



Introducing *Sentry-go Solutions*

January 2012

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<http://www.Sentry-go.com>

Be Proactive, Not Reactive!

Background

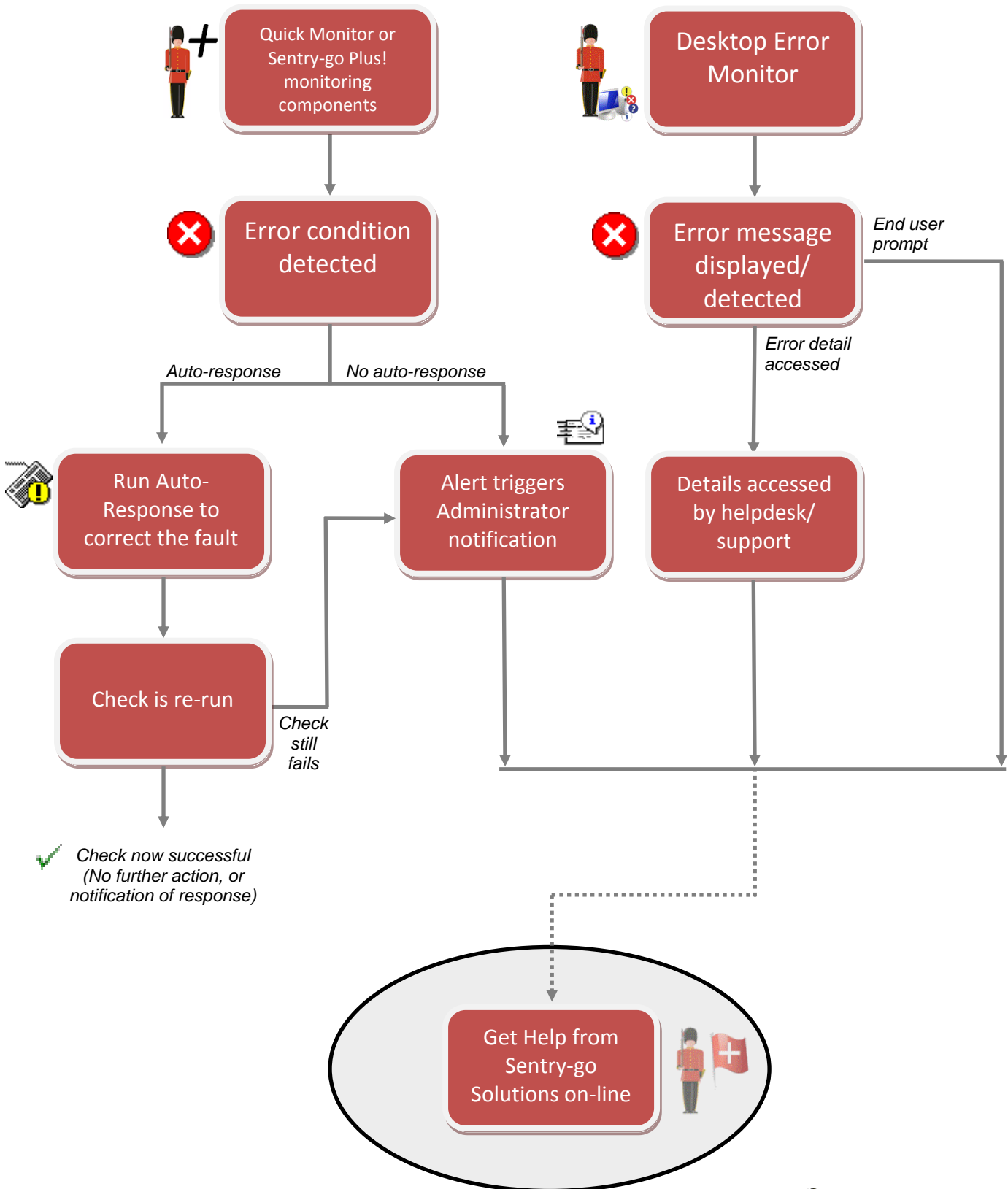
Thank you for choosing Sentry-go® as your monitoring solution for Windows. In addition to the many monitoring, alerting & reporting features built in to the product, Sentry-go not only detects, potentially resolves and/or notifies you of errors, but it can also help you resolve them as well!

As part of our initiative to not only monitor & detect, but also help resolve issues that arise, Sentry-go does this by integrating directly with Sentry-go Solutions, a web site that gives you access to technical information. Using the accurate information detected by the monitor, such as logged error messages and result codes and based on the premise that most errors you encounter will have occurred to others - and been resolved many times before, Sentry-go Solutions allows you to find out ...

- What the error condition or message might indicate.
- What applications, routines, files or services are involved and who provides them.
- Any recommend support information & resolutions provided by the vendor.
- How others were affected and how they resolve it.

Sentry-go Monitoring

Sentry-go Solutions is just one part of the Sentry-go® monitoring range.



System Requirements

The Sentry-go Solutions web site (<http://www.Sentry-goSolutions.com>) can be accessed from the later versions of most web browsers, though we recommended Microsoft's Internet Explorer, Mozilla Firefox or Google's Chrome.

It is available to all registered Sentry-go customers and can be accessed from within our monitoring software (e.g. the Sentry-go server client tools, a generated Sentry-go alert, web reporting or from within the Desktop Error Monitor).

Accessing Solutions from within Sentry-go

The easiest & most convenient way of accessing a solution is when you need to know the information – i.e. when an alert has been generated or an error detected. With this in mind, Sentry-go monitors provide a number of direct links to the Sentry-go Solutions web site, which allow error details to be passed and solutions found.

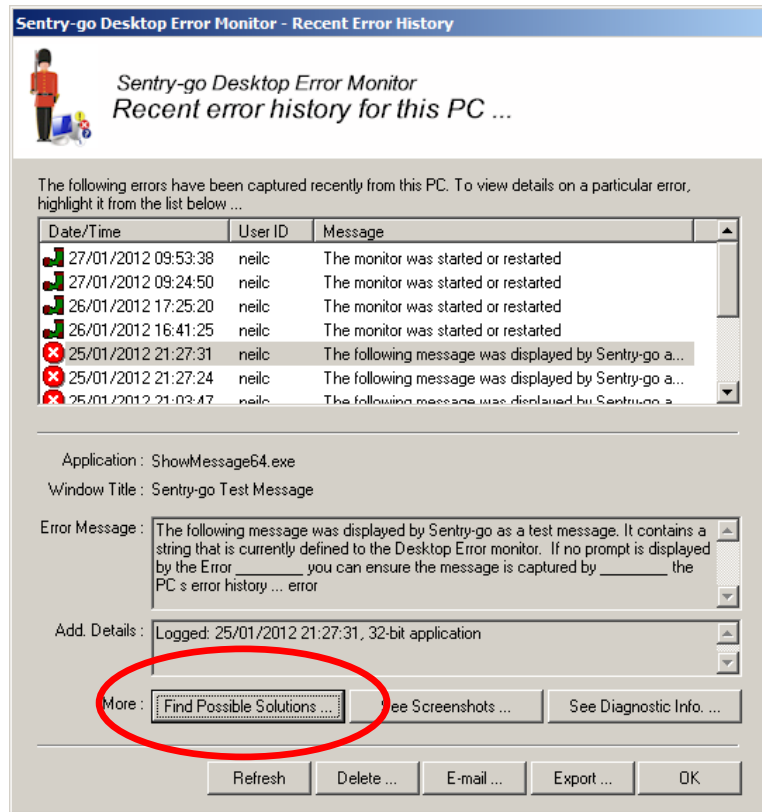
You can directly access Sentry-go Solutions and automatically forward error details to it using ...

- Sentry-go server client tools
- E-mail alerts
- Web-based reporting

The screenshot shows a web browser window titled "WALTON-64 - Sentry-go Monitoring Service - Recent Alerts - Windows Internet Explorer". The address bar shows the URL "http://walton-64:1000/SgoMntrErrors.sgp". The page content is a table of alerts:

?	Date/Time	Source/Title	Details or Message
	20/05/2011 17:55:18	HP Business Inkjet 2230/2280	A monitored error condition has been detected on printer HP Business Inkjet 2230/2280. The printer is pending deletion ... View Possible Solutions
	20/05/2011 17:55:17	E-mail Receive (IMAP) Server	The port 143 (E-mail Receive (IMAP) Server) cannot be accessed or the server's response was incorrect - Unable to connect to the server on the specified port ... View Possible Solutions
	20/05/2011 17:55:17	MustBeRunning	Automatic response failed. The Sentry-go Monitoring Service could not restart the application MustBeRunning because the command or script C:\Path\MustBeRunning.exe could not be run. Please refer to the Sentry-go Monitoring Service log file for more information View Possible Solutions
	20/05/2011 17:55:17	Service Not Running	The service Application Management, which is being monitored by Sentry-go Monitoring Service is not running on this server. Please investigate. View Possible Solutions
	20/05/2011 17:55:17	Service Not Running	The service Application Information, which is being monitored by Sentry-go Monitoring Service is not running on this server. Please investigate. View Possible Solutions
	20/05/2011 17:55:17	Service Not Running	The service Application Layer Gateway Service, which is being monitored by Sentry-go Monitoring Service is not running on this server. Please investigate. View Possible Solutions

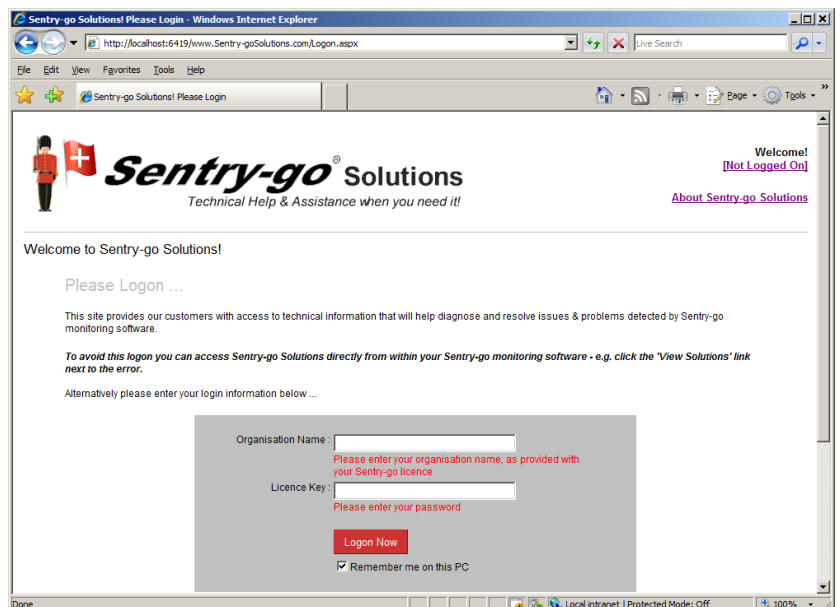
Similarly, when an error message is displayed, the Desktop Error Monitor gives you access to the web site, forwarding the message displayed ...



Accessing Solutions using a URL

Although it is recommended & often easier to access solutions directly from within the Sentry-go monitor, you can also search for & view solutions directly through your web browser.

Simply enter the URL <http://www.Sentry-goSolutions.com> into your browser and enter your user information (company name and licence key) when prompted ...



Getting Help & Answers

Once logged in, you'll have access to a number of pages & options. If you accessed the site from within Sentry-go and a common problem solution is available for it, this will be shown first.

Click the "View the Common Problem Solution" to get immediate help from Sentry-go Solutions including common faults detected by the monitor and the steps you can take to help resolve them. To continue to search the web for other answers, click the "Search the Web for Other Solutions" button.



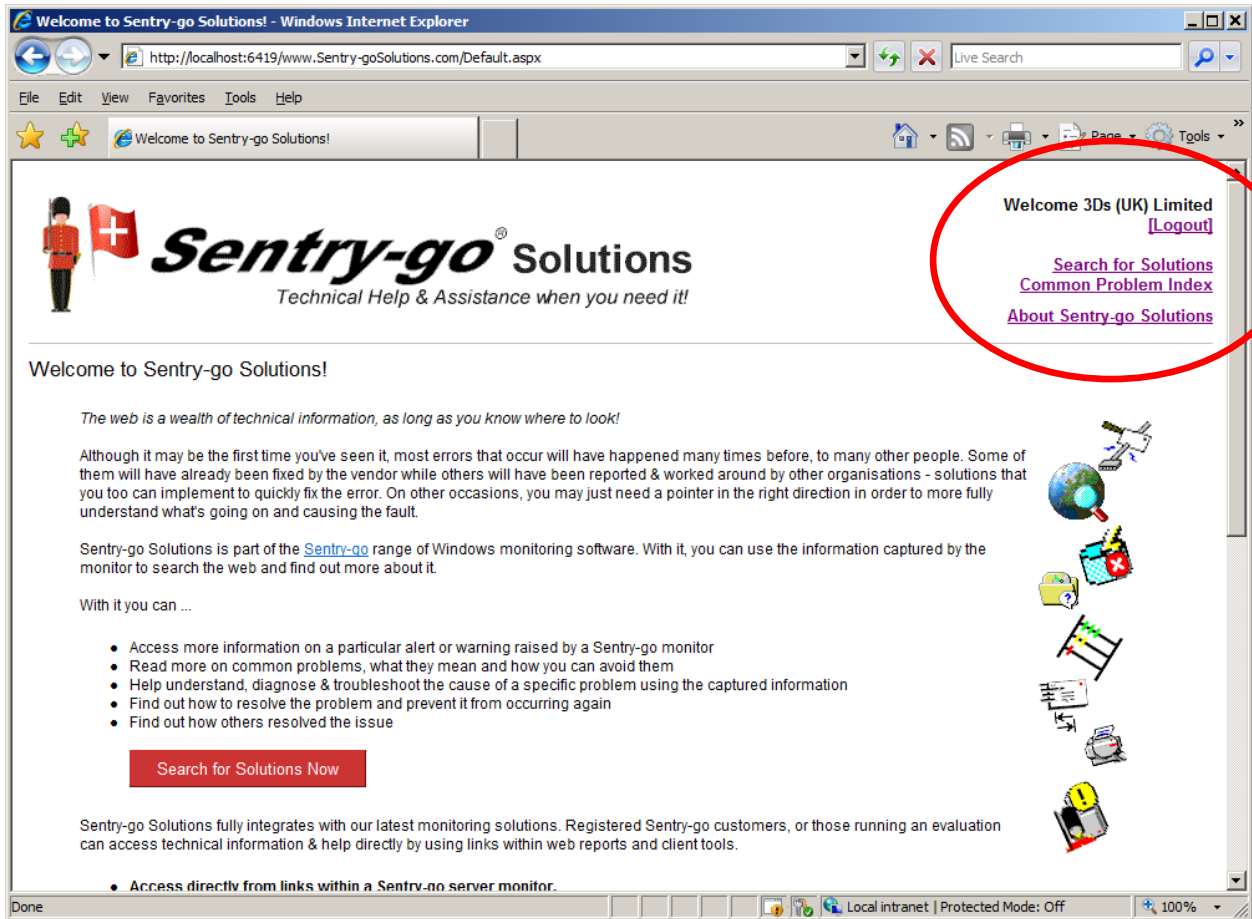
The screenshot shows a Windows Internet Explorer browser window displaying the Sentry-go Solutions website. The address bar shows the URL <http://localhost:6419/www.Sentry-goSolutions.com/Search.aspx>. The page header includes the Sentry-go logo and the tagline "Technical Help & Assistance when you need it!". On the right side, there is a welcome message for "3Ds (UK) Limited" with a [Logout] link and three navigation links: "Search for Solutions", "Common Problem Index", and "About Sentry-go Solutions".

The main content area is titled "View Common Problem Solution, or search the web". Below this, a message states: "The following error message was detected by the Sentry-go monitor and help is available from Sentry-go Solutions. Alternatively, you can search the web for additional advice and solutions to this error. Please select the appropriate option below ...".

The error message is displayed in a text box: "Error message: Insufficient disk space available on drive C:". Below the text box, there are two buttons: "View the Common Problem Solution" and "Search the Web for Other Solutions". The "View the Common Problem Solution" button is circled in red. Below the buttons, there is a checkbox labeled "Show results in a new window (popups must be enabled in your browser)".

The footer of the page features the Sentry-go logo and a row of small icons representing different services or products. The browser's status bar at the bottom shows "Local intranet | Protected Mode: Off" and a zoom level of "100%".

If you accessed the site directly using the URL, the welcome page will be shown allowing you to access the primary search options ...



Welcome to Sentry-go Solutions! - Windows Internet Explorer

http://localhost:6419/www.Sentry-goSolutions.com/Default.aspx

File Edit View Favorites Tools Help

Welcome to Sentry-go Solutions!

Sentry-go[®] Solutions

Technical Help & Assistance when you need it!

Welcome 3Ds (UK) Limited
[\[Logout\]](#)

[Search for Solutions](#)
[Common Problem Index](#)
[About Sentry-go Solutions](#)

Welcome to Sentry-go Solutions!

The web is a wealth of technical information, as long as you know where to look!

Although it may be the first time you've seen it, most errors that occur will have happened many times before, to many other people. Some of them will have already been fixed by the vendor while others will have been reported & worked around by other organisations - solutions that you too can implement to quickly fix the error. On other occasions, you may just need a pointer in the right direction in order to more fully understand what's going on and causing the fault.

Sentry-go Solutions is part of the [Sentry-go](#) range of Windows monitoring software. With it, you can use the information captured by the monitor to search the web and find out more about it.

With it you can ...

- Access more information on a particular alert or warning raised by a Sentry-go monitor
- Read more on common problems, what they mean and how you can avoid them
- Help understand, diagnose & troubleshoot the cause of a specific problem using the captured information
- Find out how to resolve the problem and prevent it from occurring again
- Find out how others resolved the issue

[Search for Solutions Now](#)

Sentry-go Solutions fully integrates with our latest monitoring solutions. Registered Sentry-go customers, or those running an evaluation can access technical information & help directly by using links within web reports and client tools.

- Access directly from links within a Sentry-go server monitor.

Done Local intranet | Protected Mode: Off 100%

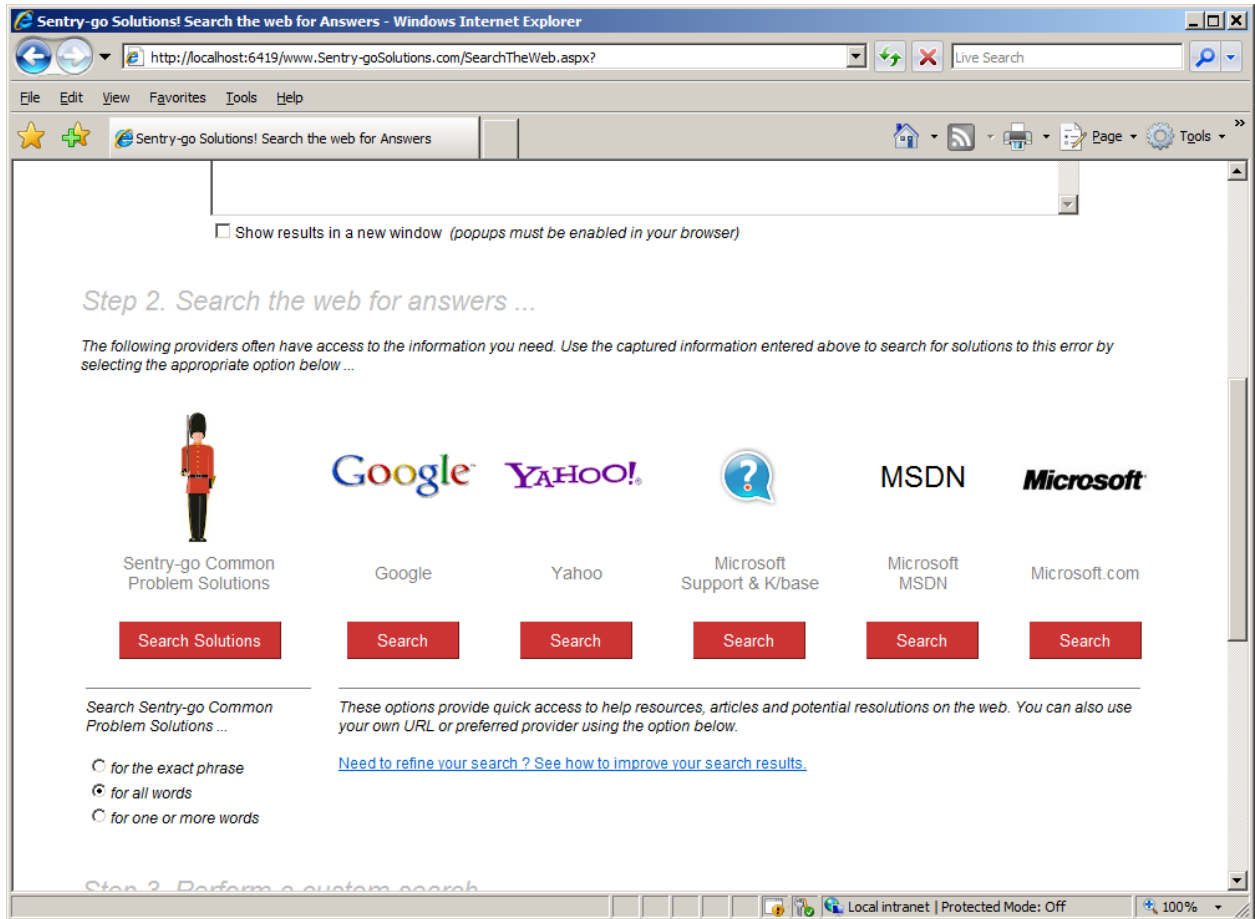
If no common problem help is available or you select "Search for Solutions" link, the primary search window will be shown ...



From here you can enter your search criteria or, if an error was forwarded by the monitor, you can further refine it as required. For example ...

- Enclose any error messages shown in double quotes to search for the exact message.
- Enclose key phrases in double quotes - e.g. "Software Protection Service" for exact match searching for those phrases.
- Remove non-essential wording to limit the search string to keywords & phrases.
- Remove wording that is specific only to your error - i.e. wording that will not necessarily be the same for others receiving the message such as a path or memory address.
- Include other details that relates to your problem - e.g. the application reporting the fault, the version of Windows etc.
- If the message is exceptionally large, shorten it to include only the unique/important parts of it. Search engines will not accept excessively long URLs or query strings.

Next, scroll down to select a search resource ...



The first option searches Sentry-go Solution's Common Problem guide for the keywords/phrases entered whilst the others forward the error to the selected search engine or Knowledgebase for answers.

If you prefer to access a different web site, you can do so by scrolling further down and entering a custom search.

More Information, Help & Support

Thank you for your interest in Sentry-go. More information can be found on-line ...

- For more information on Sentry-go Solutions, visit <http://www.Sentry-goSolutions.com/About.aspx>.
- For the very latest information & product updates, please visit <http://www.Sentry-go.com>
- For sales advice, please e-mail Sales@Sentry-go.com
- For technical support, please e-mail Support@Sentry-go.com



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