



Using Alerts *with Sentry-go*

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Be Proactive, Not Reactive!

Alerts vs Responses

In general, a monitoring solution is designed primarily to continually or periodically monitor one or more aspects of your server and alert you when an error condition is detected. These alerts may take many forms including network messaging, e-mailing, SMS text messaging, printing/faxing or messaging via a 3rd party solution.

However, there may be times when the more immediate requirement is to take corrective action based on a known resolution. In this case the monitor itself performs an action automatically to attempt to resolve the issue itself. It then checks to see if the resolution has been successful - based on the re-running of the original check.

Both of these options are available with Sentry-go. When a fault is detected, the monitor can either ...

- Take automatic action in an attempt to resolve the failure itself.

Automatic responses allow the monitor to take action itself, thus only informing the Administrator if the fault cannot be automatically corrected. This is a powerful feature for issues that have a standard resolution.



The auto-response itself will depend on the check being performed – e.g. to restart a failed service, removing temporary files to conserve disk space, deleting large prints from print queues, terminating blocked or blocking SQL processes.

Following a response, Sentry-go will by default perform the check that previously failed again. If it now succeeds, the response is considered successful. If not, an alert will be triggered.

You can also configure the monitor to alert you even when the response has resolved the problem, thus showing you that a fault occurred but has been resolved.

[Click here for more information on configuring automatic responses.](#)

- Alert one or more administrators.

Alerts are typically triggered when a failure has been detected, in order to inform one or more Administrators promptly and efficiently. They can use one or more different alerting methods, based on requirements and the time of day etc.

[Click here for more information on configuring alerts.](#)

- Both of the above.

About Alerts

Whereas responses are optionally run in order to take corrective action to a detected fault, alerts are triggered when ...

- A failure is detected, the required number of successive errors has been reached and no response has been defined.
- A failure is detected, the required number of successive errors has been reached and the defined response could not be executed.
- A failure is detected, the required number of successive errors has been reached and the defined response ran but did not resolve the problem.
- An internal or configuration error occurs such that a check cannot be performed.

Alerts are defined in two parts ...

- Firstly you define the users that should be notified and/or the files/scripts that should be run when an alert is triggered. This is done by ...
 - Defining one or more “alert groups” along with their associated notification methods, users etc.
 - Optionally defining one or more “system users” or “system scripts”.
- Secondly you assign an alert group to the check(s) Sentry-go is performing.

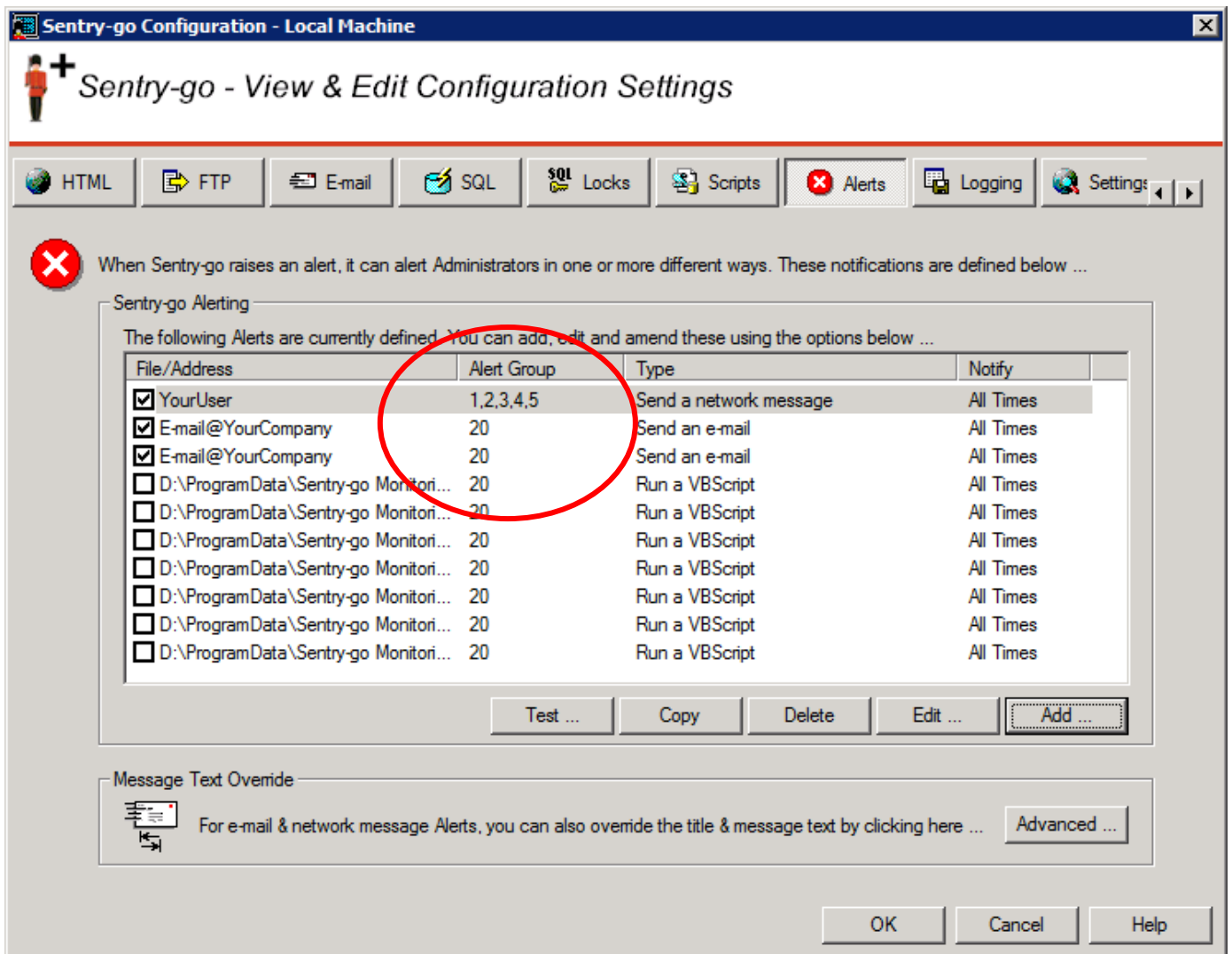
[Click here for more information on configuring alerts.](#)

Alert Groups

Before you configure alert options, it is important to understand the concept of the “alert group” & “system notifications”. Both are a fundamental part of the Sentry-go alerting mechanism & allow you to control who should be notified and how they should be contacted when errors and/or system errors are detected.

Alert groups are numbered from 1 to 20 and are used to categorise/group alerts together. For example, you could create alert groups for ...

- Your System Administrators
- Helpdesk personnel on call
- DBAs (for database-related faults)
- An out of hours support group



Sentry-go Configuration - Local Machine

Sentry-go - View & Edit Configuration Settings

HTML FTP E-mail SQL Locks Scripts Alerts Logging Settings

When Sentry-go raises an alert, it can alert Administrators in one or more different ways. These notifications are defined below ...

Sentry-go Alerting

The following Alerts are currently defined. You can add, edit and amend these using the options below ...

File/Address	Alert Group	Type	Notify
<input checked="" type="checkbox"/> YourUser	1,2,3,4,5	Send a network message	All Times
<input checked="" type="checkbox"/> E-mail@YourCompany	20	Send an e-mail	All Times
<input checked="" type="checkbox"/> E-mail@YourCompany	20	Send an e-mail	All Times
<input type="checkbox"/> D:\ProgramData\Sentry-go Monitor...	20	Run a VBScript	All Times
<input type="checkbox"/> D:\ProgramData\Sentry-go Monitor...	20	Run a VBScript	All Times
<input type="checkbox"/> D:\ProgramData\Sentry-go Monitor...	20	Run a VBScript	All Times
<input type="checkbox"/> D:\ProgramData\Sentry-go Monitor...	20	Run a VBScript	All Times
<input type="checkbox"/> D:\ProgramData\Sentry-go Monitor...	20	Run a VBScript	All Times
<input type="checkbox"/> D:\ProgramData\Sentry-go Monitor...	20	Run a VBScript	All Times
<input type="checkbox"/> D:\ProgramData\Sentry-go Monitor...	20	Run a VBScript	All Times

Test ... Copy Delete Edit ... Add ...

Message Text Override

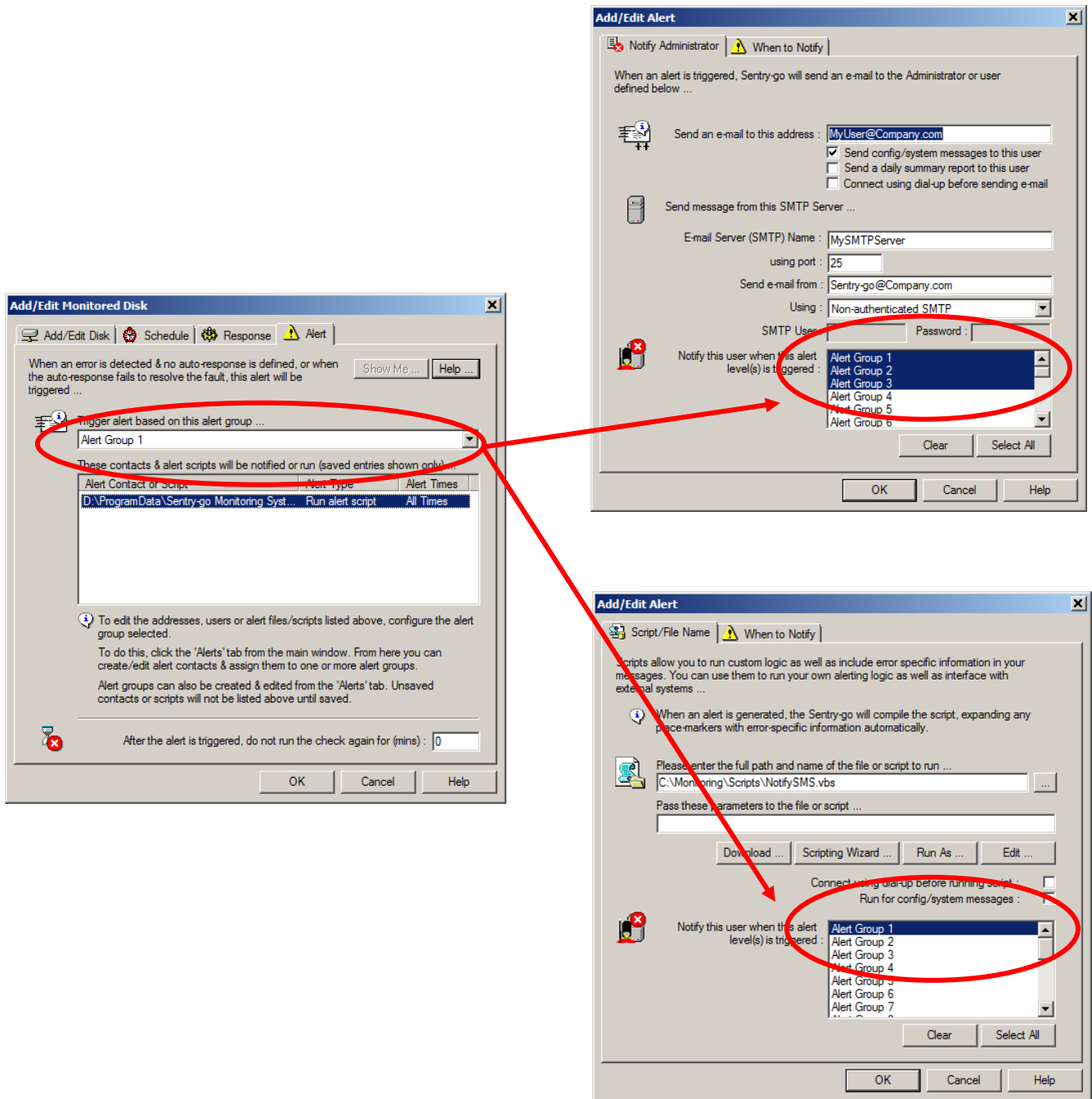
For e-mail & network message Alerts, you can also override the title & message text by clicking here ... Advanced ...

OK Cancel Help

Within these, you define which Administrators, notification actions and/or files are to be called when that particular alert group needs to be notified of a fault.

- An Administrator, notification action and/or file is always associated with at least one alert group. It can, however, be associated with multiple groups as required.

Once defined, each monitored check is also associated with one of these alert groups – by default this will always be alert group 1, but this can be changed when configuring the check. This is then called in the event the associated alert is triggered.



In this example, our check is defined as triggering “Alert Group 1”. As both the e-mail and script are both defined as being part of this alert group, the mail will be sent and the script run if the check fails.

 If you don't need different alert groups, simply apply all alerting options and checks to alert group 1.

You define alert groups on a per server basis. However, settings can be copied from one Sentry-go monitor to others using the Sentry-go Easy Access Utility or the Client Console.

System Notifications

System notifications are generated when the monitor cannot perform a configured task. For example, if ...

- A configuration option is not valid on the server
- An error occurs such that the requested action cannot be performed
- An associated task cannot be performed – e.g. web publishing cannot be performed because a connection could not be established with the defined destination.

When a system notification is generated ...

- Details are sent to all Client Consoles registered with the monitor
- Details are highlighted on web reports – e.g. the Recent Alerts report & Current Status reports
- Details are logged within the Enterprise database, if configured
- Users defined as System Users are notified
- Files/scripts defined as System Scripts are run.

You determine whether a user is notified and/or a script run in response to a system notification when you define the individual alert user or script. They are defined in the same way other users/scripts but in addition to selecting alert groups, you also indicate that it will accept system notifications.

For e-mails & network messaging alerts this selection is made as follows ...

Add/Edit Alert

Notify Administrator | When to Notify

When an alert is triggered, Sentry-go will send an e-mail to the Administrator or user defined below ...

Send an e-mail to this address : Administrator

Send config/system messages to this user

Send a daily summary report to this user

Connect using dial-up before sending e-mail

Send message from this SMTP Server ...

E-mail Server (SMTP) Name : _____

using port : 25

Send e-mail from : _____

Using : Non-authenticated SMTP

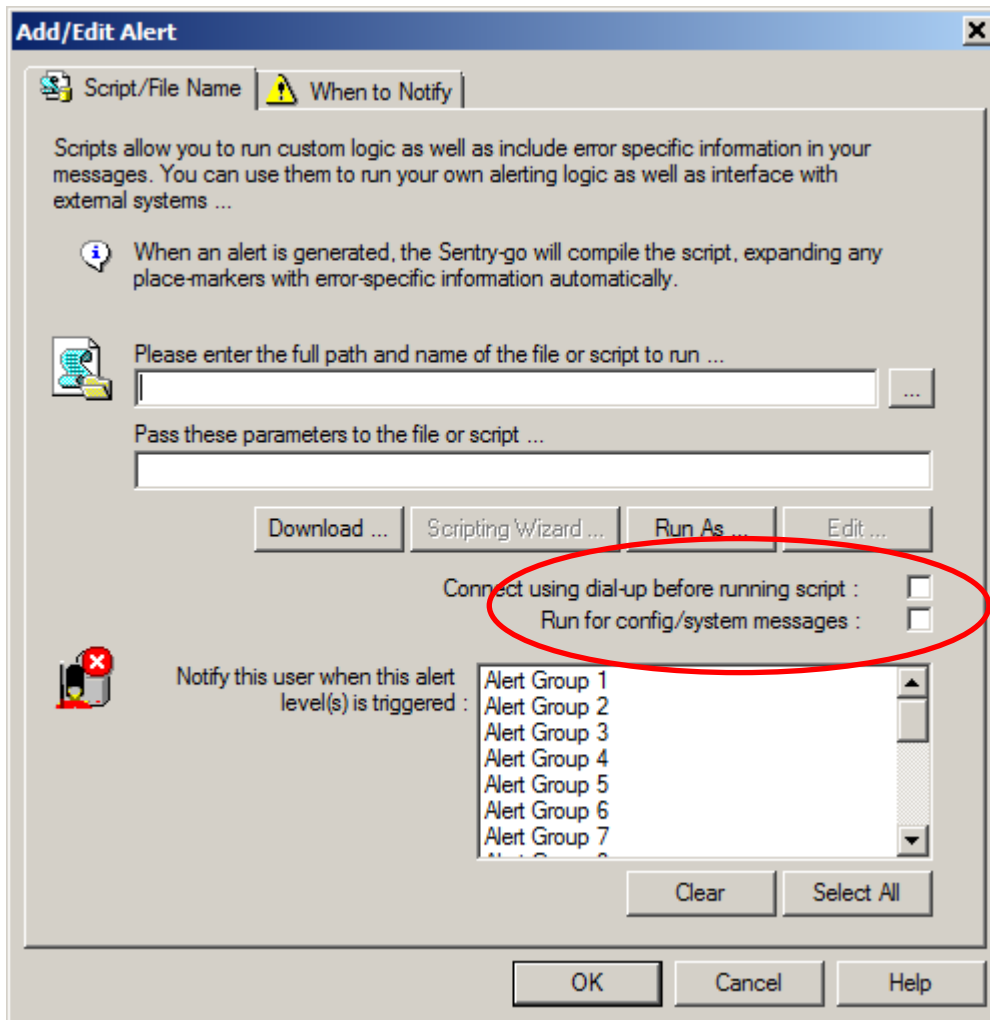
SMTP User : _____ Password : _____

Notify this user when this alert level(s) is triggered : Alert Group 1, Alert Group 2, Alert Group 3, Alert Group 4, Alert Group 5, Alert Group 6

Clear Select All

OK Cancel Help

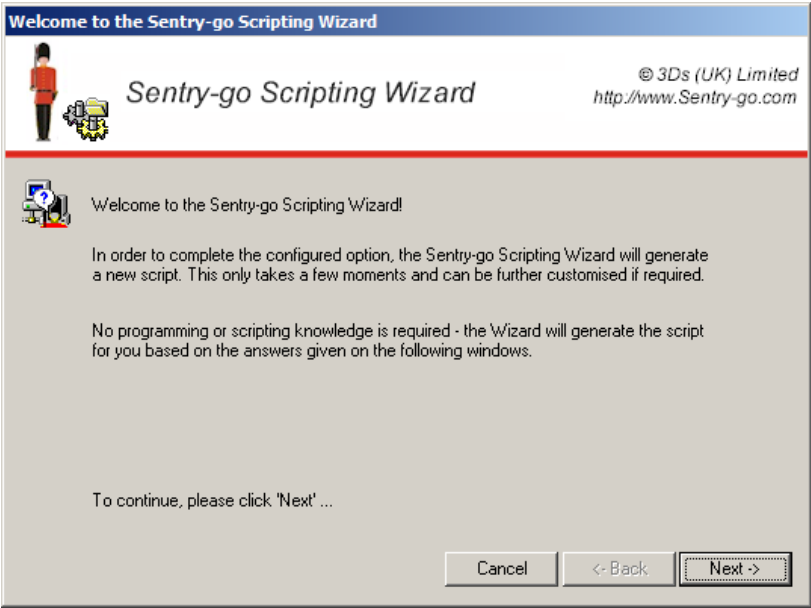

And for alert files & scripts, tick the following option ...



In most installations, at least one user/script will be configured to respond to system notifications. Users and scripts can be a set up to be notified or run based on System errors, one or more alert groups, or both.

Alert & Notification Types

Sentry-go allows you to specify different types of notifications depending on your requirements.

Type	Description
<p>Direct Notifications</p>	<p>Direct notifications allow you to notify a user directly, without the need to call a script, batch file or executable. These include ...</p> <ul style="list-style-type: none"> • E-mail notifications. <p>This is a very common & popular choice for alert notifications, especially out of normal office hours. Using e-mails, message can be received on a variety of devices including mobile phones & pagers.</p> <ul style="list-style-type: none"> • Network messages. <p>If the user is logged on to the domain, the network message is often the fastest way of notifying them of a detected failure. This option allows you to notify a user by network message when an alert is triggered or optionally when automatic action is taken to resolve a problem.</p>
<p>Implicit Script-based Notifications</p>	<p>Some notifications are “implicit” scripts. These are selected just like other options but automatically invoke the Scripting Wizard. This in turn requests information before (implicitly) generating a script for you.</p> <div data-bbox="596 1077 1410 1682" style="border: 1px solid gray; padding: 10px; margin: 10px 0;">  </div> <p>This script is then defined automatically to allow Sentry-go to run the associated logic when required.</p> <p> No scripting knowledge is required, although you can further customise the generated file afterwards if required.</p>

Script-based (Alert Engine) Notifications

The remaining notifications are script-based and provide the ultimate in flexibility. With Sentry-go, script-based options are further enhanced by the "Alert Engine", an integrated part of the Sentry-go monitor. When a script-based notification is called as a result of an alert being triggered, the file is first compiled and then executed. This allows error-specific information to be included that would otherwise be unavailable when the monitor is being configured.

Example scripts can be found on-line in the [Sentry-go Scripting Library](#).

The files themselves are standard text files run through the appropriate interpreter. However, they can optionally include one or more special place-markers – formatted strings such as "<\$\$ERROR>" and "<\$\$SERVER>" which are then expanded at runtime by the Alert Engine to include the actual error message and server name prior to running the script.

[Click here for more information on Sentry-go Place-markers.](#)

Here is an example ...

```
'
' Sentry-go Alert Engine Script to log alert information via a an
' external LogInfo.exe routine.
'
' See associated documentation for more details on how to specify
' the information to send via this file.
'
' ----- Local declarations -----
Dim strTextToSend

' ----- Set up parameters -----
strTextToSend = "Error - <$$ERROR> on <$$SERVER>"
Set Shell = CreateObject("WScript.Shell")



' ----- Create & execute the target command -----
Shell.Run ""c:\program files\Inhouse\LogInfo.exe"" "" &
strTextToSend & """,,True

' ----- Cleanup -----
Set Shell = Nothing

' ----- End of Script -----
```

Script-based Notifications

In addition to scripts, other specially formatted files can also be processed by Sentry-go in order to make the required notification.

Type	Description
Standard Windows Batch file	<p>Defines a standard batch file containing one or more Windows commands, external command-line utilities or other batch files as well as error-specific information. Batch files are simpler than scripts & are best used when you wish to run a series of commands that need little or no programmatic control. Batch files are run through the Windows command interpreter (CMD).</p> <p> Example files & scripts can be found on-line in the Sentry-go Scripting Library.</p>
VBScript or Windows Scripting Host file	<p>Defines a VBScript or Windows Scripting Host file. Scripts provide greater programmatic control over batch files, but are more complex to develop, requiring programming knowledge. Script files are run through the CScript interpreter (e.g. a .vbs file).</p> <p> The Scripting Wizard can be used to generate scripts without the need for programming or scripting knowledge.</p> <p>Click here for more information on the Sentry-go Scripting Wizard.</p> <p>Example files & scripts can be found on-line in the Sentry-go Scripting Library.</p>
SysLog file	<p>Allows you to log an alert to a SysLog server.</p>
SMTP e-mail file	<p>Sends a custom/preformatted e-mail to one or more users or external systems. This can be a formatted e-mail containing your own text as well as error-specific information that can be sent to one or more users, or an external system such as an SMS gateway. Such a system can then be used to forward the alert on to a mobile phone or pager etc.</p>
HTTP web file	<p>Sends error/alert information to an external system using an HTTP (web) interface. As with the SMTP option above, the HTTP protocol can often be used to forward information on to an external system such as an SMS gateway.</p>

More Information

If you need more help or information on this topic ...

- Find out [more information on configuring alerts for monitoring checks](#).
- Contact our [Support Team](#).
- Watch [demonstrations & walkthrough videos on-line](#).
- Visit <http://www.Sentry-go.com>.

