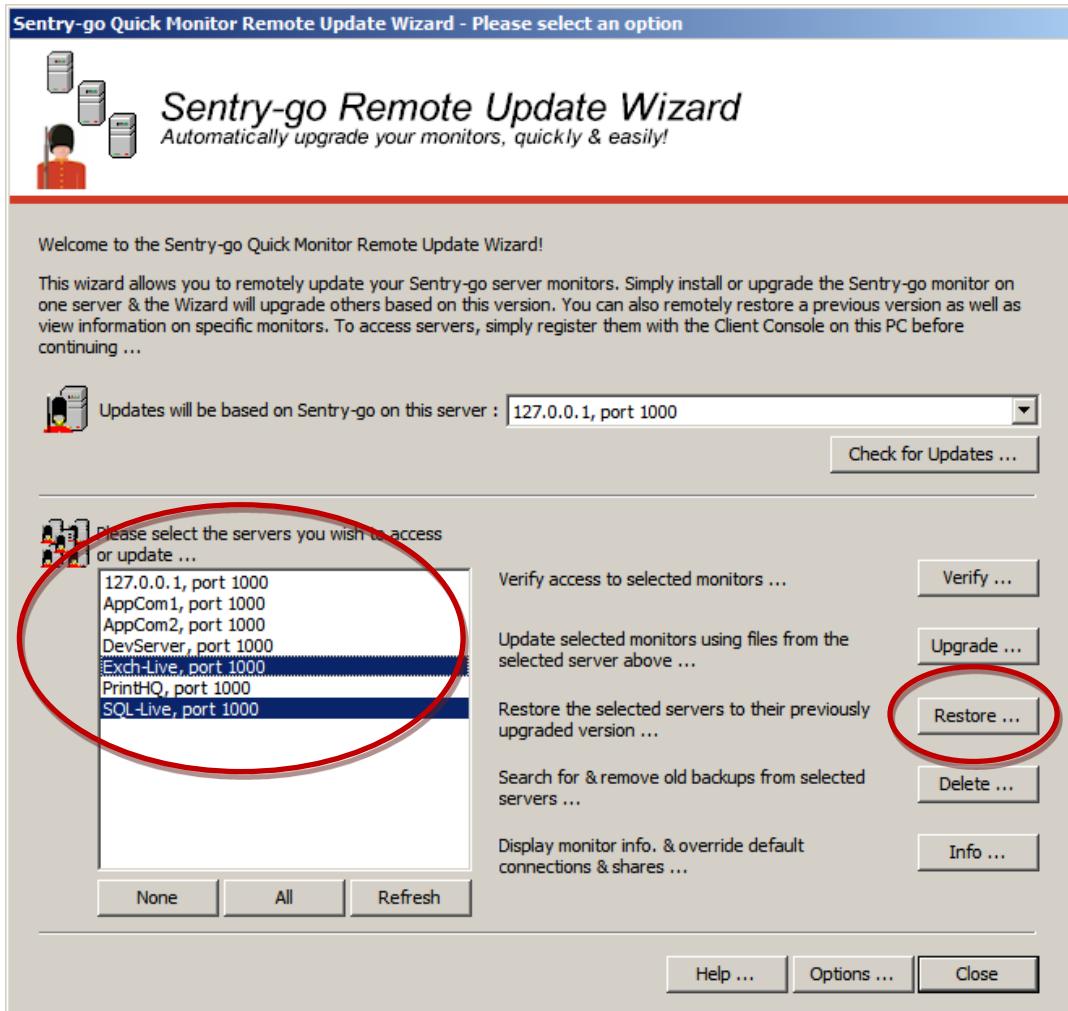
- Optionally click "Verify" to ensure the Wizard has sufficient access to each monitor. If it doesn't, follow the on screen prompt to determine why access is unavailable and correct as required.

- Click "Restore" to restore each selected server in turn ...

  - The Wizard will delete the existing installation & restore the previous version using the backup on the server.
  - The Wizard may stop & start the monitor as required, as well as access the remote server's file system to perform the update.

  - The Wizard will only perform the restore if a valid backup is available on the server.

    Any changes, including configuration changes made since the original update/backup will be lost if you restore a Sentry-go monitor.

- During the restore, progress will be displayed in the results window.

Deleting Older Backups from Remote Servers

When a remote update is performed, the Wizard can automatically make a backup prior to applying changes. In the event you need to revert back to a previously backed up version, you can do so using the Wizard.

⚠️   Care should be taken when using this option. Depending on the options defined within the Wizard, some or all backups may be deleted. If you want to retain the option of restoring a previous version, you must ensure at least one backup is maintained on the target server.

       See "Setting Wizard Options" for more information.

To remove older backups from remote servers ...

- Run the Wizard.
- Select the server(s) you wish to scan and delete backups from the selection list.
- Click "Delete" to scan each selected server in turn ...

  - The Wizard will delete the either all previous backups or all bar the most recent backup from the Sentry-go system files & data locations, depending on the options defined for the Wizard.
 - Progress will be displayed in the results window ...
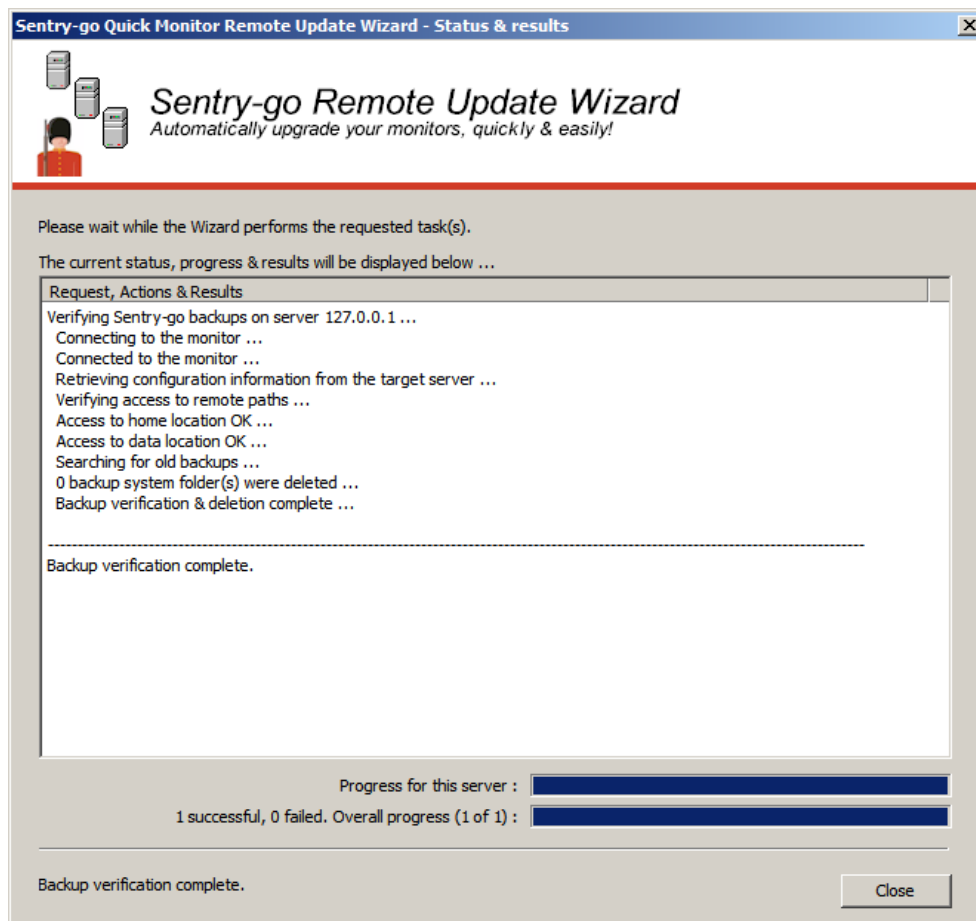
Checking for Software Updates

The Wizard can also check for product updates, by verifying a server's version of Sentry-go against the most recent version available on-line. To do this ...

- Run the Wizard.
- Select the server(s) you wish to verify from the drop down list.
- Click "Check for Updates"
- When requested, the Wizard will attempt to determine the version currently installed on the selected server, then connect to the Sentry-go web site in order to compare this against the most recent version of the software.
- Once complete, a web page will be displayed offering you download options etc.

Setting Wizard Options

A number of options can also be set for the Wizard itself. These control how the Wizard performs in different situations. Defaults are supplied but can be overridden by selecting the "Options" button from the main window.
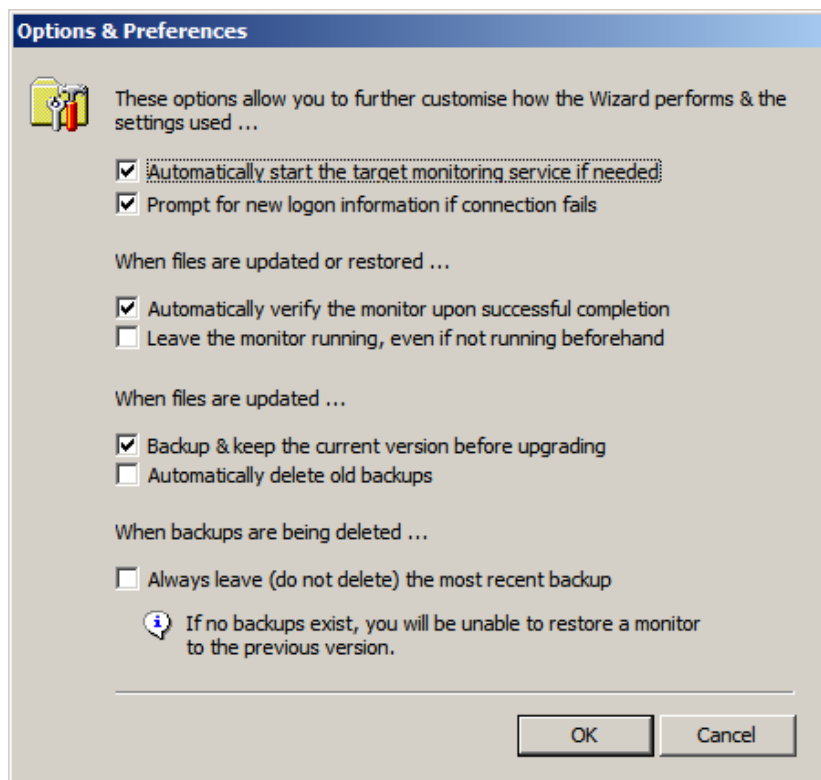
Automatically start the target monitoring service if needed

If ticked, the Wizard will automatically attempt to start the monitoring service if it is not already running then access is required. If not ticked, the Wizard will not attempt to start it and any request associate request that relies upon it will fail.

Prompt for new logon information if connection fails

If ticked, the Wizard will automatically request additional logon information in the event a connection attempt fails. If not ticked, the associated request will fail if the defined connection cannot be established.

Automatically verify the monitor upon successful completion

If ticked, the Wizard will attempt to verify an installation following an update or restore. To do this, it will attempt to start the remote monitor and retrieve/display its configured version. If not ticked, no verification will be made.

Leave the monitor running, even if not running beforehand

If ticked, the Wizard will leave the monitoring service following an update or restore, even if it wasn't originally running when the Wizard attempted to connect to it. If un-ticked ...

- If no verification was requested, the Wizard will not attempt to start the monitoring service.
- If verification was requested, the Wizard will stop the service after the request has been auctioned.

Backup & keep the current version before upgrading

Before an update is made, the Wizard automatically creates a restore point for both system & configuration/data files. In the event the update cannot be completed, this is used to restore the monitor back to the previous version.

If this option is ticked, this restore point is kept on the server and can be used in the future, should you wish to restore the monitor back to its previous version.

If not ticked, the backup is removed automatically once the update is complete.

ⓘ Although this saves disk space, it will prevent a restore from being run at a later date.

Automatically delete old backups

If this option is ticked, the Wizard automatically searches for and deletes any older Sentry-go backups found on the server.

ⓘ The most recent backup is always kept.

Always leave (do not delete) the most recent backup

When deleting older backups, this option determines whether all backups, or all except the most recent one are removed.

If ticked (recommended), the most recent backup is retained when all others are being deleted. If not ticked, all backups are removed when scan, regardless of age.

ⓘ It is recommended that the most recent backup is retained (this option ticked), at least in the short term following any update. This will allow a restore to be performed later if required.

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.