



# The Sentry-go Monitoring System Using the Client Console

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*Be Proactive, Not Reactive!*

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## Symbols

Thank you for choosing Sentry-go® as your monitoring solution for Windows. In this guide, the following symbols are used to denote specific items ...



Important information which should be noted – it may affect what you are trying to do.



Additional information relating to the operation being described is shown.

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## Background

Sentry-go monitors run independently as a service on each server but can be controlled, accessed & configured centrally using the Console. The Console is a client tool that can run on both the server & desktop PCs and provides a powerful way of centrally managing your monitored environment.

Using the Console you can view the status of each monitor, view alerts in chronological order as they occur, access web reports and view/edit configuration values across the environment. It can be run on either a single or multiple desktops, for example across operations and the helpdesk etc.

This guide describes in detail each feature of the Sentry-go Client Console.

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## Introduction

The Sentry-go Client Console allows you to easily configure & monitor the results from the monitors running within your environment - either running locally or on remote servers.

It is typically installed on one or more desktops - e.g. within a support team, operations, helpdesk or all three and can be used to ...

- Display alerts generated by Sentry-go in a central console window
- Generate Console alerts when servers and/or monitors cannot be contacted or go off-line
- Show the status of each Sentry-go monitor
- Show the status of server connectivity
- Give access to a Sentry-go's integrated web report
- Configure a Sentry-go monitor
- Synchronise configuration settings from one monitor to another
- Enable or disable monitoring of a local or remote Sentry-go monitor

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## System Requirements & User Permissions

The Sentry-go Client Console can be run on any of the following Windows versions, in an environment where one or more Sentry-go monitors are installed ...

- Windows 2000
- Windows XP
- Windows Vista
- Windows 7
- Windows Server 2003
- Windows 2008

### User Permissions

In order to run certain functionality, it is recommended that you run the Console under an Administrator's or equivalent domain administrator's account.

## Running the Sentry-go Client Console

To run the Sentry-go Client Console, you can ...

- Click the shortcut placed on the desktop
- Click the shortcut placed on the taskbar's Start/Programs/Sentry-go menu
- Launch the application "goSVRPlusConsole.exe" directly from within Windows Explorer.

Once run, the following window, which is split into 3 sections will be displayed ...

- The left hand window lists all Sentry-go monitors that are registered with the Console.
- The upper right hand window lists of recent alerts triggered by these monitors.
- The lower right hand window shows activity on the selected monitor, if requested. To start with this window will remain empty. It is only populated when you connect to a monitor in order to view activity information.

Server	Date/Time	Monitor	Name	Error
WALTON-64	04/11/2009 13:...	Process Monitor	AntiVirus	The process check AntiVirus failed b...
WALTON-64	04/11/2009 13:...	Event Log Monitor	All Application E...	Internal Configuration Error. Sentry-...
WALTON-64	04/11/2009 13:...	Process Monitor	AntiVirus	The process check AntiVirus failed b...
WALTON-64	04/11/2009 13:...	Event Log Monitor	All Application E...	Internal Configuration Error. Sentry-...
WALTON-64	04/11/2009 13:...	Process Monitor	AntiVirus	The process check AntiVirus failed b...

Real Time Activity for the Sentry-go monitoring service on WALTON-64 (Connected)


04/11/09 13:28.04	[Database Monitor]	Waiting for next check time in 20 seconds
04/11/09 13:28.04	[Database Monitor]	Retrieving status of blocked locks for connection Sentry-g...
04/11/09 13:28.04	[Database Monitor]	Connecting to the database Sentry-go Native Client
04/11/09 13:28.00	[Process Monitor]	Waiting for next check time in 262 second(s), or trigger event
04/11/09 13:28.00	[Process Monitor]	Checking the status of process AntiVirus
04/11/09 13:28.00	[Process Monitor]	Shadow Process Event triggered. A process has been starte...
04/11/09 13:28.00	[Process Monitor]	Waiting for next check time in 262 second(s), or trigger event
04/11/09 13:28.00	[Process Monitor]	Checking the status of process AntiVirus
04/11/09 13:28.00	[Process Monitor]	Shadow Process Event triggered. A process has been starte...
04/11/09 13:28.00	[Process Monitor]	Waiting for next check time in 262 second(s), or trigger event
04/11/09 13:28.00	[Process Monitor]	Checking the status of process AntiVirus
04/11/09 13:27.59	[Network Monitor]	Waiting for next check time in 30 seconds(s)
04/11/09 13:27.59	[Network Monitor]	WALTON-PDC responded OK
04/11/09 13:27.59	[Network Monitor]	Attempting to contact WALTON-PDC. Running command C...
04/11/09 13:27.59	[Network Monitor]	WALTON-CODE responded OK
04/11/09 13:27.59	[Process Monitor]	Shadow Process Event triggered. A process has been starte...
04/11/09 13:27.59	[Network Monitor]	Attempting to contact WALTON-CODE. Running command ...
04/11/09 13:27.59	[Network Monitor]	WALTON-64 responded OK
04/11/09 13:27.59	[Network Monitor]	Attempting to contact WALTON-64. Running command CMD...
04/11/09 13:27.59	[Network Monitor]	Checking the network availability of all servers on the network
04/11/09 13:27.55	[Performance Monitor]	Waiting for next check time in 15 seconds
04/11/09 13:27.55	[Performance Monitor]	Verifying performance data

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## Adding (Registering) a single Sentry-go monitor

Before a Sentry-go monitor can be referenced within the Console, it must be registered. When installing the monitor itself, the Setup Wizard will automatically register the new monitor with the local Console which it also installs.

For other remote Consoles, or when a Console is installed later, you should register each monitor you wish to reference.

 A Sentry-go monitor need only be registered with a particular Console once. Its details will be saved between sessions so don't need to be added each time.

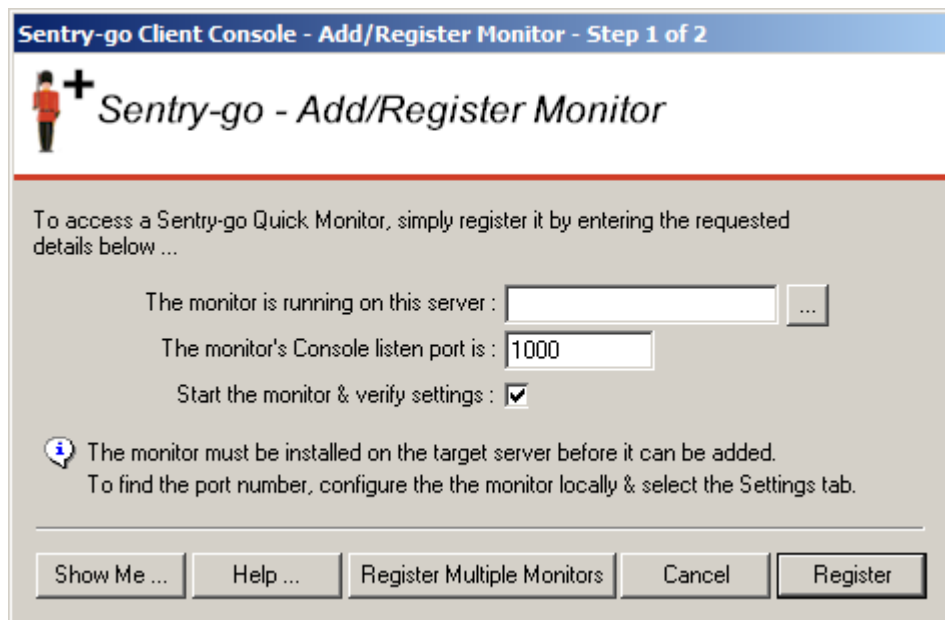
The monitor must be installed on each server be it can be registered with the Client Console.

If the port addresses are the same (recommended), you can register all your monitors at the same.

Once registered the Console will ...

- Periodically check the status of the monitor
- Check the availability of the server the monitor is checking
- Receive & display alerts from the monitor
- Allow you to configure the monitor
- Allow you to access the monitor's web reports
- Allow you to enable & disable monitoring

To register one or more Sentry-go monitor(s), select Add Sentry-go Monitor(s) from the File menu to display the Add Monitor wizard. Alternatively, you can "Add" from the button bar. The following window will be displayed ...

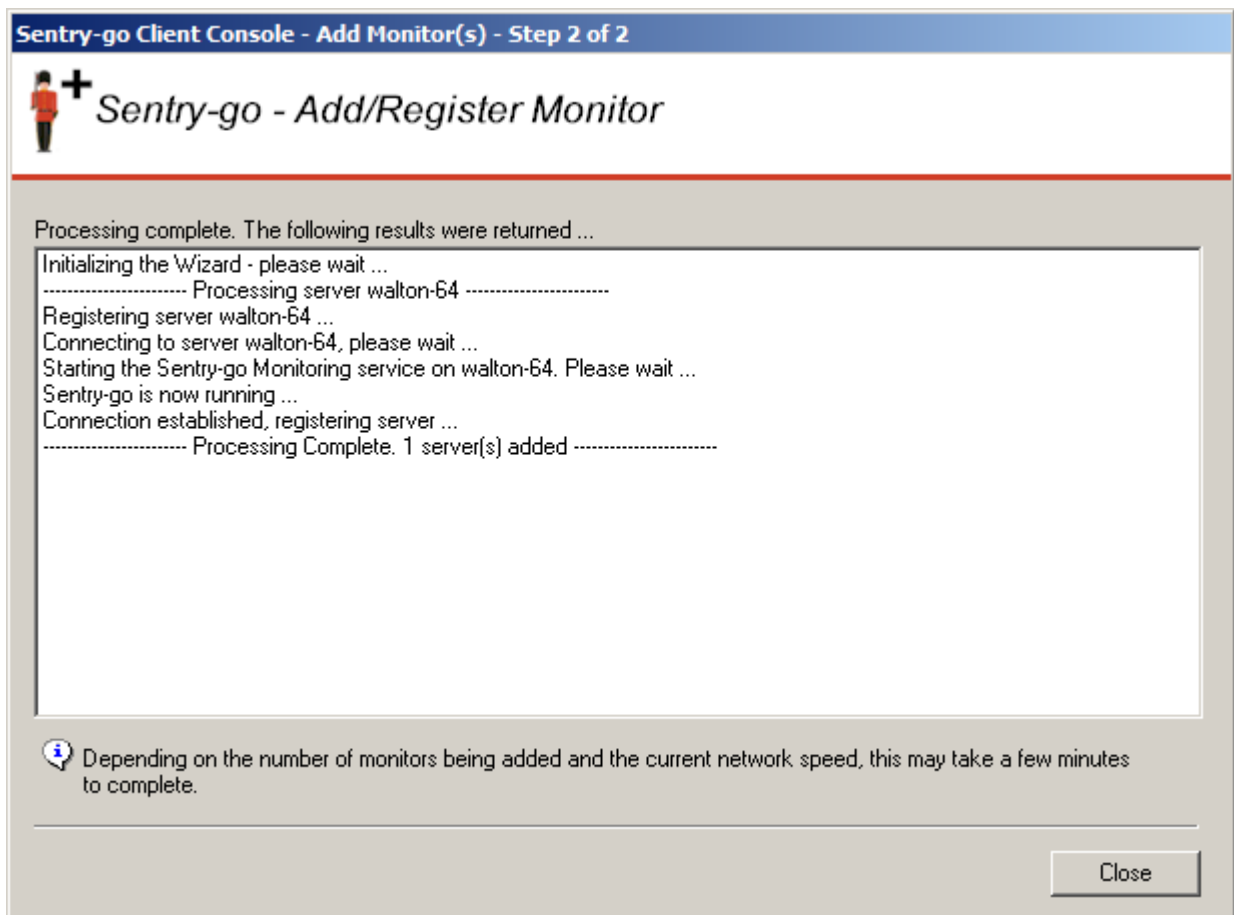


The screenshot shows a dialog box titled "Sentry-go Client Console - Add/Register Monitor - Step 1 of 2". The main heading is "Sentry-go - Add/Register Monitor". Below the heading, there is a text box with the instruction: "To access a Sentry-go Quick Monitor, simply register it by entering the requested details below ...". The form contains three input fields: "The monitor is running on this server:" with a text box and a browse button "..."; "The monitor's Console listen port is:" with a text box containing "1000"; and "Start the monitor & verify settings:" with a checked checkbox. Below the form, there is an information icon and a message: "The monitor must be installed on the target server before it can be added. To find the port number, configure the the monitor locally & select the Settings tab." At the bottom, there are five buttons: "Show Me ...", "Help ...", "Register Multiple Monitors", "Cancel", and "Register".

If you wish to register a single monitor, you can do this easily from here. If you have a number of monitors to register & you access them all using the same port number, you can register them all together by clicking the "Register Multiple Monitors" button. See below for more details.

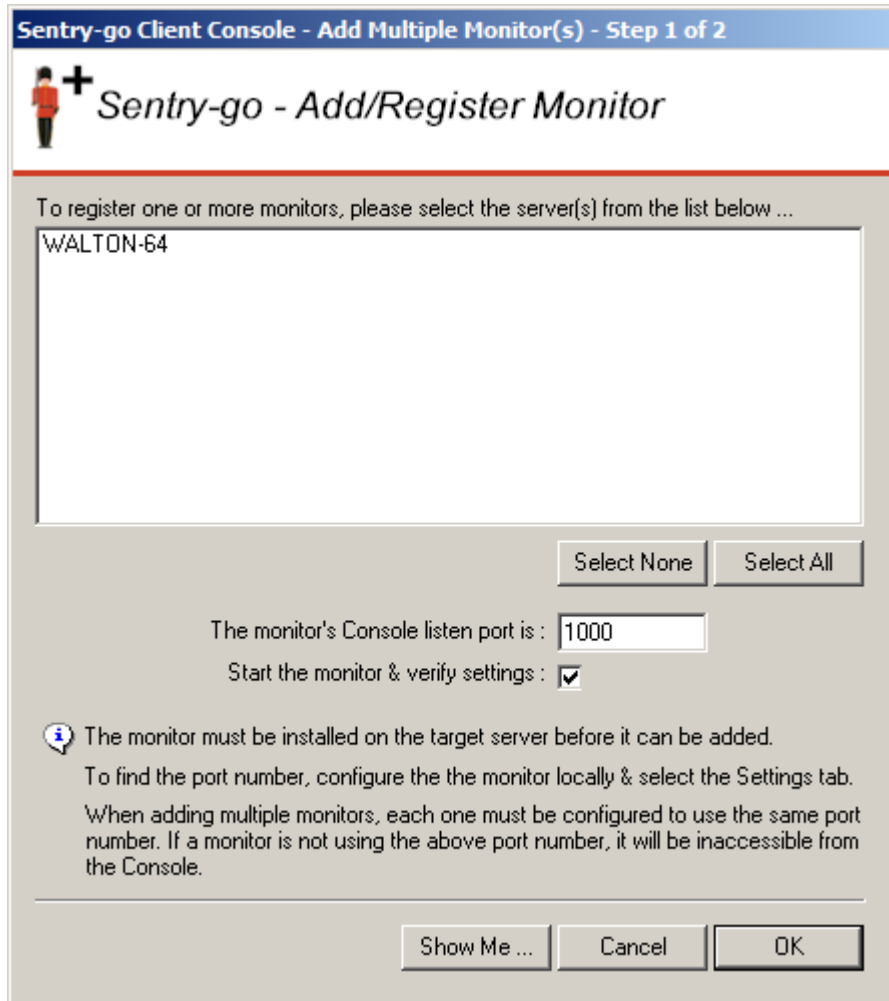
To register a monitor ...

- Enter the name or IP address of the server the monitor is running on, or click “...” to select it from a list of available servers.
- Next enter the number of the port on which Sentry-go itself listens for web and/or Console requests.
  - ! If you don't know this number, you can find it by configuring the Sentry-go monitor & selecting the “Settings” tab. The value will be recorded against the “The web server listens for requests on port” option.
  - ! It is important that this value is correct. If it isn't, the Console will not be able to contact the Sentry-go monitor & alerts from it will not be received.
- Tick the “Start the monitor & verify settings” option to automatically start the monitor (if needed) and verify the port number during the registration process.
  - ! Turning this option off will register details without performing any checks. If the port number is incorrect, access will be unavailable, even though the registration process itself will succeed.
- Click Register to continue. The Console will now attempt to register the monitor, displaying progress as it proceeds. A summary will also be displayed ...




## Adding (Registering) multiple Sentry-go monitors


To quickly register a number of monitors with the Console – e.g. for the first time, click the “Register Multiple Monitors” button to display this window ...



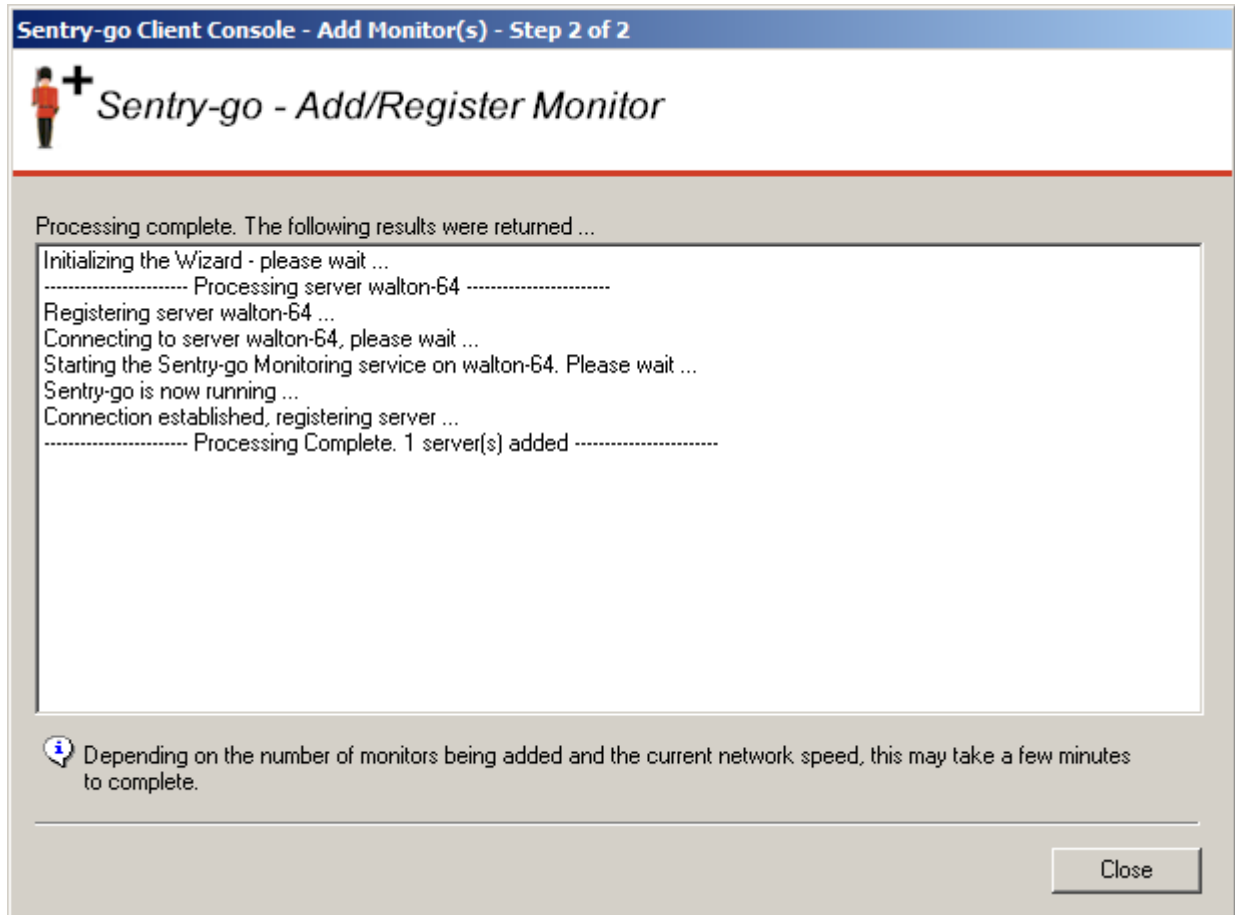
From here ...

- Select all the servers you wish to register.
  - Next enter the number of the port on which Sentry-go itself listens for web and/or Console requests.
-  If you don't know this number, you can find it by configuring the Sentry-go monitor & selecting the “Settings” tab. The value will be recorded against the “The web server listens for requests on port” option.

Monitors on each selected server must be configured to use the same port no. If they don't, repeat registration using the appropriate number.

-  It is important that this value is correct. If it isn't, the Console will not be able to contact the Sentry-go monitors & alerts from them will not be received.

- Tick the “Start the monitor & verify settings” option to automatically start the monitor (if needed) and verify the port number during the registration process.
  - ❗ Turning this option off will register details without performing any checks. If the port number is incorrect, access will be unavailable, even though the registration process itself will succeed.
- Click Register to continue. The Console will now attempt to register each monitor, displaying progress as it proceeds. A summary will also be displayed ...



## The Main Console Windows

Once one or more Sentry-go monitors have been registered, they will be listed on the main window. As stated earlier & shown below, the window itself is split into three sections ...

- 1. The left hand window shows all registered Sentry-go monitors and highlights their current status etc.
- 2. The upper right hand window lists all recent alerts generated by these registered Sentry-go monitors since the Client Console was started, up to a configured maximum.
- 3. The lower right hand window is used when you request a Current Activity display from one of the registered monitors. See “Real time Activity Display” below.

The screenshot displays the Sentry-go Client Console interface. The window title is "Sentry-go Client Console". The menu bar includes "File", "View", "Reporting", "Tools", and "Help". The toolbar contains icons for "Enable", "Disable", "Add", "Remove", "Config", "Scan", "Alerts", "Status", "Filter", "Options", "Start", "Stop", and "Solutions".

**Section 1 (Left Pane):** Shows the status of the monitored server "WALTON-64". The status is "Running". Other details include "O/S Version : Windows 2008, Vista or later (2)", "Monitor Version : 5.0", "Config Last Updated : November 04, 2009 13:22", "Time of last Error : 04/11/2009 13:27:22", and "Last Error Name : AntiVirus". Below this, a list of "Monitored Components" is shown, including Network Availability monitoring, Performance monitoring, Event Log & Log File monitoring, Available Disk Space monitoring, Windows Service monitoring, Windows Process monitoring, Printer & Print Queue monitoring, File & Directory monitoring, TCP/IP Port monitoring, HTML Availability monitoring, FTP Availability monitoring, E-mail Send/Receive monitoring, Database Connection & Query monitoring, SQL Server Lock monitoring, and Script-based monitoring.













**Section 2 (Upper Right Pane):** A table listing recent alerts. The table has columns for "Server", "Date/Time", "Monitor", "Name", and "Error".

Server	Date/Time	Monitor	Name	Error
WALTON-64	04/11/2009 13:...	Process Monitor	AntiVirus	The process check AntiVirus failed b...
WALTON-64	04/11/2009 13:...	Event Log Monitor	All Application E...	Internal Configuration Error. Sentry-...
WALTON-64	04/11/2009 13:...	Process Monitor	AntiVirus	The process check AntiVirus failed b...
WALTON-64	04/11/2009 13:...	Event Log Monitor	All Application E...	Internal Configuration Error. Sentry-...
WALTON-64	04/11/2009 13:...	Process Monitor	AntiVirus	The process check AntiVirus failed b...

**Section 3 (Lower Right Pane):** A log titled "Real Time Activity for the Sentry-go monitoring service on WALTON-64 (Connected)". The log entries show various monitoring activities and their results, such as "Waiting for next check time in 30 seconds(s)", "WALTON-PDC responded OK", "Attempting to contact WALTON-PDC. Running command C...", "WALTON-CODE responded OK", "Checking the network availability of all servers on the network", "Waiting for next check time in 15 seconds", "Retrieving performance data from Windows", "Waiting for next check time in 20 seconds", "Retrieving status of blocked locks for connection Sentry-g...", "Connecting to the database Sentry-go Native Client", "Waiting for next check time in 30 seconds, or event to b...", "Verifying printer/print queue status", "Performing periodic scan", "Waiting for next check time in 15 seconds", "Retrieving performance data from Windows", "Flushing the performance optimiser cache", and "Waiting for next check time in 20 seconds".

## Monitor Status

The left hand window lists all registered servers/monitors. It also shows information about the monitor including an icon used to show its current status. Expanding the information further, by clicking on the "+" icon shows other details, including the actual status of the item. The following status can be shown ...

	One or more monitors in the group have generated an alert in the last configured no. minutes.
	The monitor has generated at least one alert in the last configured no. minutes.
	One or more monitors or servers in the group is either stopped, is not accessible over the network or for some reason cannot be contacted - e.g. Console support has been disabled. No alerts will be received from those monitors.
	The monitor is not running (is stopped), is disabled, cannot be accessed across the network or for some reason cannot be contacted - e.g. for security reasons, the monitor has been configured not to respond to Console requests. The server itself, however, is available. No alerts will be received from this monitor.
	One or more servers in the group cannot be contacted across the network from the local PC. The monitor(s) running on them may or may not be running. No alerts will be received.
	The server machine on which the monitor should be running cannot be contacted across the network from the local PC. The monitor may or may not be running. No alerts will be received by the Console.
	The status of one or more monitors is currently unknown. This is shown when the application is first started and the system has not yet contacted the monitor. It is also shown initially when a new monitor is registered with the Console.
	The status of the monitor is currently unknown because it has yet to be contacted - e.g. the application has just been started or the monitor has just been registered.
	One or more monitors in the group cannot be accessed because you do not have permission to access it. Specifically, the IP address of the PC running the Console is not allowed to access one or more monitors registered.
	The monitor cannot be accessed because you (your PC) does not have permission to access it. Specifically, the IP address of the PC running the Console is not allowed to access the monitor. By default, a Console running from any IP address can access Sentry-go. However, if web security has been enabled, the Administrator must configure Sentry-go and add the IP address (or range) of the local PC in order to allow access.
	All is well. All monitors in the group are running and have not generated any alerts in the last configured no. minutes.
	The Sentry-go monitor is running and has not generated any alerts in the last configured no. minutes.

### Checking the Status of Each Monitor

The status of each monitor & server connection is checked automatically by the Console at regular intervals and the display updated accordingly. You can, however, force the status to be checked by selecting "File/Check Status of all Monitors Now" from the menu (or "Scan" from the button bar).

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## Monitor/Server Properties

The left-hand status list can be expanded to a single level, showing all monitors/servers or collapsed from the "View" menu. When fully expanded, the following properties are shown for each Sentry-go monitor ...

- The monitor's current status
- The last time a configuration change was made to the monitor
- The last time an alert was generated by the Sentry-go monitor
- The title of the last alert that was generated by the monitor
- The O/S & version on the target server
- The Sentry-go monitor version
- The monitoring components currently enabled for the monitor

Right clicking over a server displays a popup menu allowing you to perform the following ...

<b>Configure [Local] Monitor ...</b>	Click here to configure the selected Sentry-go monitor, either locally or remotely. From here you can change all aspects of the monitor's settings.
<b>Copy/Synchronize Sentry-go Settings between Monitors ...</b>	Runs the Copy Configuration Wizard which allows you to copy one or more selected groups of settings from this monitor to one or more other registered monitors.
<b>Edit registered Port Number ...</b>	If the monitor cannot be contacted this option is enabled. It allows you to change the port number that the Console will attempt to contact the selected Sentry-go on.
<b>Display Monitor's Recent Alerts ...</b>	Select this option to launch your desktop browser to display the selected monitor's "Recent Alerts" web report.
<b>Display Monitor's Current Status ...</b>	Select this option to launch your desktop browser to display the selected monitor's "Current Status" web report.
<b>Display Monitor's Report Menu ...</b>	Select this option to launch your desktop browser to display the selected monitor's "Home " page. From all other available reports can be accessed.
<b>Enable Sentry-go Monitor</b>	Select this option to enable monitoring.
<b>Disable Sentry-go Monitor</b>	Select this option to disable monitoring. The service will continue to run, but monitoring will not be performed.
<b>Start/Stop the Monitoring Service ...</b>	Select this option to start or stop the target local or remote monitoring service.

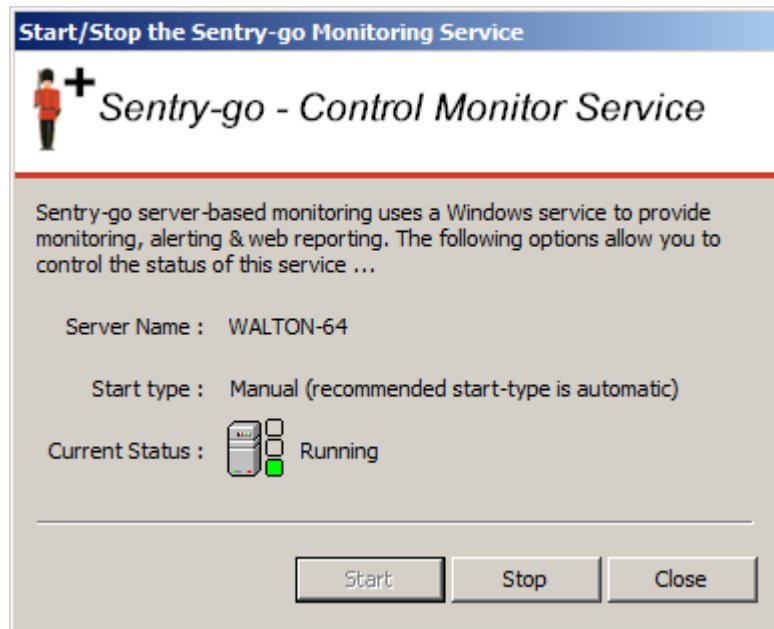
<b>Display Monitor's Activity</b>	Select this option to connect to the associated Sentry-go monitor and display real-time activity information from it. Activity details are shown in the lower right hand window. You can use this option to see exactly what Sentry-go is doing in real-time.
<b>Stop Displaying Monitor's Activity</b>	Select this option to disconnect from the associated monitor and stop the display of real-time activity information.
<b>Request Summary Status E-mails</b>	Select this option to request that the target monitor sends its summary e-mails to those configured to receive it. This is an interim e-mail; the standard summary e-mail is sent after midnight each day.
<b>Display monitor's error log ...</b>	Requests and displays the target monitor's error log file. This log file holds internal & diagnostic messages.
<b>Display monitor's diagnostic log ...</b>	Requests and displays the target monitor's diagnostic log file. This log contains information relating to checks & alerts that have failed since the monitor was started.
<b>Manage Licence Components ...</b>	Displays the Licence/Component Manager, allowing you to add or remove monitoring components from the selected monitor.
<b>Remove the Sentry-go Monitor</b>	Select this option to un-register the monitor from the Console display. Once removed, the status of the monitor and/or alerts generated from it will no longer be displayed.

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## Starting/Stopping the monitoring service

The Sentry-go monitor itself runs as a Windows service which typically starts automatically when the server is booted and continues to run until the server is shutdown. To start & stop the monitor, you can either use the Windows Services application in from Administrator Tools or Windows Control Panel, or start/stop it from within the Client Console.

To do this, highlight the monitor & select “Start/Stop the Monitoring Service ..” from the menu. The following window will be displayed ...



From here you can ...

- The monitoring service's current operating status
- Start the monitor if stopped
- Stop the monitor if started
- Determine the “start-up” setting for the monitor (configured by the Setup Wizard and updated through Windows Services).

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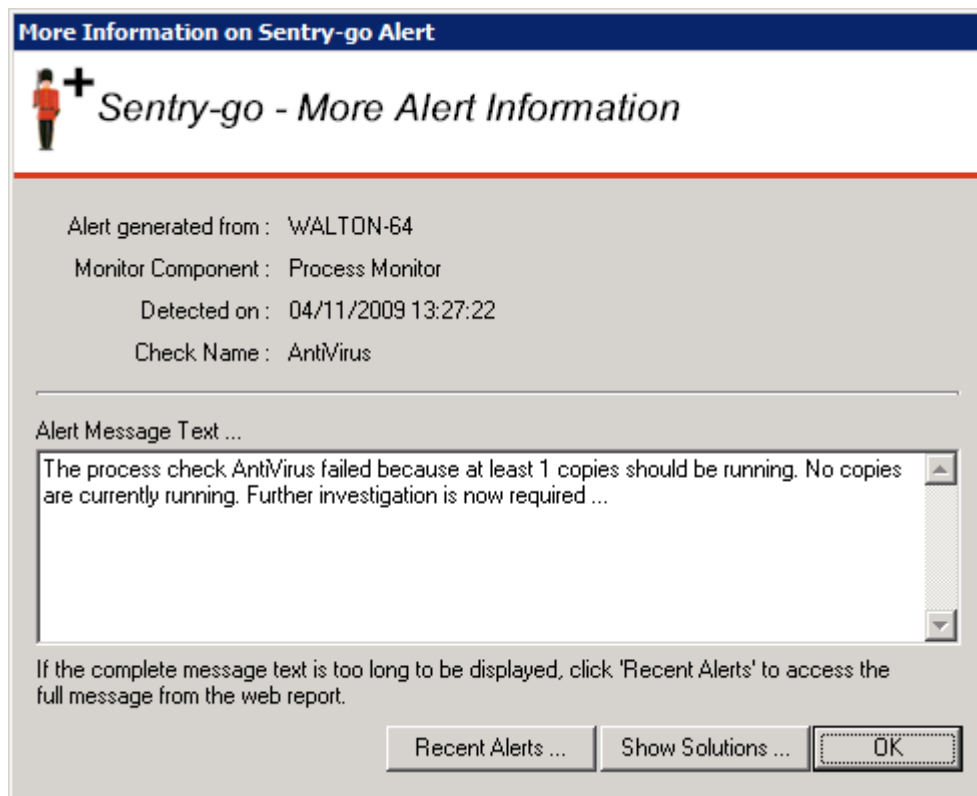
## Real-time Alerts List


The upper right hand window provides an easy and uniform way of displaying alerts generated by any registered Sentry-go monitor. When an alert is received, it is added to the top of the list. If more than the configured maximum number of alerts have been listed, the oldest are automatically deleted from the bottom of the list as new ones are added.

Right click in this window to clear the current list of alerts or view more details on a specific alert.

### Displaying More Information on an Alert

To view full information on alert, simply double-click the entry in the Alert list. A window, similar to this will be displayed, showing you the server name, the reporting monitoring component, the date/time the alert was raised, the check that was triggered and the alert text that associated the error ...



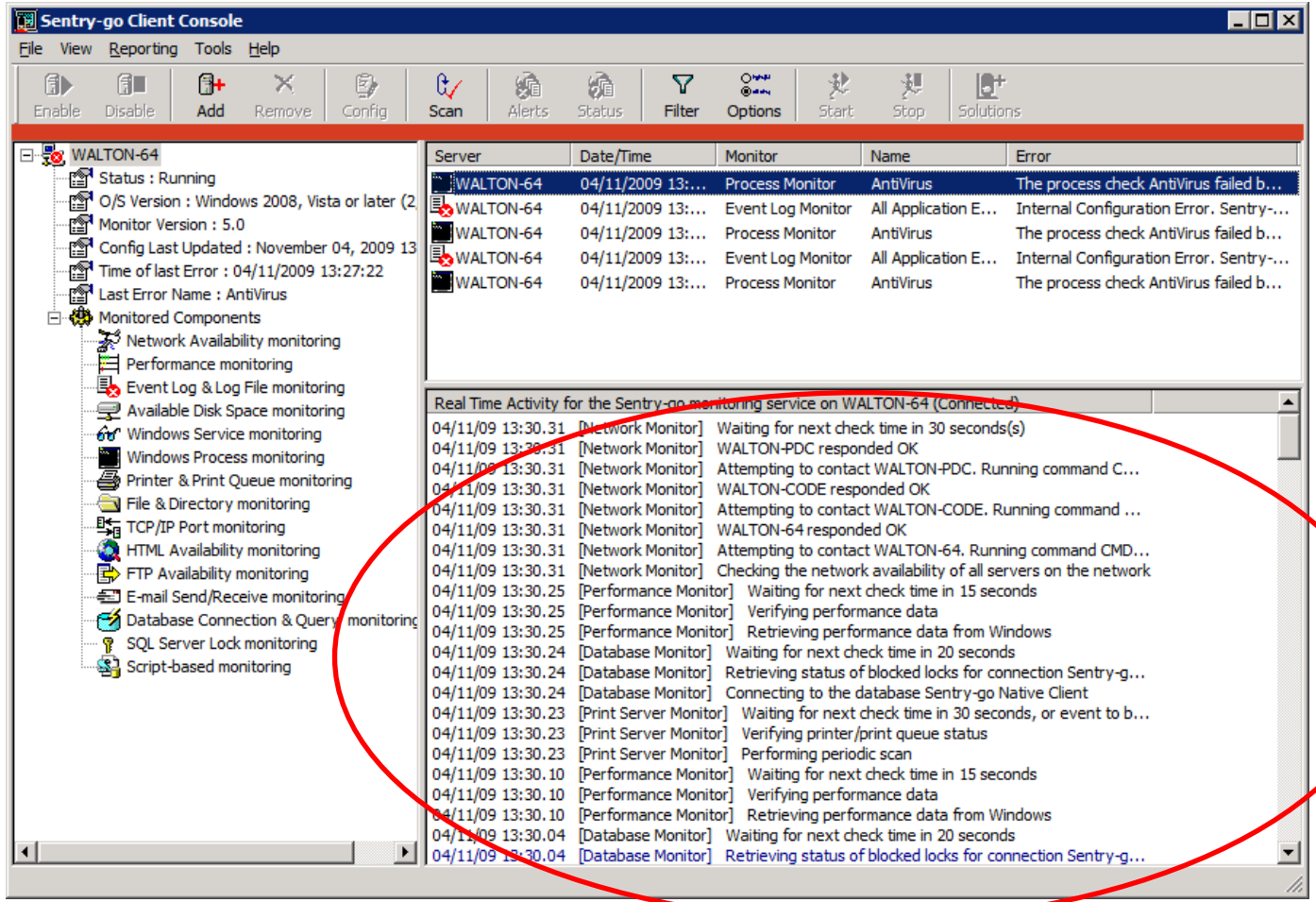
 Messages detailing corrective action automatically taken by Sentry-go (auto-responses) will also be shown

From here you can also ...

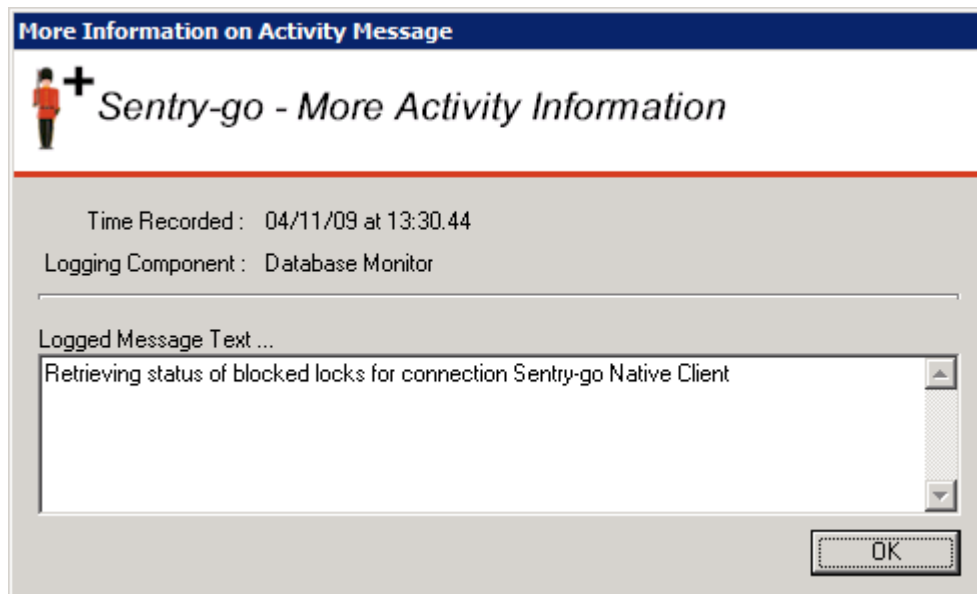
- Access the Recent Alerts web report from the given server to see if other similar errors have occurred.
- Access the Sentry-go Solutions web site for more information and possible solutions to the problem being reported in the message.

# Real-time Activity Display

The lower right hand window allows you to display real-time status information on a selected Sentry-go monitor. It allows you to view the checks and actions being performed by the Sentry-go monitor in near real-time ...



To view real-time activity, select the appropriate monitor from the list (in the left hand window) with the right-hand mouse button to display its menu, then select the "Display Monitor's Activity" option. To view full information, double click the entry ...

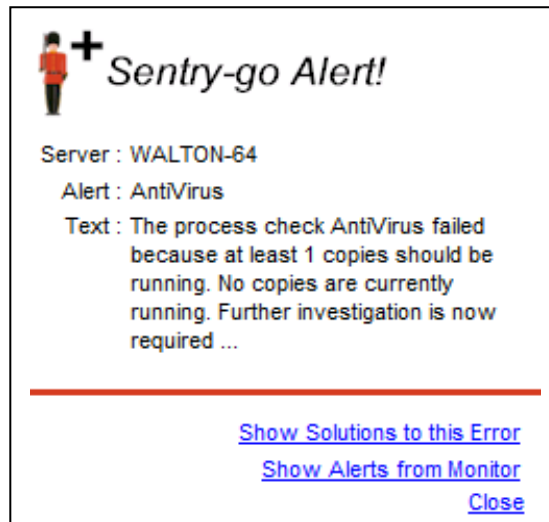


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## Taskbar Alerts

In addition to the main window, the Console places an icon into the system area of the task bar. From here, the taskbar popup window can be shown, allowing you to be alerted to issues when they arise, without needing to view or watch the main Alert window.

Depending on the settings selected under “options”, a small scrollable window similar to the one below will be displayed in the bottom right hand corner of the screen, each time an event occurs ...



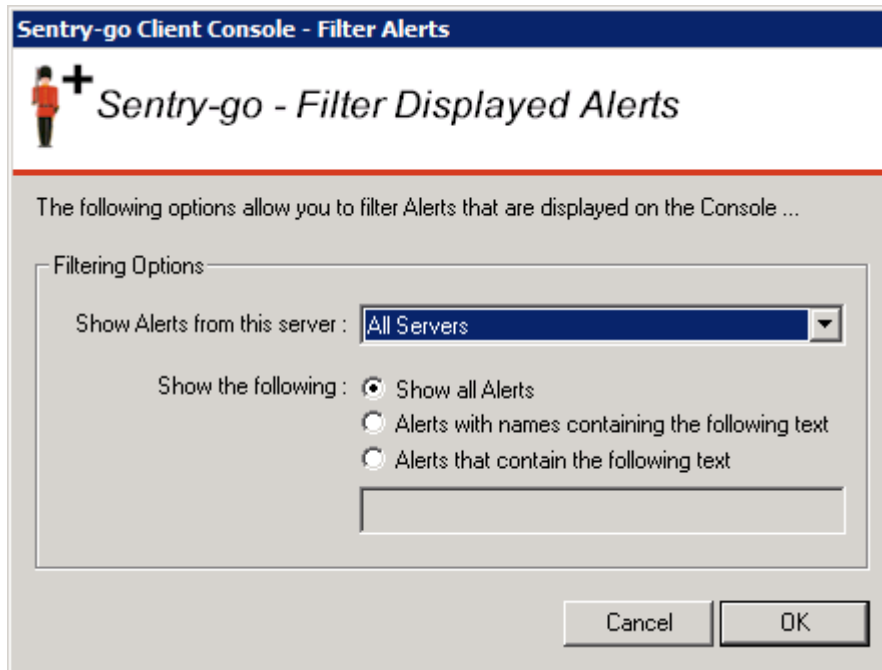
When this window is displayed you can ...

- See the current server, alert generated and the alert message text
- Access the Recent Alerts web report for the monitor generating the alert (e.g. in order to view other recent alerts)
- Access the Sentry-go Solutions web site for more information and possible solutions to the problem being reported in the message.
- Close the window. If you do not close the window, it will be automatically removed after a short period of time.

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## Filtering Incoming Alerts


By default, all alerts from each registered monitor that is accessible will be displayed in the right hand alert window. However, there may be times when you wish to view only specific alerts - maybe to track specific problems that you wish to monitor. To do this, click "Filter ..." from the Tools menu (or choose "Filter" from the button bar) to display the following dialog ...



From here you can filter which events are displayed by the Console & which are ignored. Filters are cumulative - you can either filter on an individual item, or a combination of items ...

### Show Alerts from this Server ...

By default, alerts from all registered monitors on all servers are displayed. To limit alerts being shown to alerts from a specific server, select the server name from the list.

 This can be further refined with the next option.

## Show All Alerts

Displays all alerts of all types, no matter which one is triggered or the alert text shown.

## Alerts with names containing the following text

Limits the alerts shown to only those who's check name contains the text entered in the field below. A full or partial string or phrase can be included.

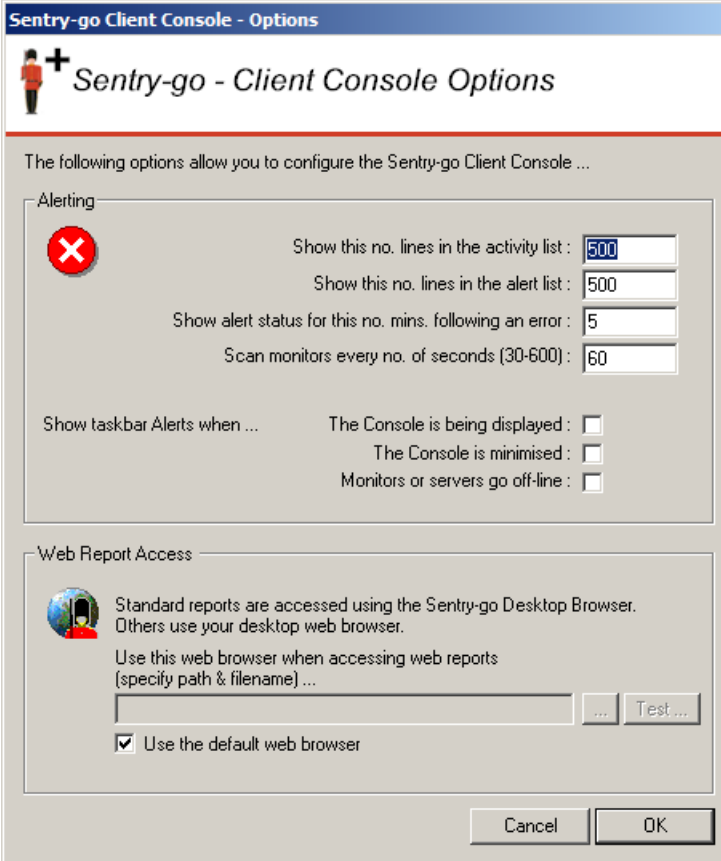
## Alerts containing the following text

Limits the alerts shown to only those who's alert message text contains the text entered in the field below. A full or partial string or phrase can be included.

---

## Configuring Other Console Options

In order to further customise the settings used by the Console, click "Options ..." from the Tools menu (or choose "Options" from the button bar) to display this window ...



The screenshot shows the "Sentry-go Client Console - Options" dialog box. The title bar reads "Sentry-go Client Console - Options". Below the title bar is a logo of a person with a plus sign and the text "Sentry-go - Client Console Options". The main content area is divided into two sections: "Alerting" and "Web Report Access".

**Alerting**

- Show this no. lines in the activity list:
- Show this no. lines in the alert list:
- Show alert status for this no. mins. following an error:
- Scan monitors every no. of seconds (30-600):
- Show taskbar Alerts when ...
  - The Console is being displayed:
  - The Console is minimised:
  - Monitors or servers go off-line:

**Web Report Access**

- Standard reports are accessed using the Sentry-go Desktop Browser. Others use your desktop web browser.
- Use this web browser when accessing web reports (specify path & filename) ...  
 ...
- Use the default web browser

At the bottom of the dialog box are "Cancel" and "OK" buttons.

From here you control different aspects of the Console and how it behaves ...

### **Show this no. lines in the activity list ...**

This number specifies how many entries will be displayed in the real-time activity list before older ones are discarded. By default, up to 500 entries will be displayed.

### **Show this no. lines in the alert list ...**

This number specifies how many alerts will be displayed in the main Console window before older ones are discarded. By default, up to 500 messages will be displayed.

### **Show alert status for this no. mins. following an error**

When an alert is received, the appropriate monitor's status in the left hand status is updated to reflect that an error was detected. After this, if no other alerts have been received from the monitor after this no. minutes, the status reverts back to OK.

### **Scan monitors every no. of seconds**

This numeric value determines how often the Console will scan each registered monitor for it's current status.



The lower the value entered here, the more often and therefore more accurate the status shown will be. However, more network traffic will be generated with lower values (as the checks are performed more often).

### **Show taskbar alerts when ...**

These options determine when, if at all, the taskbar popup window should be displayed ...

- **The Console is being displayed.**

Select this option to show taskbar alerts when the main window (incl. alert list) is being shown.

- **The Console is minimised.**

Select this option to show taskbar alerts when the main window (incl. alert list) is minimised.

- **Monitors or servers go off-line.**

Select this option to show taskbar alerts when the status of a server or monitor goes from available to stopped/not available etc.

### Use this web browser ...

This setting allows you to determine which web browser the Console will use when a web report is accessed. If specified, the value here should be the full path & filename of your chosen browser. If you wish to use the desktop's defined default browser, you can leave this value blank.

### Use the default web browser

Tick this option to use the desktop's default web browser. When enabled, the Console automatically determines the browser to use and launches it along with the web report.

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## The Taskbar Icon & Menu

When running, the Console places an icon in the system tray of the taskbar ...



From here you can access the taskbar menu by clicking the icon with the right mouse button, or display the main Console window clicking the icon with the left mouse button.

## The Taskbar Menu

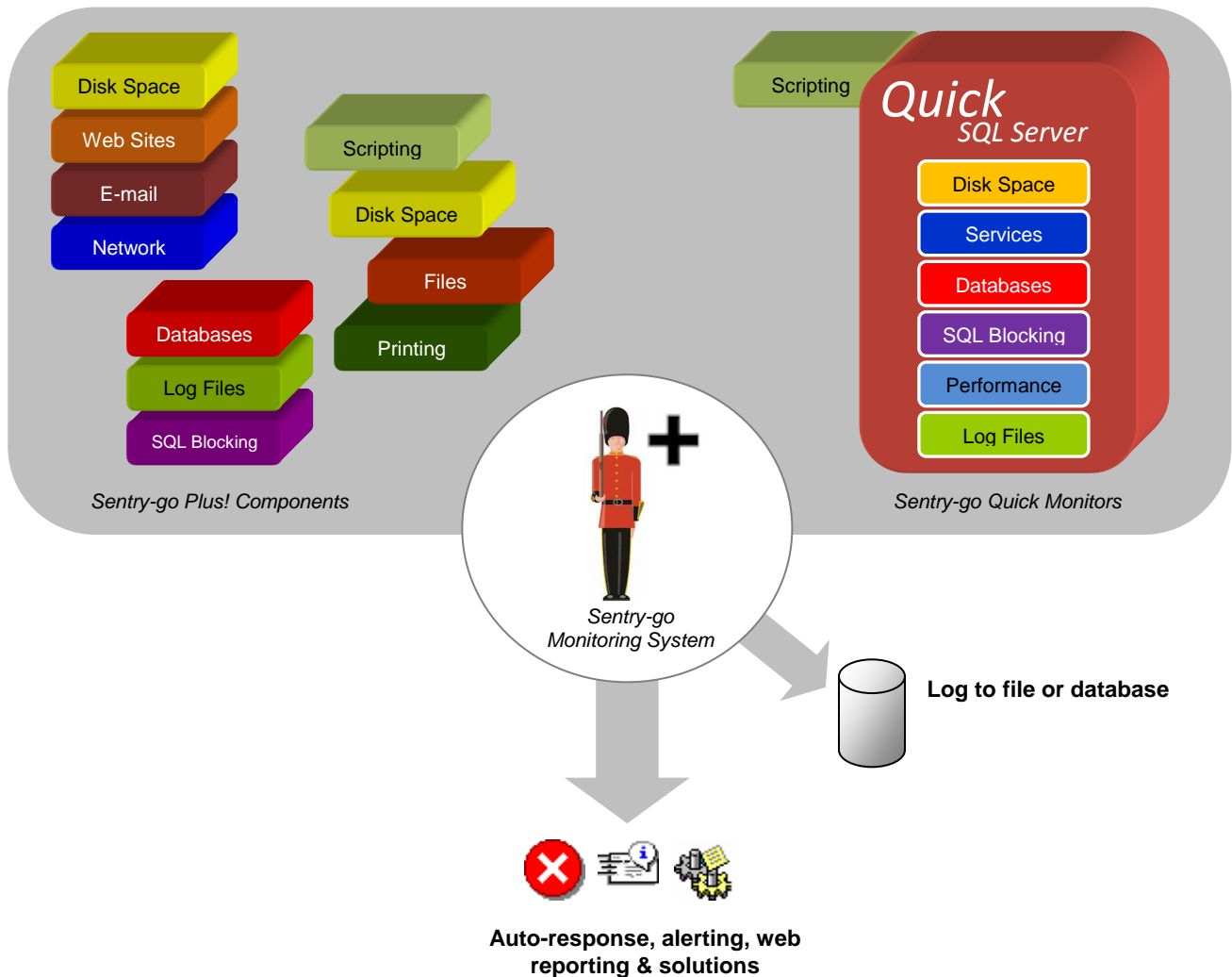
The following options are available from the taskbar menu.

<i>Select this ...</i>	<i>To do this ...</i>
<b>About ...</b>	Displays version information on the Sentry-go Client Console.
<b>Show Console</b>	Displays the main window if minimised.
<b>Filter ...</b>	Displays the “Filter” window. From here you can limit the details displayed on the Alerts window.
<b>Options ...</b>	Shows the “Options” window. From here you can customise Console, including taskbar options.
<b>Exit Console</b>	Closes the Sentry-go Client Console.

## Adding & Removing Monitoring Components/Licences

Sentry-go is a plug & play monitoring solution, allowing you to purchase and install only the monitoring components required to monitor the software & systems on a specific server. If you purchase a dedicated Quick Monitor, it too uses the same approach, although it comes with a single licence enabling all the functionality required for that monitor to operate.

Before Sentry-go will run, one or more licences must be installed in order to enable the appropriate monitoring functionality. Once installed a component can either be removed – e.g. to use the licence on another server, or new additional licences added – e.g. to add more functionality to the monitor.

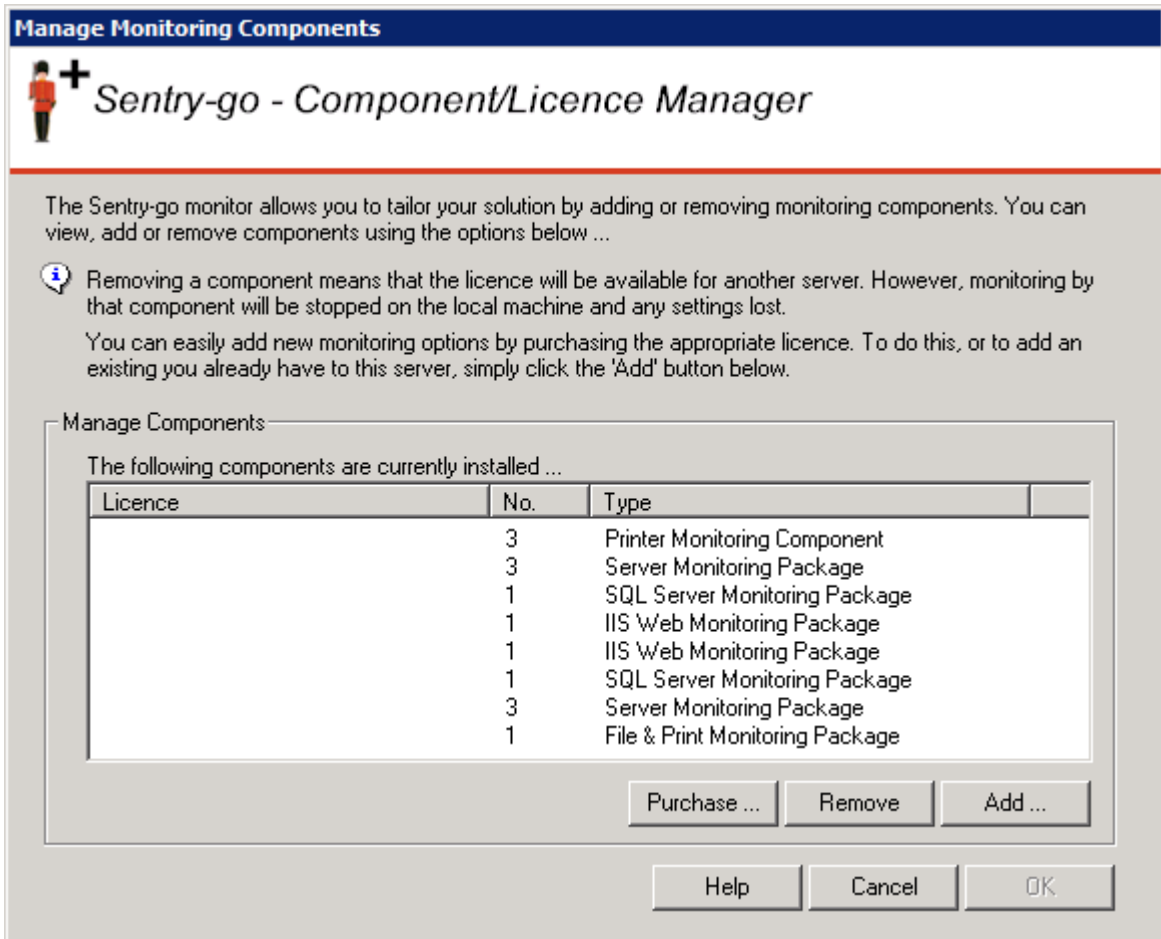


### Components & Licences

To enable monitoring functionality, you simply add one or more licences to the monitor. Quick Monitors come with a number of components built-in to a single licence; Sentry-go Plus! components provide licencing for an individual monitoring function.

## Managing Components/Licences

To view existing licences, or to add or remove licences from the server, select the Sentry-go monitor from the list, right click and select "Manage Licence Components ...". The following window will be displayed ...



From here you can see any existing licences, the number of concurrent copies they support & the monitoring cover they provide.

- !** It is against the software's licence agreement to run more copies of a monitoring component than you have purchased. If you need to run additional copies, these can be purchased on-line, from 3Ds (UK) Limited or from your software reseller.

Functionality may be impaired or disabled if you attempt to run too many copies without a valid licence.

Quick Monitor licences cannot be split. The removal or relocation of a Quick Monitor licence will transfer all related monitoring components with it. Sentry-go Plus! licences which have been installed alongside a Quick Monitor on the same machine will not be affected, unless specifically removed or relocated.

## Purchasing New Components/Licences

You can purchase new Sentry-go monitoring licences using one of the following methods ...

- Online at <http://www.Sentry-go.com/buy-now.aspx> (or click “Purchase ...” from the “Add Component” window shown below)

This is the quickest way of purchasing licences using a debit or credit card using our secure payment provider. Your new licences will then be e-mailed directly to the address provided getting you up and monitoring in the quickest possible time.

- Using a Purchase Order

You can also use a PO to purchase software, products & upgrades direct from 3Ds (UK) Limited.

- Through your software reseller

Alternatively you can purchase Sentry-go licences through your software reseller.

## Adding New Components/Licences

Once you have a new licence key, you will need to add it to the Sentry-go monitor(s) that need to implement the new functionality.



In most cases no software upgrade will be required when adding licences.

However, if the licence includes monitoring functionality that is only available in a newer release of the monitor, simply run the Setup Wizard and select “Upgrade” instead of following the steps below.

To add a new licence to an existing installation, click “Add ...” from the Component List window above to display the following ...

**Add Monitoring Components**

**Sentry-go - Add Component Licence**

Thank you for choosing Sentry-go as your monitoring solution. The monitor is a component-based system, allowing you to add features as and when you need them. To add one or more components, simply enter the appropriate licence key below ...

You can view and purchase additional monitoring components on-line by clicking the 'Purchase' button below, or by contacting your reseller.

Company/Organisation Name ...  
3Ds (UK) Limited

Please enter your new licence key below ...

Help Cancel OK

From here, simply enter the new licence and click OK. The licence will then be validated and applied to the selected monitor.

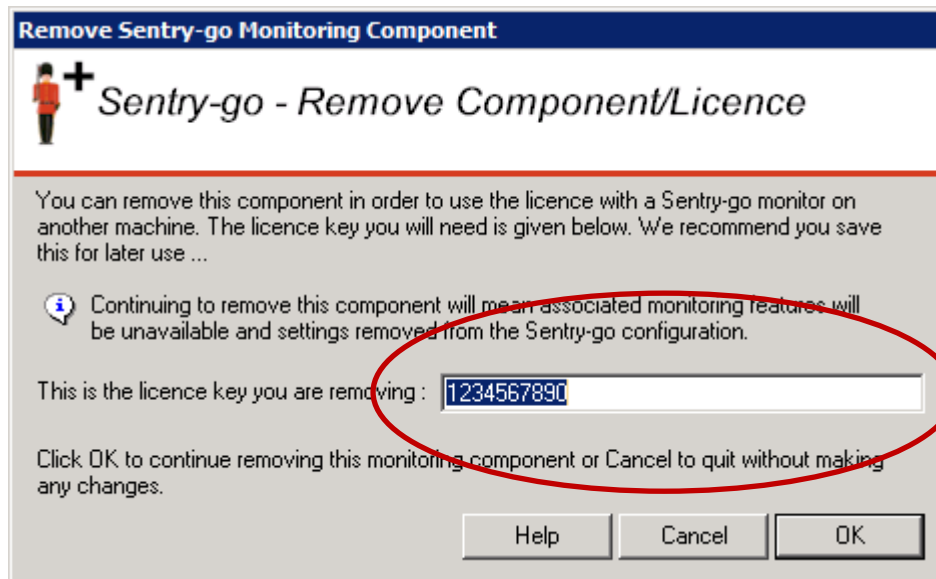
If the licence check fails ...

- Verify that you have entered the licence key correctly
- Verify that the company name shown corresponds exactly with the company name sent you're your licence key. If it isn't, please contact 3Ds (UK) Limited or your reseller.

## Removing Components/Licences

In some cases you may wish to remove (or move) a licence from a Sentry-go monitor. For example, if you move the associated functionality from one server to a new one, you will probably want to ensure the appropriate monitoring functions move with it.

To do this, highlight the appropriate licence and click "Remove" from the Component List above ...



This window confirms that you are about to remove a licence and gives you the opportunity of copying the licence string itself for use elsewhere – e.g. added to another monitor. Click OK to remove the component.



Clicking OK on this window will remove the licence. Please note ...

- You can only remove a complete licence. If the licence includes multiple monitoring options – e.g. a SQL Server monitoring licence, all associated functionality will be removed.
- Configuration options on the local server linked to the licence will be removed & become unavailable.
- The monitor will no longer monitor the components covered by the licence on the local server.

In order to re-use the licence, please keep the string safe so it can be installed on another server at a later date.

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## Configuring Sentry-go

Configuring a Sentry-go monitor using the Client Console is easy. Simply highlight the monitor in the left hand status window and right click. Then select, "Configure Server" to retrieve & display the appropriate configuration information.


From here you configure all aspects of the monitor. For more information, please refer to the appropriate help file for the monitor being configured.

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## Copying Configuration Settings to Other Monitors & Servers

By design, Sentry-go is predominantly a standalone application, designed to run and work independently on its respective machine. As such, each monitor has its own local configuration.

However, there may be times when you wish to synchronise or copy some or all settings from one monitor to another - e.g. if you have set up one and wish to duplicate the alert and check settings to other monitors running similar environments.

-  Always bear in mind file paths & locations must be accessible from the target monitor(s) when copying configuration settings from one machine to another.

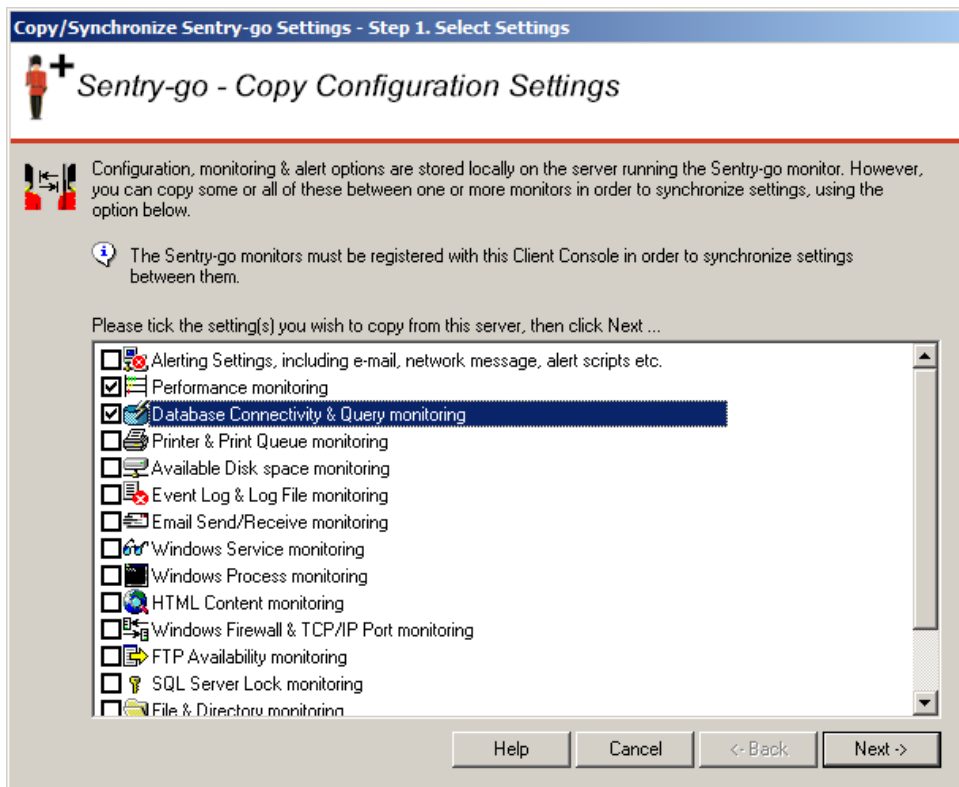
Also ...

- The Sentry-go monitor must be installed & running on the target machine(s) before configuration settings can be copied to it. If the server is off line or unreachable, settings cannot be copied.
- Licence, security and general path information is not copied by the wizard.
- The wizard removes (overwrites) existing settings (for those areas being copied) before applying new settings. Care should be taken when selecting the monitor(s) you wish to copy settings to.

To run the Wizard, select the source monitor (the monitor containing the configuration you wish to copy) in the left hand status window, click the right mouse button and select "Copy/Synchronize Sentry-go Settings Between Monitors"

When selected, the following window will appear, showing you each enabled option for the selected (source) monitor

...



From here select (tick) each option you wish to copy settings for. Any section left un-ticked will not be copied by the Wizard.

Once you have defined the settings you wish to copy click Next, to show the server list. This will list all registered monitors that are currently available (running) and capable of receiving the options selected previously. Simply highlight each monitor you wish to transfer settings to, then click Next.



The servers that are listed will depend on the following factors ...

- There must be a Sentry-go monitor installed & registered within the Client Console
- It must be running and reachable across the network
- It must be configured to monitor all the items selected for copying

If the target monitor only supports some, but not all selected monitoring options, it will not be included in the list. In this case select only the items it can support in order to copy them.

The wizard now has all the information it needs to transfer the selected information to the target machine(s) or monitor(s). You will first be prompted to confirm you wish to copy configuration settings then, if accepted, the wizard will perform the copy.

Depending on how many items and servers were selected, the transfer may take a few seconds or a few minutes to complete. Status messages will be written to the results window as the copy progresses.






Errors will also be shown in the results window – e.g. if the server is offline or cannot be reached over the network.

Once the results have been reviewed, click Finish to close the Wizard.

## The Console's Main Menu

The following options are available from the menu at the top of the main Console window.

Select this ...	To do this ...
<b>File   Enable Sentry-go Monitoring (Enable)</b>	Enables monitoring functionality on the selected Sentry-go monitor.
<b>File   Disable Sentry-go Monitoring (Disable)</b>	Disables monitoring functionality on the selected Sentry-go monitor.  The underlying service continues to function, but monitoring is disabled.
<b>File   Start/stop the Monitoring Service ...</b>	Starts or stops the Sentry-go monitoring service.
<b>File   Show Monitor's Activity ...</b>	Select this option to connect to the associated Sentry-go monitor and display real-time activity information from it. Activity details are shown in the lower right hand window. You can use this option to see exactly what Sentry-go is doing in real-time.
<b>File   Stop Showing Monitor's Activity ...</b>	Select this option to disconnect a previously connected real-time activity session.
<b>File   Request Summary Status E-mails ...</b>	Requests the monitor to send an interim summary e-mail to any address configured to receive it.
<b>File   Display the Monitor's Error Log ...</b>	Displays the monitor's error log file. This contains internal & diagnostic information.
<b>File   Display the Monitor's Diagnostic Log ...</b>	Displays the monitor's diagnostic log file. This contains information relating to any configuration errors (monitoring or alert) that may have occurred since the monitor was started.
<b>File   Add Sentry-go Monitor(s) (Add)</b>	Launches the Add Monitor wizard, allowing you to search for and/or register monitors on the system.
<b>File   Remove Sentry-go Monitor (Remove)</b>	Un-registers the monitor from the Console display. Once removed, the status of the monitor and/or alerts generated from it will no longer be displayed.
<b>File   Manage Licence Components ...</b>	Displays the Licence/Component Manager, allowing you to add or remove monitoring components from the selected monitor.
<b>File   Configure Sentry-go Monitor (Config)</b>	Allows you to configure the selected Sentry-go Monitor.  You can also configure an item directly by right clicking the component in the component list (under the appropriate monitor) and selecting "Configure".
<b>File   Copy/Synchronize Settings Between Sentry-go Monitors ...</b>	Allows you to copy the selected monitor's settings or alert settings to other registered monitors.

Select this ...	To do this ...
<b>File   Edit Registered Port No ...</b>	Available when the status of the monitor cannot be contacted, allowing you to update the registered port number on which the monitor is listening for Console TCP/IP requests.
<b>File   Check Status of All Sentry-go Monitors Now (Scan)</b>	Checks the status of each registered monitor and updates its status accordingly. This check is performed periodically but can be manually initiated with this option.
<b>File   Exit</b>	Closes the Sentry-go Client Console
<b>View   Collapse Monitors/Servers</b>	Collapses the monitor/server list to show groups information only. The details shown are dependent on the sort sequence specified under options.
<b>Reporting   Display the Server's Recent Alerts (Alerts)</b>	Launches the Sentry-go Console Browser to display the selected monitor's "Recent Alerts" web report.
<b>Reporting   Display the Server's Report Menu</b>	Displays the monitor's web report home page with your local web browser. All reports can be accessed from there.
<b>Reporting   Display the Server's Recent Alerts (Alerts)</b>	Displays the selected monitor's Recent Alerts web report.
<b>Reporting   Display the Server's Current Status (Status)</b>	Displays the selected monitor's Current Status web report.
<b>Reporting   Display the Server's System Summary</b>	Displays the selected monitor's System Summary web report.
<b>Reporting   Display the Server's Check/Alert Diagnostic Log</b>	Displays the selected monitor's Check/Alert Diagnostic Log which gives details of any configuration errors detected etc.
<b>Reporting   Display the Server's Error Log</b>	Displays the selected monitor's Error Log, which shows information, warning & error messages logged by the monitor.
<b>Tools   Filter (Filter)</b>	Displays the filter window, allowing you to restrict the alerts received & displayed on the alerts window.
<b>Tools   Options (Options)</b>	Displays the Options & Settings window. From here you can control how the Console behaves under different conditions, how information is presented etc.
<b>Tools   Export Diagnostic Information</b>	Retrieves & displays diagnostic information on the local Sentry-go Monitoring installation.
	 This is used for support purposes only. Details can be logged to a file, which can then be forwarded to Technical Support etc. for further analysis if required.

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## Removing or Un-registering a Sentry-go Monitor

To remove a Sentry-go monitor from the Client Console, simply select it in the left hand status window, right click and select "Remove Sentry-go Monitor" from the menu (or hit the Delete key). Once removed, no alerts will be received from this monitor or displayed by the Console.

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## If a Sentry-go Monitor is Re-installed/Uninstalled

If a Sentry-go Monitor is removed and reinstalled on a server and its listening port number is changed, you will need to edit the registration details within each Console. To do this ...

- Either remove and re-register the monitor
- Or, when its status is set to "not running", right-click the monitor and select "Edit Registered Port No.". You can then enter the new port number assigned.



If you do re-install a Sentry-go monitor on your server, it is recommended that the port number is kept as previously configured – i.e. the new monitor uses the same number as the previous installation. If you use a different number, each Client Console with which the monitor is registered will need to be updated.

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## More Information, Help & Support

More information can be found in the guides that accompany the Sentry-go software. You can also access the following resources ...

- For the very latest information & product updates, please visit <http://www.Sentry-go.com>
- For sales advice, please e-mail [Sales@Sentry-go.com](mailto:Sales@Sentry-go.com)
- For technical support, please e-mail [Support@Sentry-go.com](mailto:Support@Sentry-go.com)



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