Be Proactive, Not Reactive!

Using Sentry-go Enterprise/ASPX

for Sentry-go Quick & Plus! monitors

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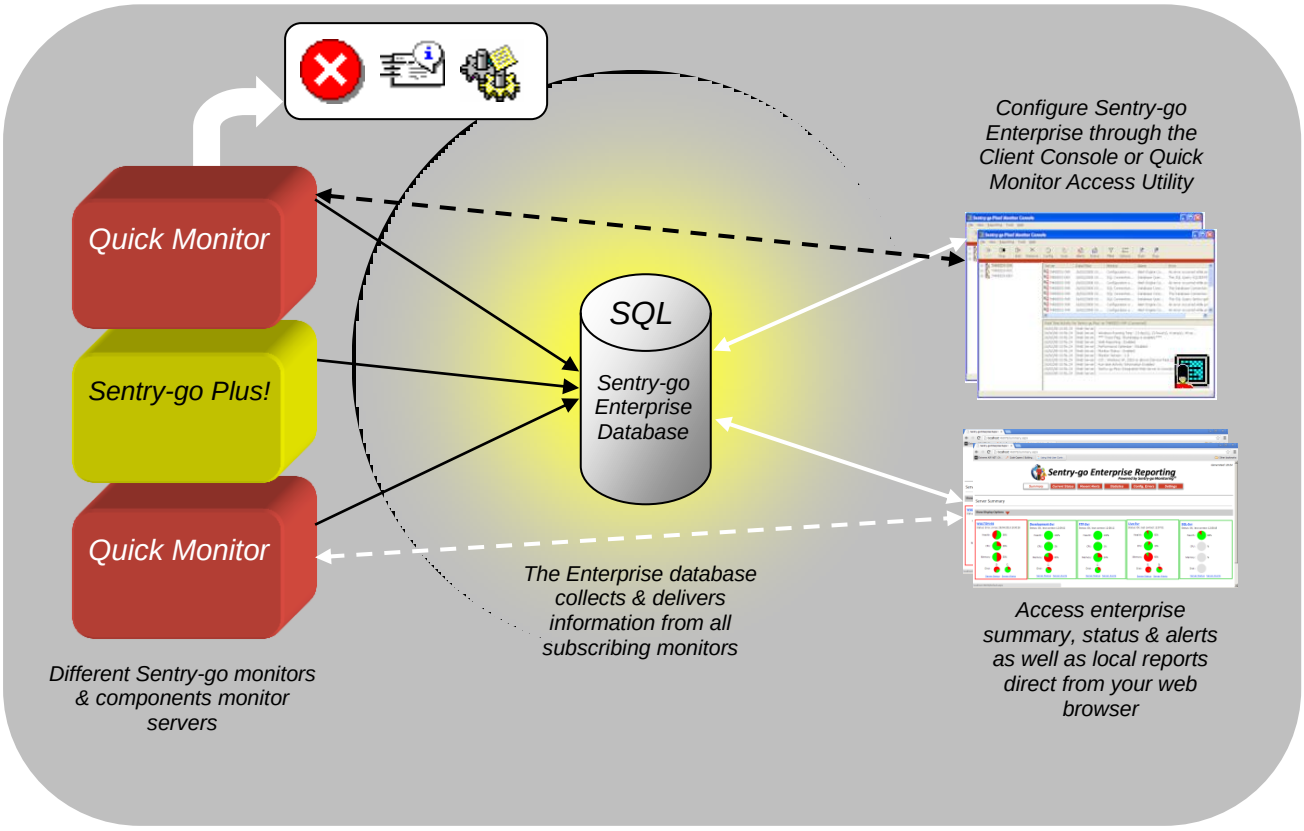
http://www.Sentry-go.com

Introduction

Sentry-go Enterprise Reporting is a self-contained addition to our server monitoring solutions. It uses a central SQL Server database to collect & collate monitored information from around the Sentry-go environment. This information is then centrally available through a number of web reports – either directly from the monitor or through an IIS-based web site called Sentry-go Enterprise/ASPX described here, allowing enterprise-wide reporting, as opposed to standard reports which are based per server.



Sentry-go Enterprise System

Installation

Sentry-go Enterprise Reporting is simple to setup and requires only a SQL Server database and the appropriate licence key. With this configuration, integrated reports are available directly from any of the contributing Quick or Sentry-go Plus! monitors. *For more information, please see the "Installing Sentry-go Enterprise Reporting" guide.*

The information described below relates to the optional "Sentry-go Enterprise/ASPX" web site which can be installed separately on your IIS server. *For system requirements and details on installing Sentry-go Enterprise/ASPX, please refer to the "Installing Sentry-go Enterprise/ASPX" guide.*

Accessing Sentry-go Enterprise/ASPX

Once Sentry-go Enterprise/ASPX has been installed, you can access it from any authorised browser by entering the appropriate URL, such as http://<Your Web Server Name>/Sentry-goEReport/default.aspx.

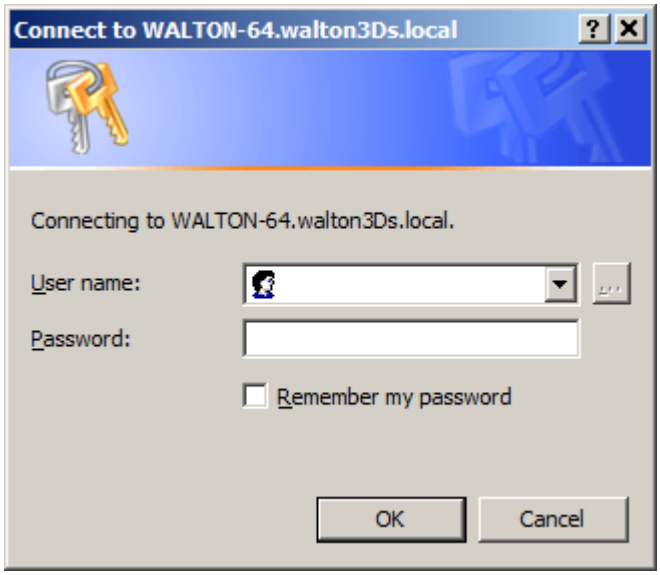
For example …

- http://LiveIIS/Sentry-goEReport/Default.aspx
- http://www.Company.com/Sentry-goEReport/Default.aspx

If you are unsure of the exact URL, please contact your system administrator.

Logging on

By default, the system uses Windows authentication. If, when you access the site the following window is displayed, you must authenticate before proceeding …

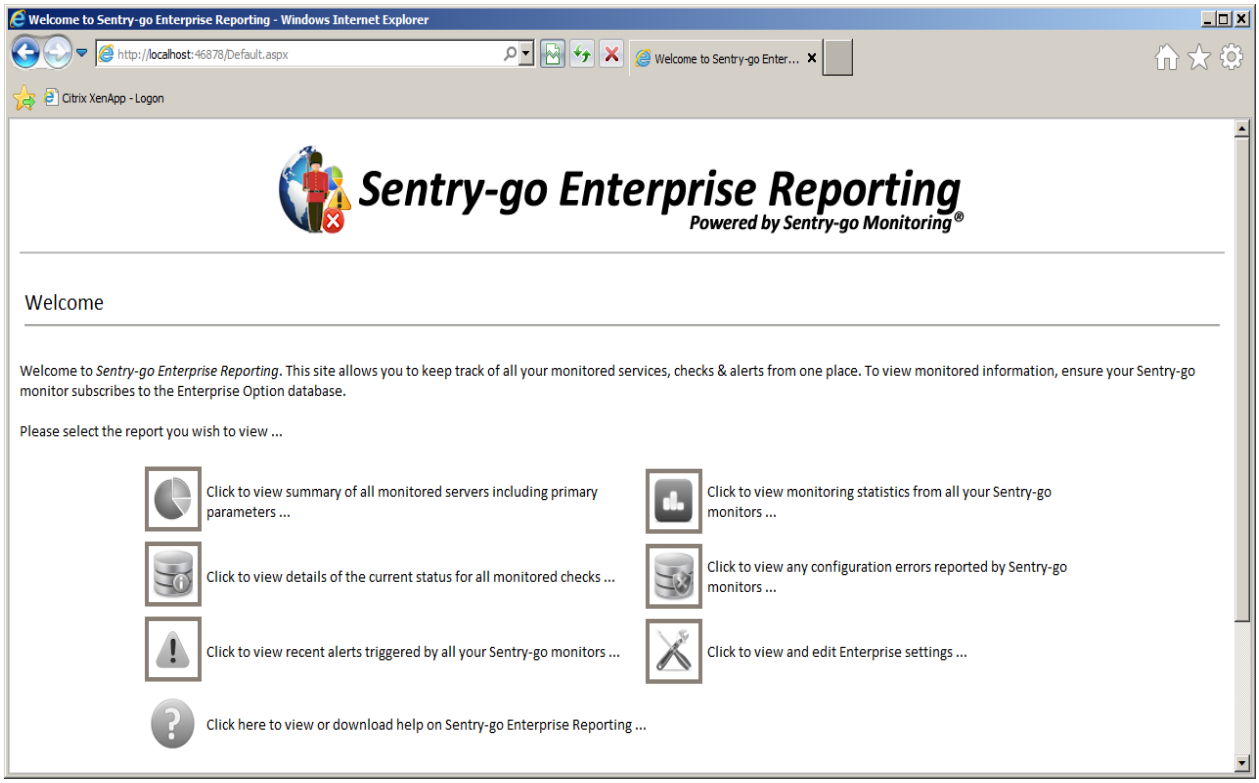


To continue, enter your user Windows user name & associated password and click "OK".

For information on configuring/protecting access to Sentry-go Enterprise/ASPX, please refer to the "Installing Sentry-go Enterprise/ASPX" guide.

Accessing Individual Reports

Once authenticated, you will be presented by the system's menu, or "home" page …



The links from here give access to other individual enterprise reports, which are described in more detail on the pages that follow.

From other report-based pages, the button bar at the top of each page also provides direct access to these reports.

Server Summary (Summary.aspx)

URL: http://<Your Web Server Name>/Sentry-goEReport/Summary.aspx

The system summary page gives a detailed overview of the health of all your monitored servers.

In brief, it outlines the health of your monitored systems and highlights at a glance if primary errors are occurring. From here you can see …

- The current status of each monitored server …
    - **Green border**

      If the server shows a green border, it is responding as expected and the information shown is up to date, based on the last scan available scan.

    - **Red border**

      A red border indicates that server has not fed status information with the Enterprise database within the expected timeframe. This may indicate that the server is off-line or a network error is preventing access to it. The details shown, if any, are based on the last available information and may not be up to date.

- **The name of the server.** Click the link to display full information on the given system (see below).

- **The current health of the server.** This is the Sentry-go health score for the server and represents the overall percentage of success for each check when it was last performed …

    - A value of 100% (all green) indicates that every check that was last performed was successful.
    - A value below 100% (part red) indicates that one or more of the checks failed last time round. Click the “Show Status” link at the bottom of the block to show details of which item(s) failed, or the server name for more details on the server itself.

The following information is also shown for each server. Typically this information is updated every 30 seconds or so. If performance monitoring has been customised on the target server, this value may be updated more or less frequently, depending on the settings configured. Even if performance monitoring is not configured on the server, CPU usage, memory and disk space information is available to the Enterprise system …

- **CPU.** This is the last known % of CPU usage for the target server. The higher the value, the harder the server is having to work. A continually high value over time may indicate that the server is struggling to handle the workload being asked of it. Isolated spikes, however, may simply indicate a busy period which is acceptable.

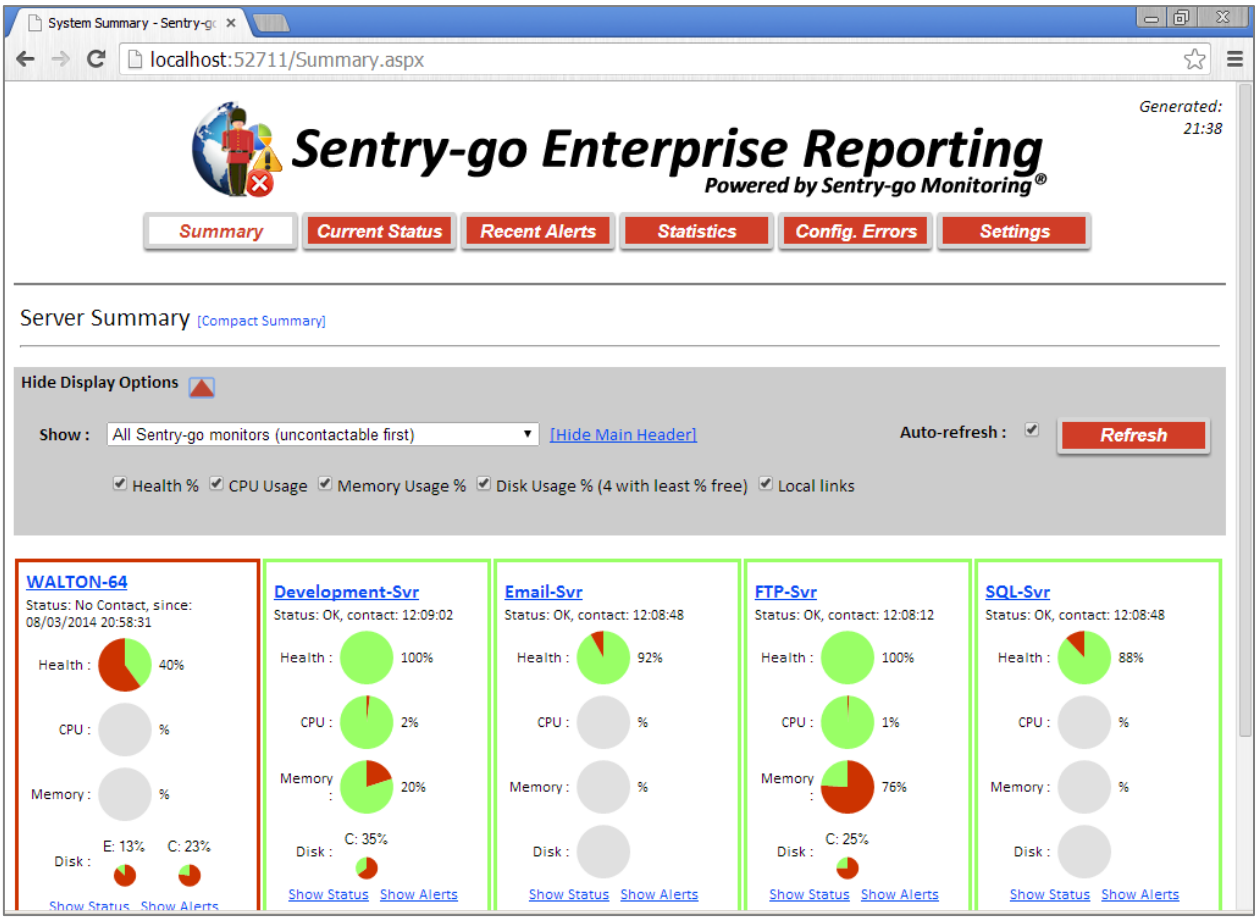
- **Memory.** This is the last known % of memory “in-use” vs total memory accessible to the server. The higher the value, the less free memory is available for applications to use.

- **Disk.** These values show the fixed disks with the lowest available free space on the server. Depending on the server’s configuration and what’s being monitored, one or two disks (with the least available space) may be shown.

The links at the bottom of each block allow you to access both current status and recent alerts for the given server.

Display options

Click “Show Display Options” to allow further configuration of the report …

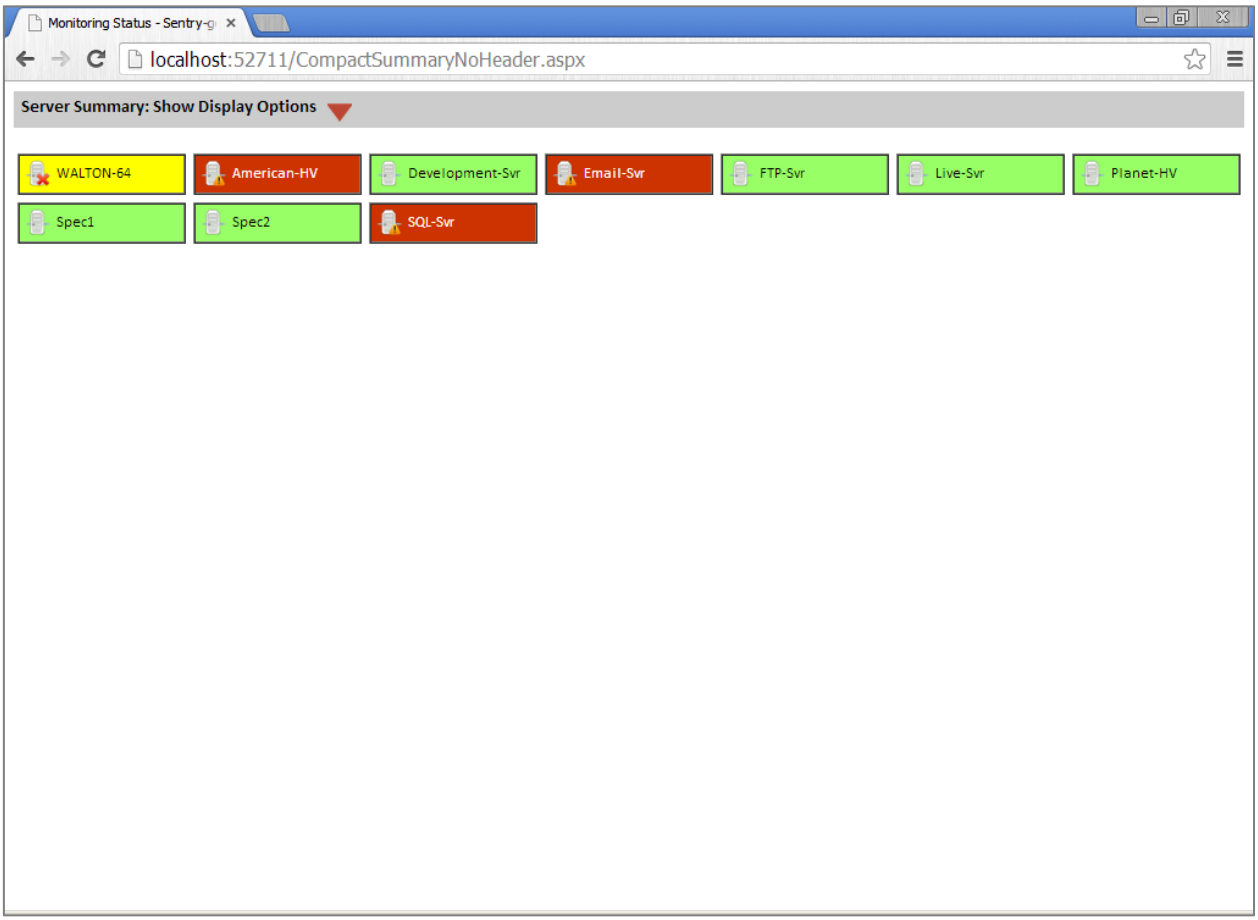


- Show (list). Allows you to determine the servers shown and the sequence in which they are displayed …
    - **All Sentry-go Monitors (uncontactable first).** This is the default option and shows any server that cannot be accessed first in the list.
    - **All Sentry-go Monitors (alphabetical order).** This option shows all servers in name order, regardless of status.
    - **All Sentry-go Monitors that cannot be accessed.** This option shows only unavailable servers.
- **Show/Hide Main Header.** Click this link to show or remove the header and thus provide more space to show server details.
- **Auto-refresh.** When ticked, the status report will periodically be refreshed with the latest recorded values automatically.
- **Tick-boxes.** Tick or un-tick these options to determine the values displayed for each server.

Compact Server Summary (CompactSummaryNoHeader.aspx)

URL: http://<Your Web Server Name>/Sentry-goEReport/CompactSummaryNoHeader.aspx

The compact summary is ideally suited to helpdesks and server administration departments and provides a graphical view of the status of all servers.



In this view, each server is represented by a colour coded button …

- **Green button**

  The server shown is responding as expected and currently has a 100% health value. No alerts were triggered in the last monitor scan. Click the button to find out more about the server & configured checks.

- **Yellow button**

  A yellow button indicates that server has not fed status information with the Enterprise database within the expected timeframe. This may indicate that the server is off-line or a network error is preventing access to it. Click the button to find out when the server last responded etc.

- **Red button**

  A red button indicates that server is responding as expected but one or more checks failed during the last monitoring scan. Click the button to find out which checks failed.

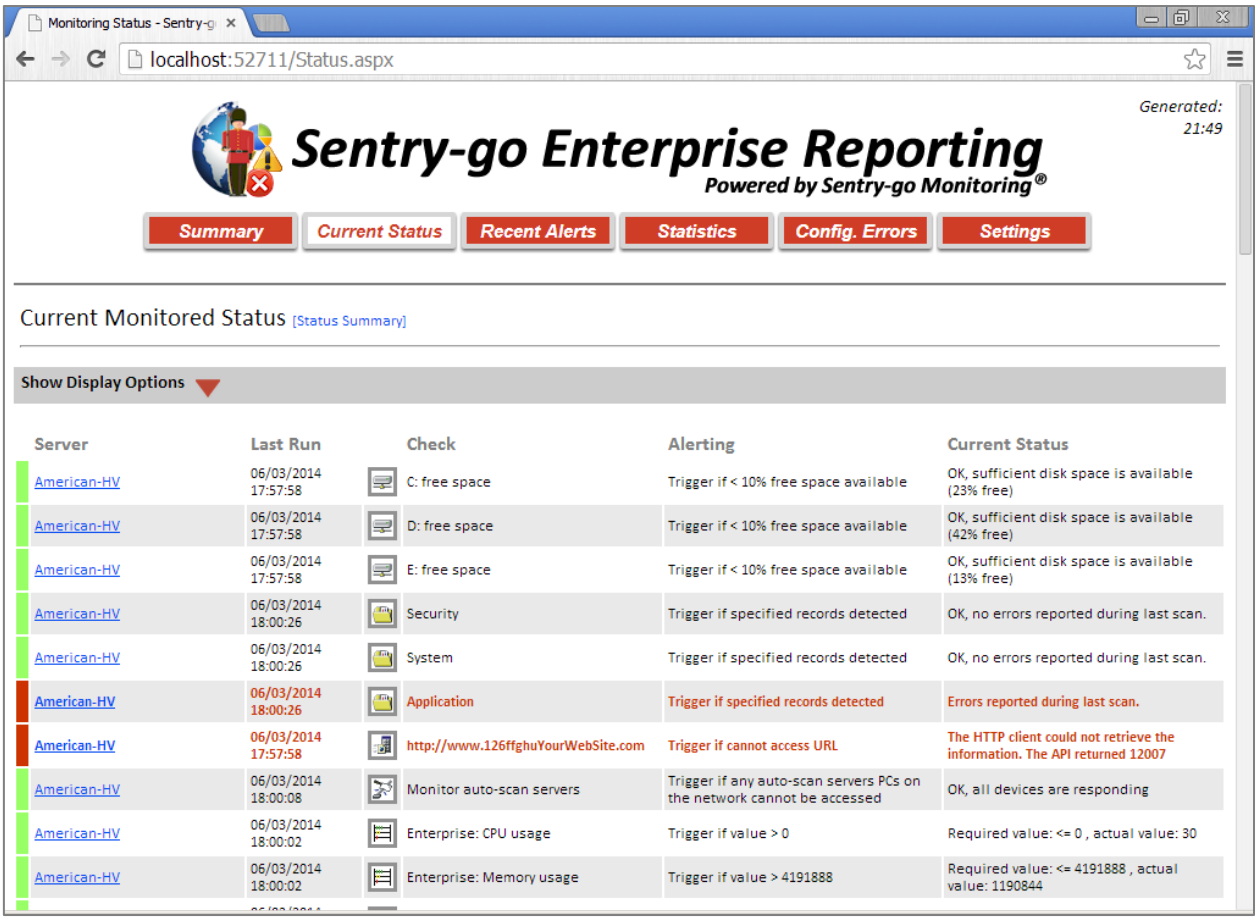
Display options

Click “Show Display Options” to further configure the report configuration of the report, including monitor sequence, auto-refresh settings and the ability to toggle back to the detailed summary display.

Current Monitored Status (Status.aspx)

URL: http://<Your Web Server Name>/Sentry-goEReport/Status.aspx

The status report shows details of all monitored checks and their latest recorded value, for each server. It gives detailed information on the checks being run, the alert thresholds applied and the values most recently logged with the Enterprise database.

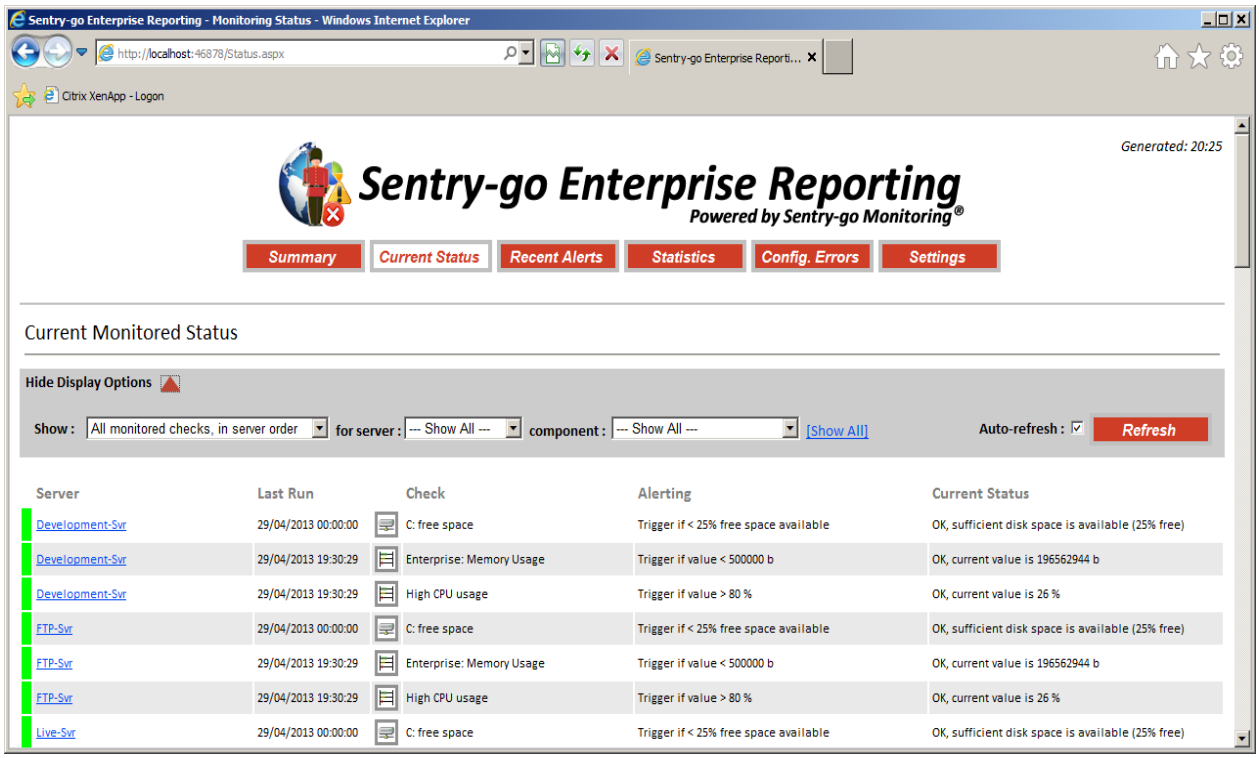


The status list shows …

- The **latest status** of each monitored check …
    - **Green** – indicates the check has been run and passed last time round.
    - **Yellow** -– indicates the check has not yet been run.
    - **Red** – indicates the check has been run and failed last time round.
- **Server Name.** The name of the server on which the check was run. Click the link to display full information on the given system (see below).
- **Last Run.** The date/time the check was last run.
- **Check.** The name of the check that was performed.
- **Alerting.** Details of the threshold that is applied to the check to determine whether an alert will be triggered or not.
- **Current Status.** Details of the check's last known value – including whether it passed or failed.

Display options

Click “Show Display Options” to allow further configuration of the report …

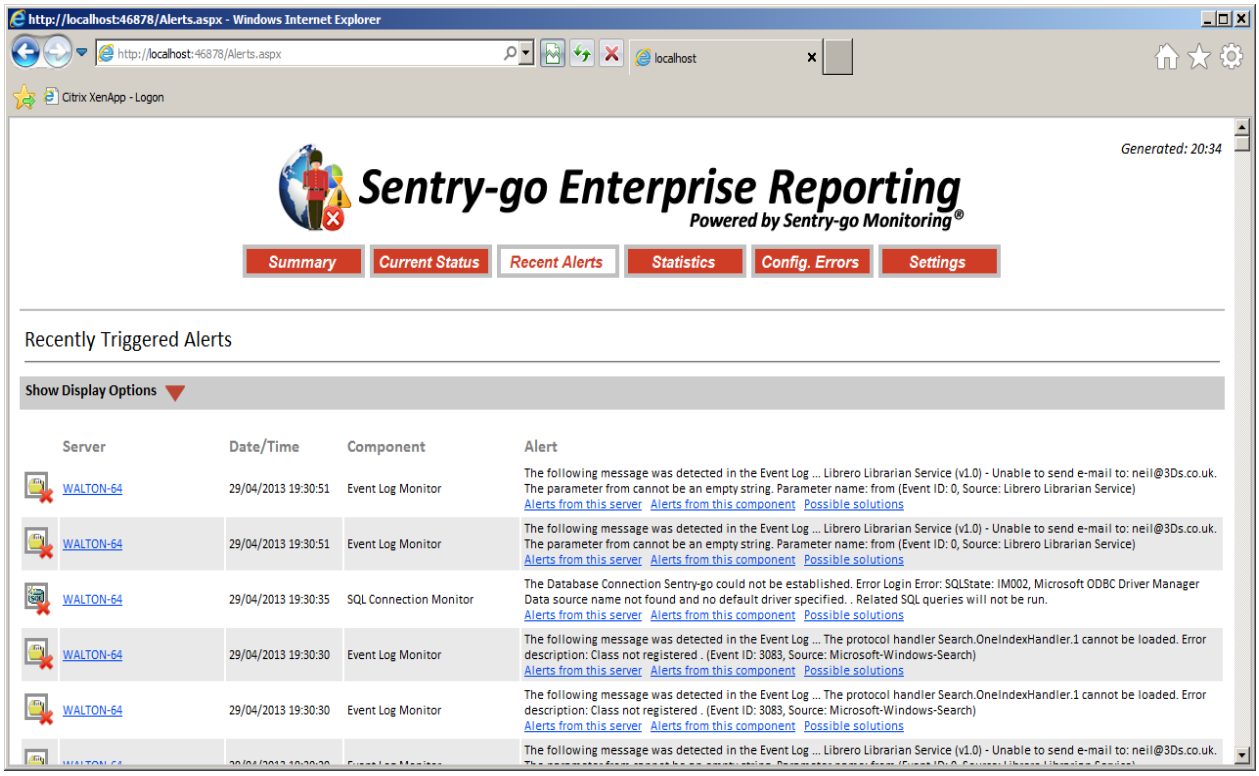


- Show (list). Allows you to determine the sequence of the list displayed …
    - **All monitored checks, in server order.** This is the default option and shows all checks, grouped by server.
    - **All monitored checks, with errors first.** This option shows all monitored checks, but with errors raised to the top of the list.
    - **Only checks that failed last time round.** This option lists only checks that failed.
- **Server.** This list allows you to restrict the values shown to a particular server only (or all servers).
- **Component.** This list allows you to restrict the values shown to a particular monitoring component (or all monitoring options).
- **Auto-refresh.** When ticked, the status report will periodically be refreshed with the latest recorded values automatically.

Recent Triggered Alerts (Alerts.aspx)

URL: http://<Your Web Server Name>/Sentry-goEReport/Alerts.aspx

The recent alerts report shows details of the latest errors triggered from each monitored server. These are the same details as reported locally by the monitor.



The status list shows …

- The **monitoring component** that triggered the error.
- **Server Name.** The name of the server that triggered the alert. Click the link to display full information on the given system (see below).
- **Date/Time.** The date/time the alert was triggered.
- **Component.** The name of the component triggering the alert.
- **Alert.** Details of the alert that was triggered.
- **Alerts from this server.** Click this link to show all alerts from the selected server.
- **Alerts from this component.** Click this link to show alerts from the selected component, from all servers.
- **Possible Solutions.** Click this link to access the Sentry-go Solutions web site, which can help provide answers to the selected alert by searching other internet resources.

Display options

Click “Show Display Options” to allow further configuration of the report …

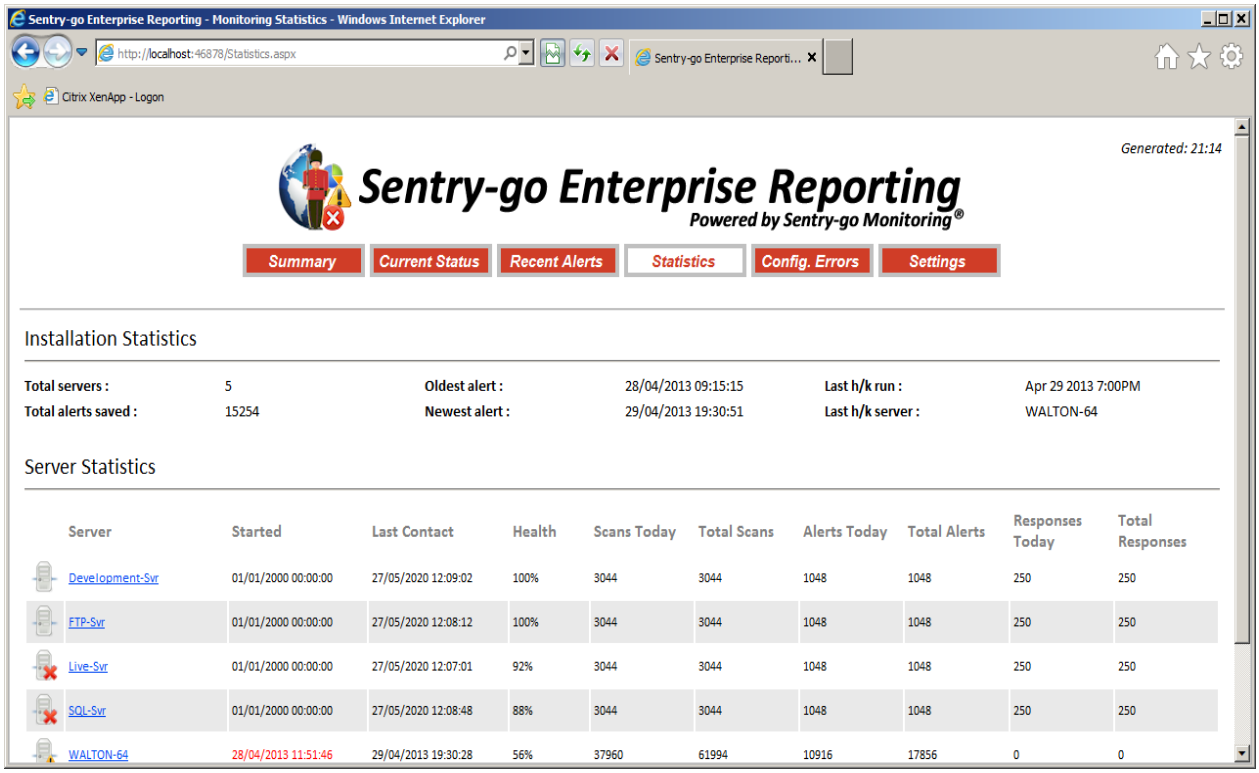
- **Show alerts for server.** This option allows you to limit the list to alerts from all, or the selected server.
- **Show alerts for component.** This option allows you to limit the list to alerts from all, or the selected monitoring component.
- **Show alerts containing the text.** This allows you to further restrict the list based on a keyword or phrase. Only alerts containing the text entered will be shown.

Where multiple pages are displayed, click through the pages shown to navigate further within the list.

Installation Statistics (Statistics.aspx)

URL: http://<Your Web Server Name>/Sentry-goEReport/Statistics.aspx

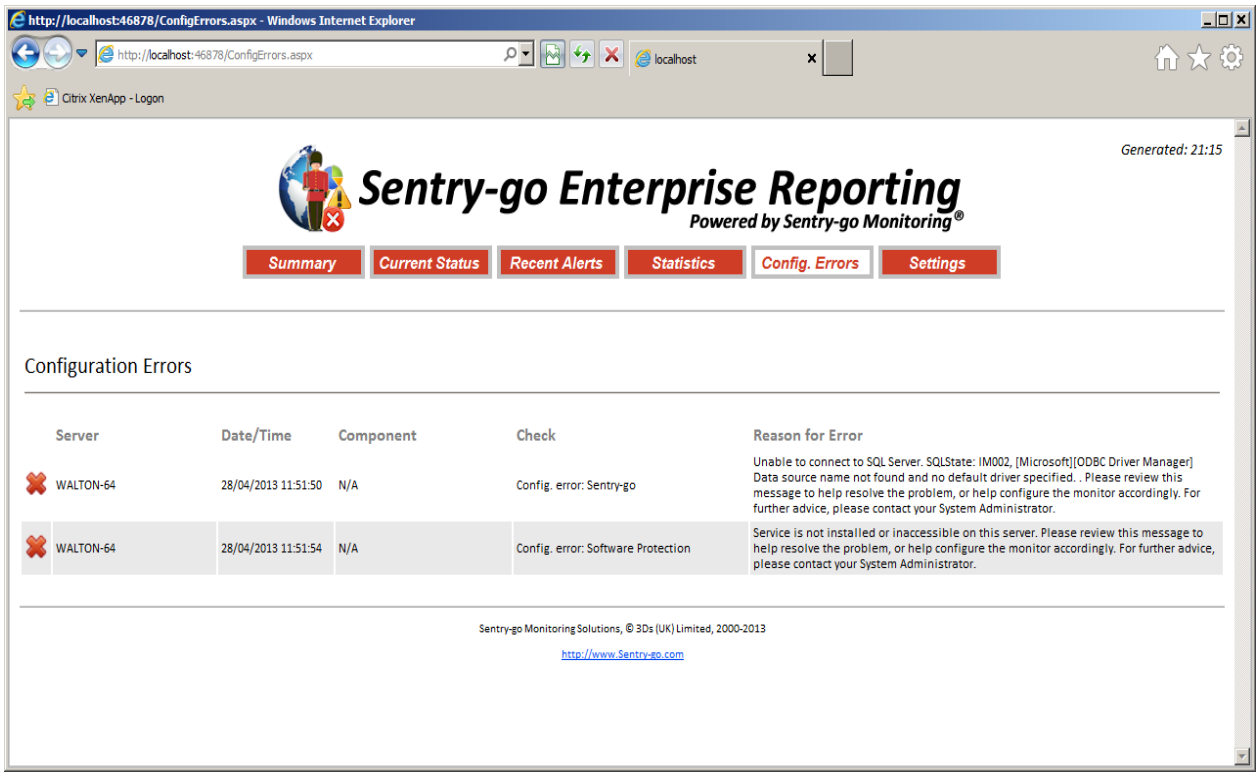
This report shows summary information for the Enterprise system, as well as individual servers.



Configuration Errors (ConfigErrors.aspx)

URL: http://<Your Web Server Name>/Sentry-goEReport/ConfigErrors.aspx

This report shows a list of any configuration errors being reported by any of the Sentry-go monitors within your environment. Details include the component and specific details relating to the error, allowing you to take corrective action locally on the monitored server as required.



Enterprise Reporting Settings (Settings.aspx)

URL: http://<Your Web Server Name>/Sentry-goEReport/Settings.aspx

This page allows you to further configure the settings used by both the Sentry-go Enterprise Option system and the Enterprise Reporting web site.

From here you can view & edit …

- **Remove uncontactable servers from list after (days)**

  This option determines how many days a server that cannot be contacted remains recorded within the Enterprise database. After this many days, if the server has not recorded any information, it is automatically removed from the system.

  The Enterprise system is self-maintaining. This option allows for the automatic removal of decommissioned servers.

- **Remove recorded alerts after (days)**

  This option determines how many days an alert is listed within the Enterprise Option database before being removed.

  The Enterprise system is self-maintaining. This option allows for the automatic removal of decommissioned servers.

- **Summary & status report auto-refresh interval (seconds)**

  Some enterprise reports can be automatically refreshed at regular intervals in order to continually show up to date information. The value here determines how often this refresh will occur, when enabled.

  The lower the value, the more often the web report will be refreshed.

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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