



# The Sentry-go Monitoring System Using the Sentry-go Easy Access Utility

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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 Quick Monitors & Sentry-go Plus! provide easy to use, targeted monitoring for standard environments such as SQL Server, IIS, application servers etc. Monitoring functionality is provided by a Windows service which is installed and run on the server. You can control, access & configure these services either locally or centrally using the Sentry-go Easy Access Utility, a client tool that can run on both the server & desktop PCs.

This guide describes in detail each feature of the Sentry-go Easy Access Utility.



You can also use the Sentry-go Client Console to perform these same tasks, and more.

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## Introduction

The Sentry-go Easy Access Utility provides an easy to use interface allows you to easily access & configure a Quick Monitor, either running locally or on a remote server. It can be installed on one or more desktops - e.g. within a support team, operations, helpdesk or all three and can be used to ...

- Connect to a local or remote Quick Monitor or Sentry-go Plus! monitor.
- Display the current status of the connected monitor.
- Stop & start the Sentry-go monitoring service.
- Access web reports from the connected monitor.
- Configure the connected monitor.
- Export settings from the connected monitor.
- Import saved settings to the connected monitor.
- Access the Sentry-go Client Console (for more advanced features & real-time display).

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## System Requirements & User Permissions

The Sentry-go Easy Access Utility can be run on any of the following Windows versions, in an environment where one or more Sentry-go Quick Monitors are installed ...

- Windows 2000
- Windows XP
- Windows Vista
- Windows Server 2003 & R2
- Windows Server 2008 & R2
- Windows 7

### User Permissions

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

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## Running the Sentry-go Easy Access Utility

To run the Sentry-go Easy Access Utility, you can ...

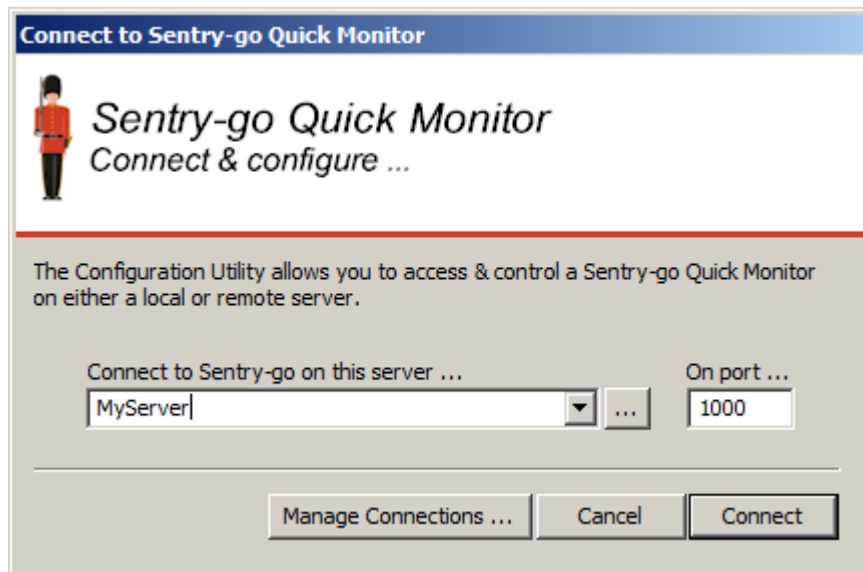
- Click the shortcut placed on the desktop
- Click the shortcut placed on the taskbar's Start/Programs/Sentry-go menu
- Launch the application "goQMEasyAccess.exe" directly from Windows Explorer.

Once run, the connection window will be displayed, allowing you to connect to a named monitor.

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## Connecting to a Quick Monitor

To operate, the Easy Access Utility must be connected to a monitor. This can either be locally on your server or remotely across the network. The connection window will be displayed automatically when you start the utility; to connect to another monitor from the main window, click the “Connect” button ...



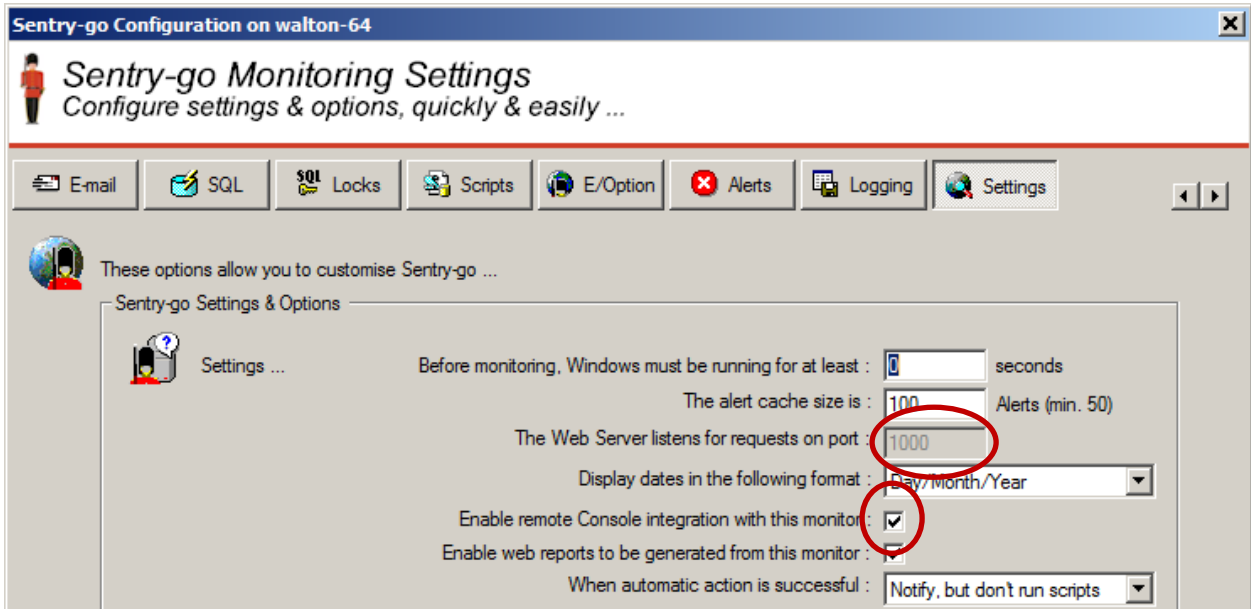
### Connect to Sentry-go on this server ...

Enter the name of the server on which the Quick Monitor or Sentry-go Plus! monitor is installed, or its IP address. If you have connected previously to the server, you can select it from the dropdown list. To display a list of servers, click the “...” button.

## On port ...

This is the port number on which you connect to the monitor. When you connect, you are actually connecting to the Quick Monitor's web server. By default, monitors listen on port 1000, though this can be changed for individual monitors or during installation.

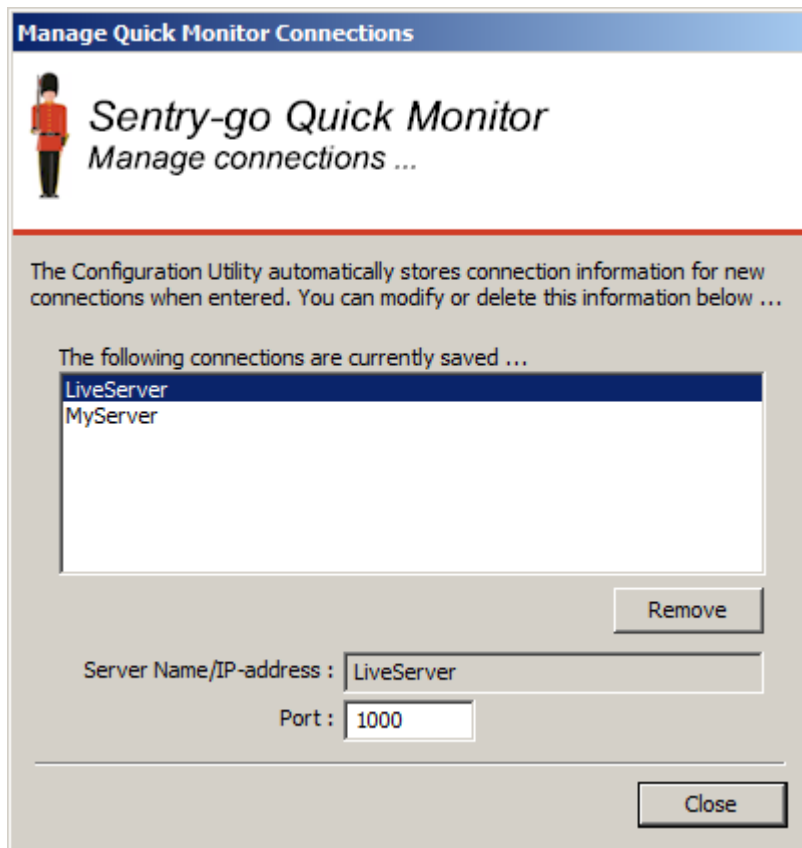
- ⚠ The target monitor's integrated web server must be enabled for "Console" connections in order to access it from the Easy Access Utility. If security is enabled, it must also allow access from the client PC's IP-address.
- ℹ If you are unsure about a monitor's defined port number, ask your system administrator to access the monitor's configuration from the local monitor. On the "Settings" page, the port number is displayed ...




Once the required information is entered, click "Connect". The Easy Access Utility will attempt to access the selected monitor on the given port.

## Managing Monitor Connections

To save you time the next time you logon, the Easy Access Utility automatically saves connection information on the local PC. You can view, update port information or remove an existing connection by clicking “Manage” from the connection window ...

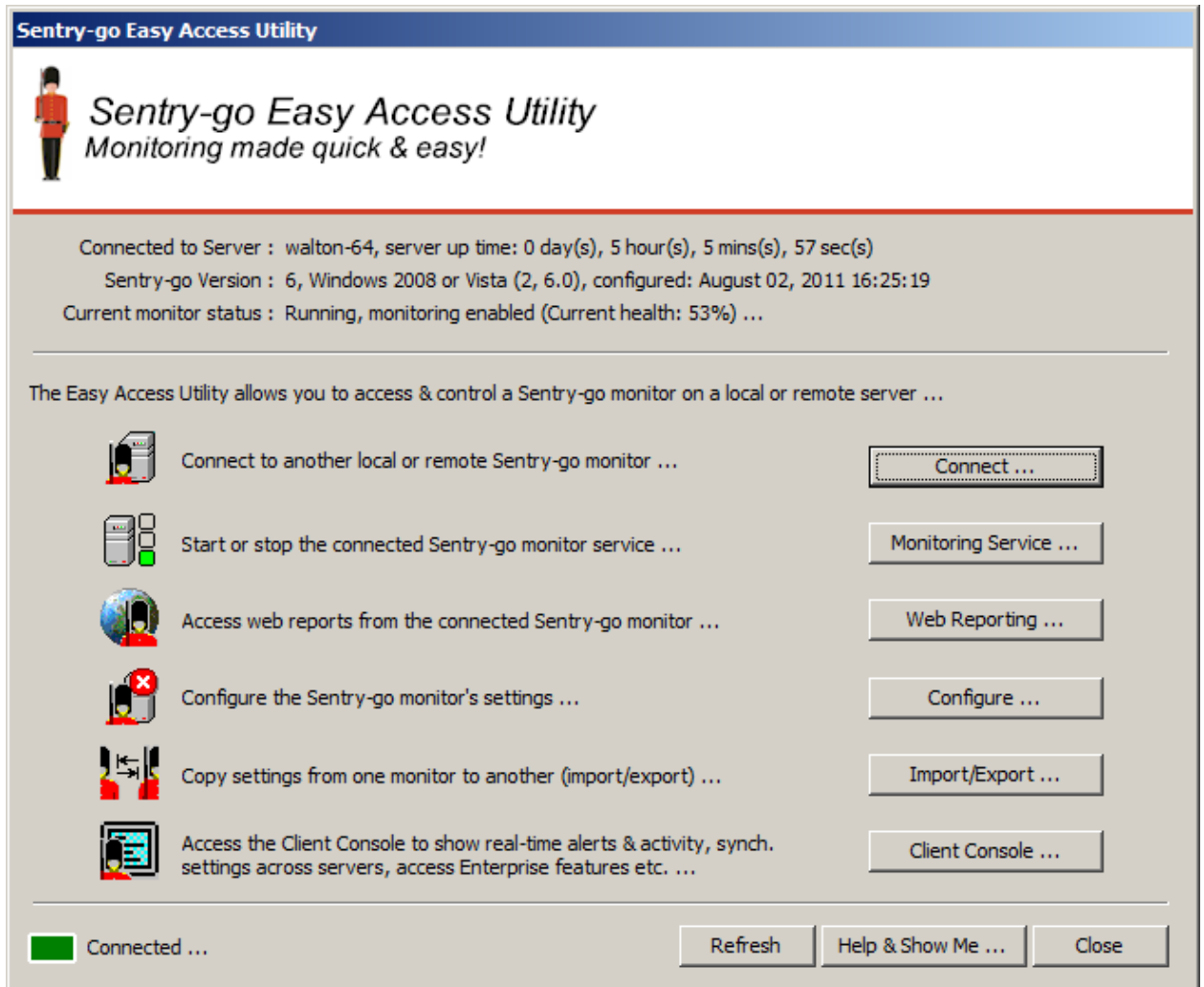


From here entries can be removed or port numbers updated if required.

-  Connection information is shared with the Sentry-go Client Console. Changes to connections made here will affect the server list in the Console if run from the same PC.

## Accessing a Quick Monitor or Sentry-go Plus!

Once connected, the following window will be displayed. This gives you access to all primary features of the Easy Access Utility ...



At the top of this window, connection & status information is displayed about the connected Quick Monitor. Information is updated every 30 seconds, or when you click the "Refresh" button.

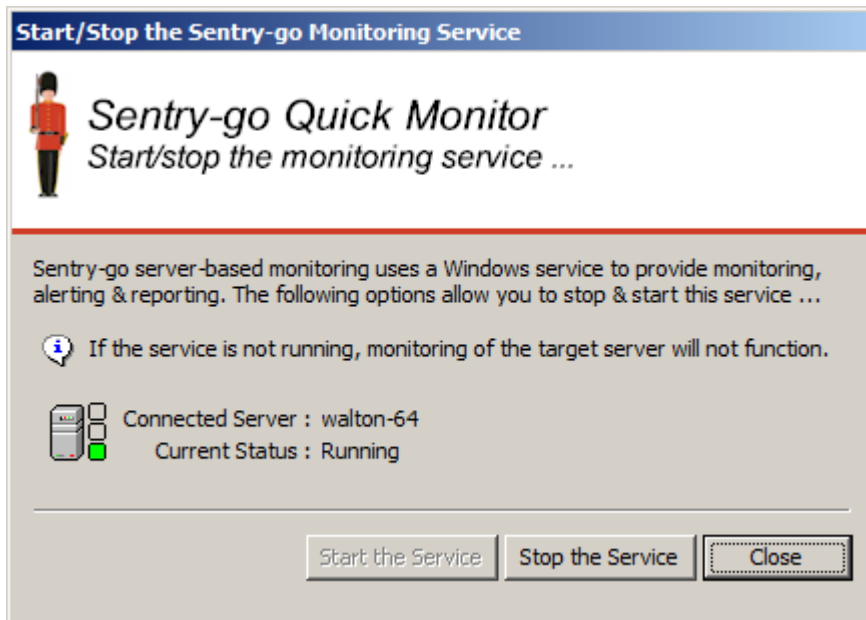
The options available and described in the following sections all relate to the connected monitor. To connect to another monitor, click "Connect".

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## Starting & Stopping a Monitoring Service


Both Sentry-go Quick Monitors and Sentry-go Plus! runs as a Windows service which is typically configured to start automatically when the server is booted. It then continues to run until the server is shutdown. To start & stop the monitor yourself, you can either use the Windows Services application in from Administrator Tools or Windows Control Panel, or you can start/stop it from within the Easy Access Utility.

To do this, click the “Monitoring Service” button ...



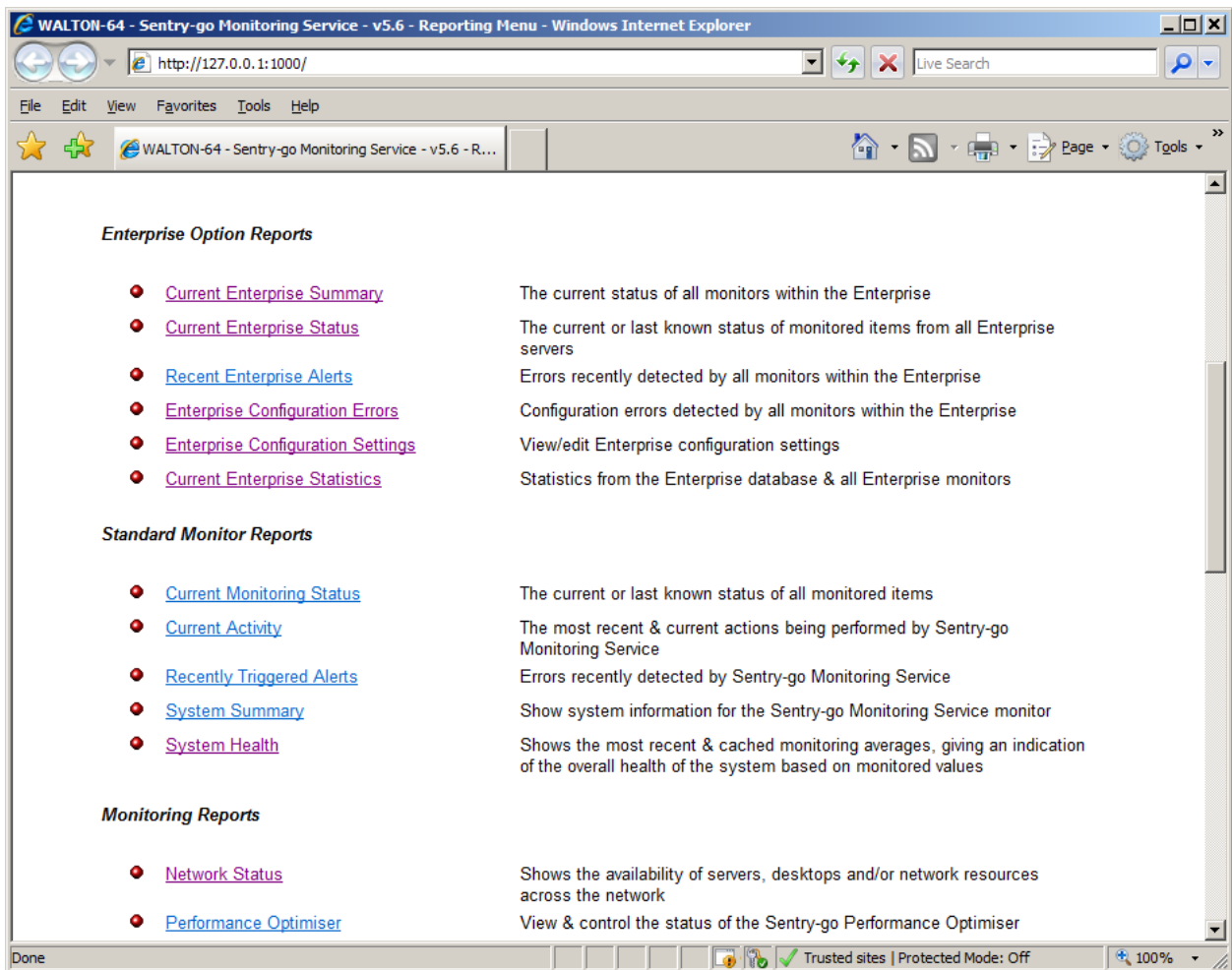
From here you can ...

- See the monitoring service's current operating status
- Start the monitor if stopped
- Stop the monitor if started


 Remember if the service is stopped, any monitoring checks defined for Sentry-go will not be run.

## Accessing Web Reports from a Quick Monitor or Sentry-go Plus!

Each Sentry-go Quick Monitor contains a fully integrated web server which can be used to generate monitor-specific web reports. If enabled, you can access these directly from the Easy Access Utility by clicking the “Web Reporting” button ...



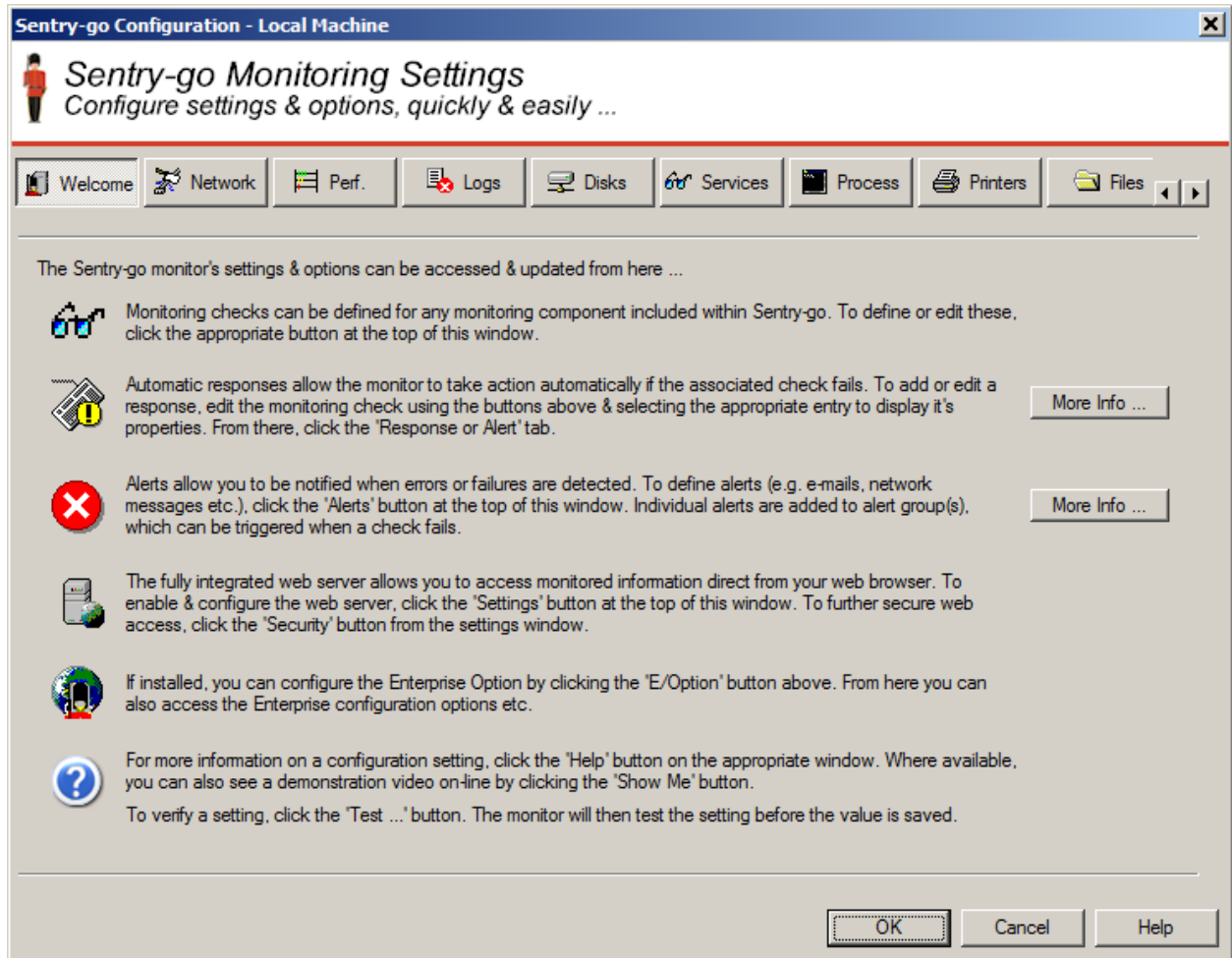
This opens a browser window and connects you to the Quick Monitor’s home page. From here all available reports can be accessed.


 The actual reports available will depend on the Quick Monitor & any additional monitoring components installed.

## Configuring a Quick Monitor or Sentry-go Plus!

The Sentry-go Quick Monitor uses settings defined locally to operate. You can view & modify these settings as required, either locally or remotely using the Easy Access Utility.


To do this, connect to the Quick Monitor & click the “Configure” button ...



 If security is enabled for the Quick Monitor, you will be asked to enter your Sentry-go password. If you do not know this, please contact your System Administrator.

The opening window gives information on some of the settings that can be configured but basically each button at the top of the configuration window defines a monitoring area. Within these related checks can be defined and modified. A similar window is displayed when configuration a monitor through the Client Console.


For more information on adding & configuring specific types of checks as well as monitor settings & alerts, please refer to the appropriate help file, or click “Help” from the appropriate window.

 If configuration changes are made, the monitor will automatically pick up the new values within a short period of time. To force the monitor to read the changes sooner, stop & restart the monitoring service using the “Monitoring Service” button from the main window.

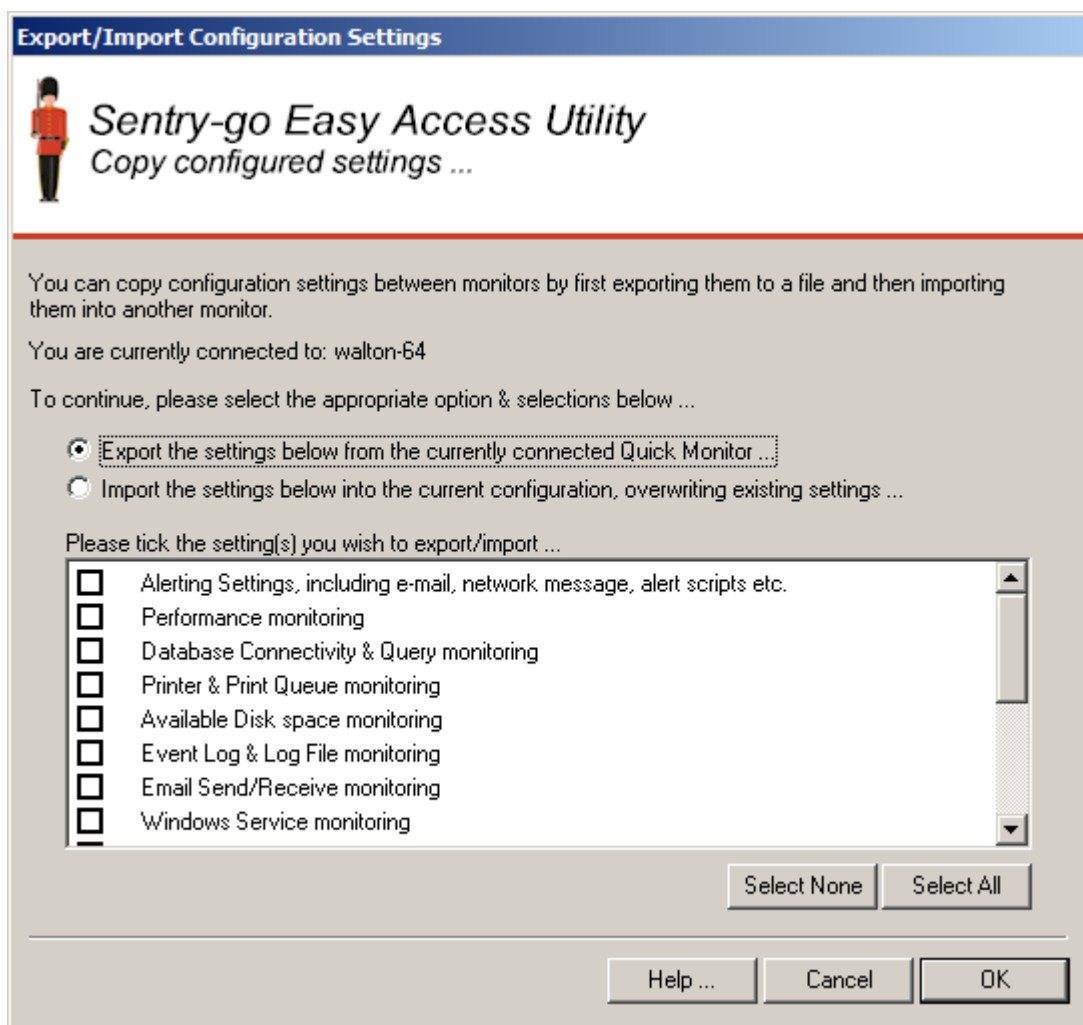
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## Exporting Settings from a Quick Monitor or Sentry-go Plus!

Each Sentry-go Quick Monitor maintains its own configuration locally on the server. However, there may be times when you wish to copy the same settings between monitors. You can do this easily, either locally or remotely using the Easy Access Utility.

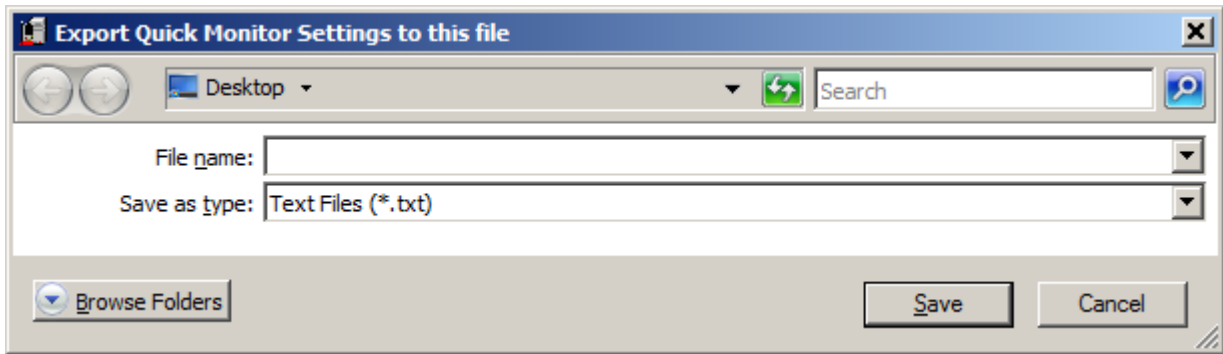
-  To synchronize settings across multiple monitors at the same time, you can use the Sentry-go Client Console. To access this, click the “Client Console” button from the main window.

To do this, connect to the appropriate Quick Monitor & click the “Import/Export” button ...



A window similar to this will be displayed, allowing you to choose which monitoring items you wish to copy. To export settings, click the “Export the settings below” button and tick the areas of the current configuration you wish to save to the file.

Once complete, click “OK” to continue. You will then be asked to choose a path/name of the file that will save the exported settings ...

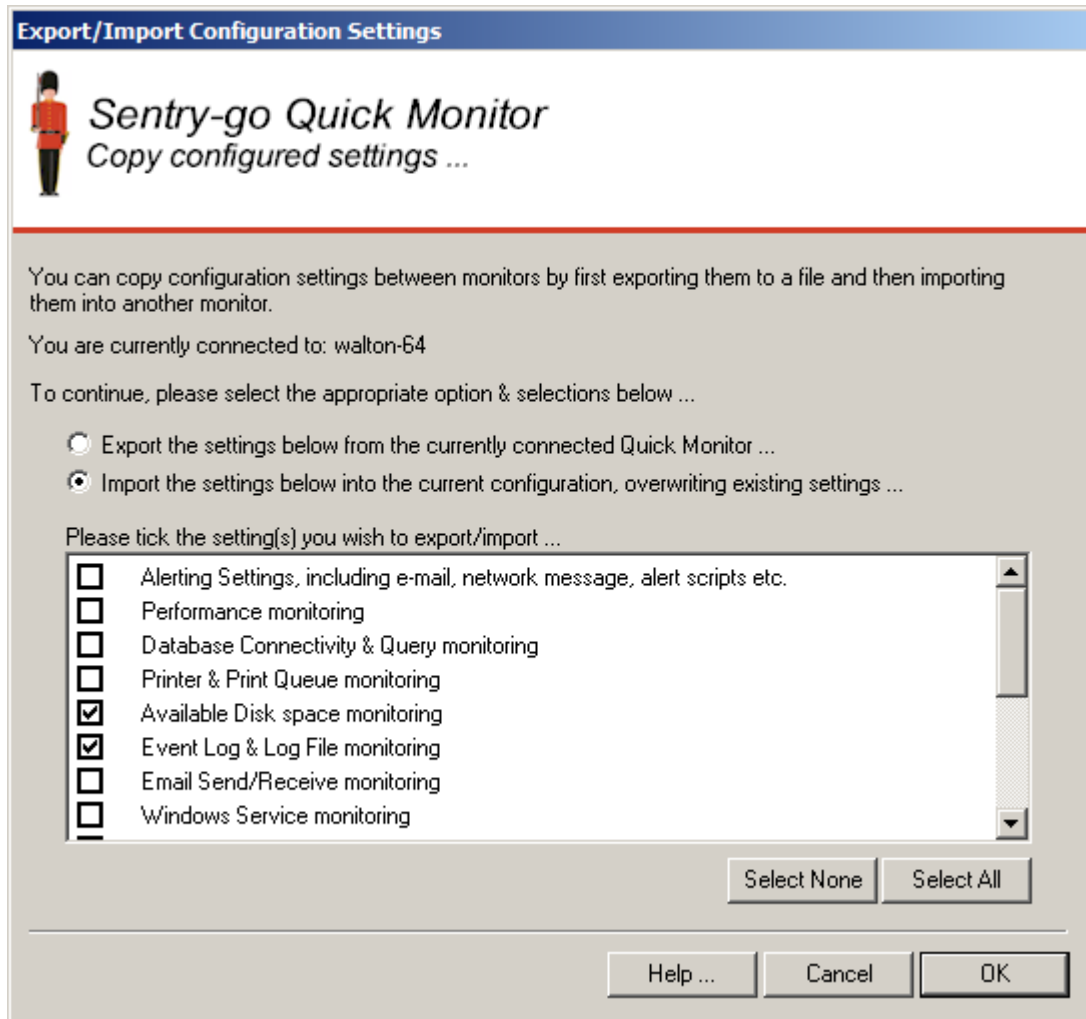


Upon clicking “Save”, the chosen settings will be copied to the file and the export will be complete. This export file can then be used to “import” one or more saved configuration areas to other Quick Monitor’s or Sentry-go Plus! monitors as required. This is described in the next section.

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## Importing Settings to a Quick Monitor or Sentry-go Plus!

To import settings previously exported, connect to the appropriate Quick Monitor (the monitor that will receive the new settings) & click the “Import/Export” button ...

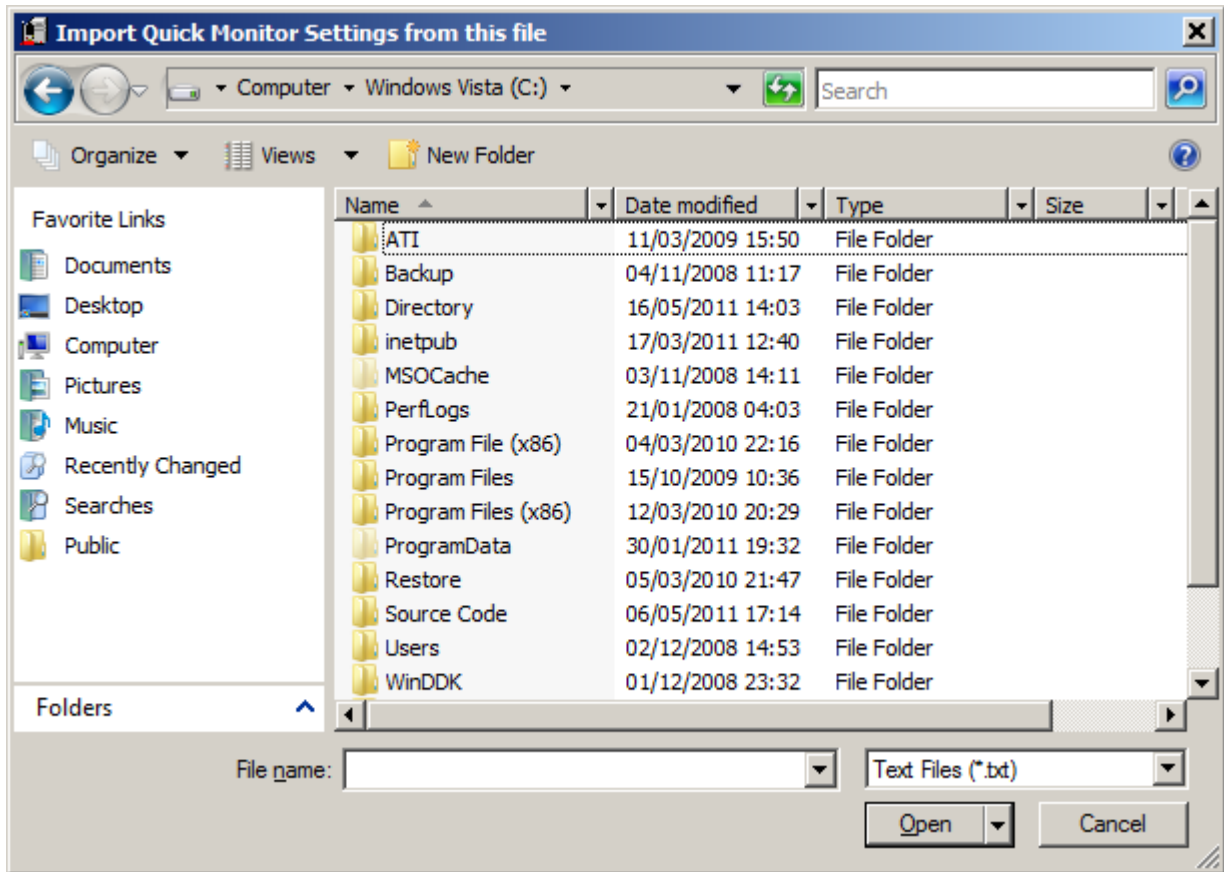


A window similar to this will be displayed, allowing you to choose which monitoring items you wish to copy. To import setting, click the “Import the settings below” button and tick the areas you wish to import.


- ⚠ Even if you select an option above, configuration information for that area will only be imported if it is available in the file.

All existing options for the given area will be overwritten when settings are imported.

Once complete, click “OK” to continue. You will then be asked to choose the path/name of the file that currently holds the settings you wish to import. Typically this will be a file saved using the “Export” option described previously ...



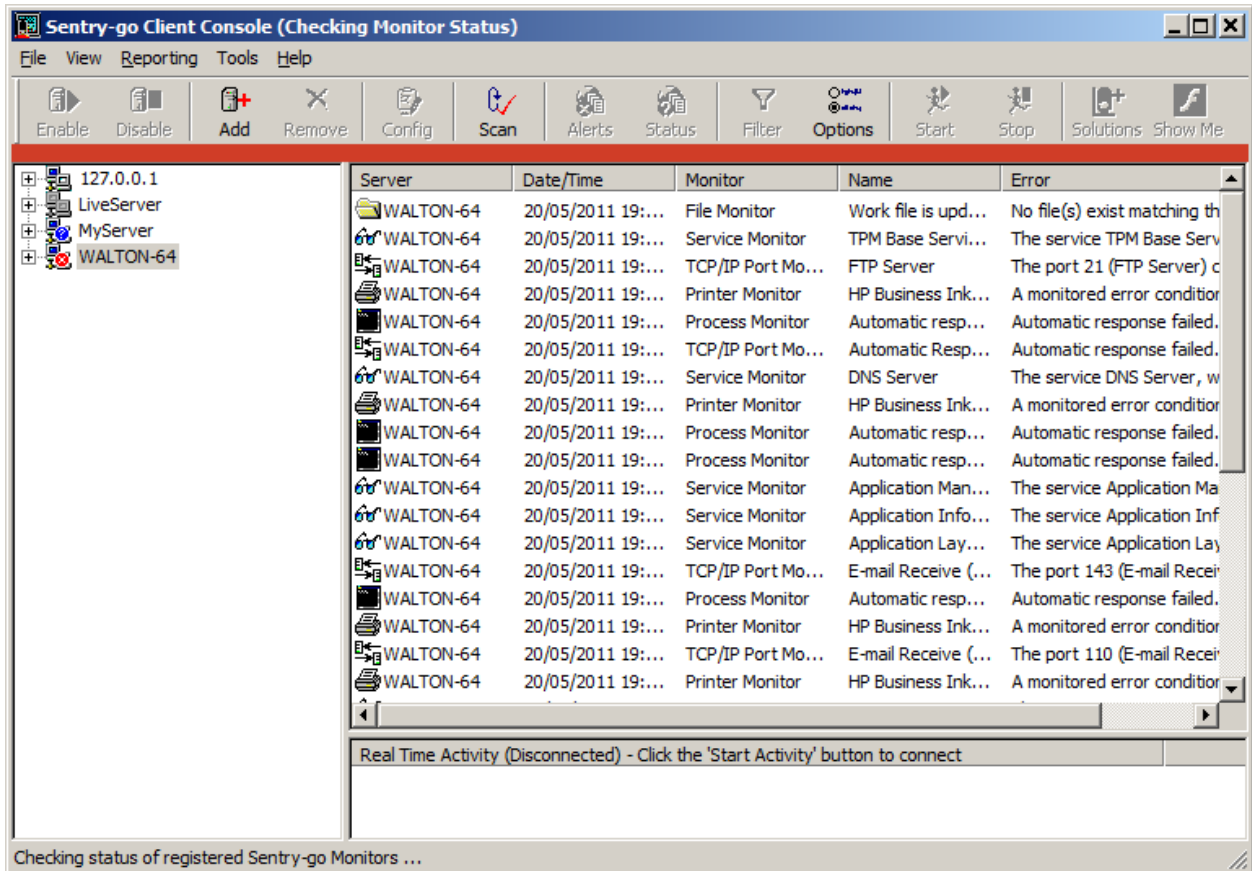
Select the file that contains the settings and click “Open”. The chosen settings, if available, will be copied to the Quick Monitor’s configuration file and the import will be complete.

 If configuration changes are made, the monitor will automatically pick up the changes within a short period of time. To force the monitor to read the changes sooner, stop & restart the monitoring service using the “Monitoring Service” button from the main window.

To synchronize settings across multiple monitors at the same time, you can use the Sentry-go Client Console. To access this, click the “Client Console” button from the main window.

## Accessing the Client Console

The Easy Access Utility provides access to many features of the connected Quick Monitor or Sentry-go Plus! monitor. However, there may be times when you wish to access other features, including real-time alerts & monitoring information which is available from the Client Console. To access the Client Console, click the "Client Console" button.



From here you can ...

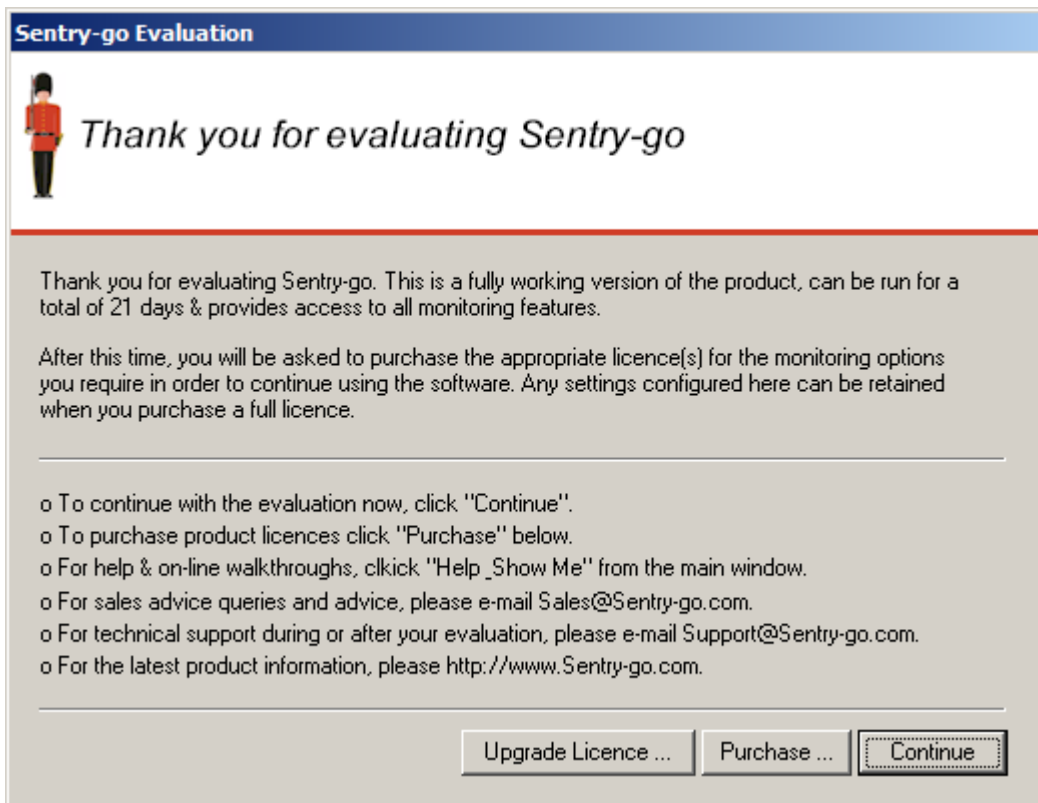
- View the status of all Sentry-go monitors previously accessed or registered.
- Generate Console alerts when servers and/or monitors cannot be contacted or go off-line
- View alert & related information s in real-time.
- Add or remove licence keys.
- View real-time activity information from a Quick Monitor or Sentry-go Plus!
- Access web reports from a Quick Monitor or Sentry-go Plus!
- Configure a Sentry-go Quick Monitor or Sentry-go Plus!
- Synchronise configuration settings from one Quick Monitor or Sentry-go Plus! monitor to another
- Enable or disable monitoring of a local or remote Sentry-go Quick Monitor or Sentry-go Plus!

For more information, please see the help document "Using the Client Console".

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## Running an Evaluation

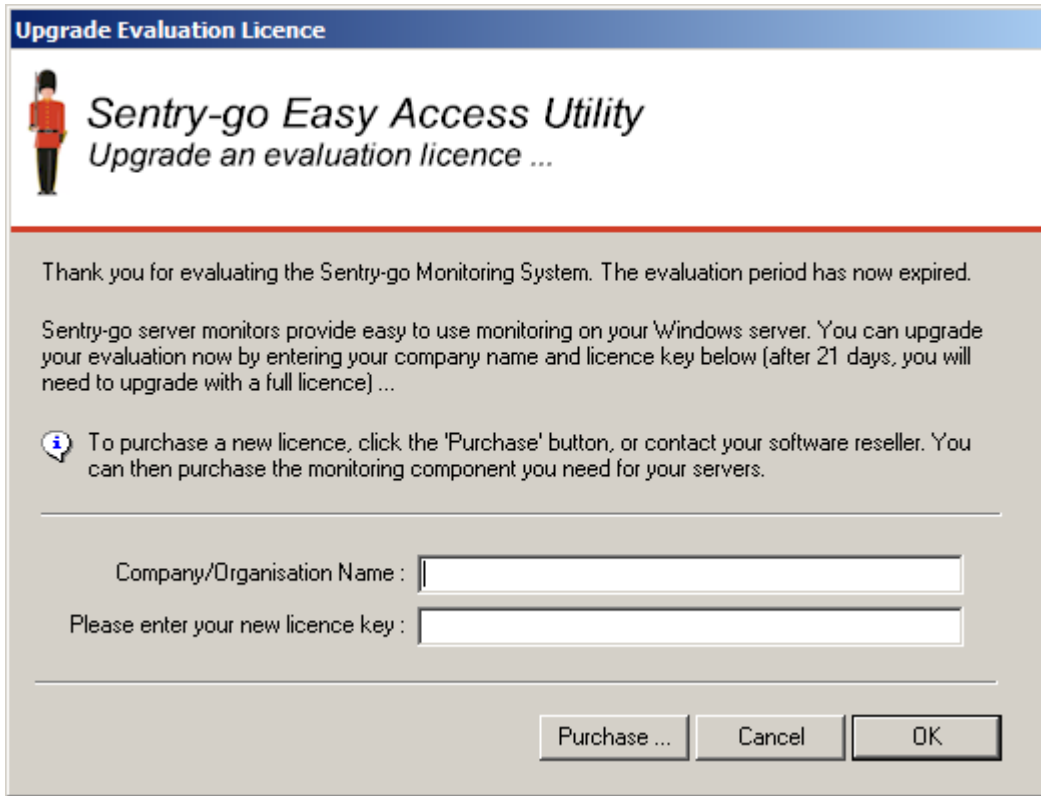
If you are running an evaluation on the local or target monitor, the following window will be displayed each time you connect to it ...




From here you can choose to upgrade the evaluation to a fully licenced installation, purchase a new licence on-line or continue the evaluation.

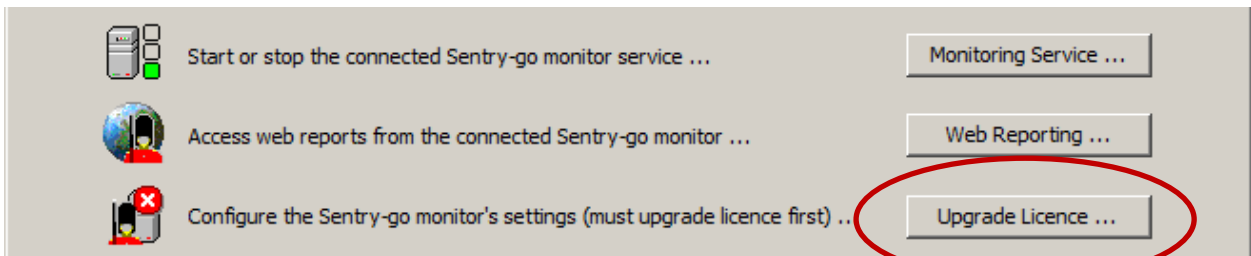
## Upgrading from an Evaluation

During an evaluation you can upgrade to a fully licenced installation at any time by selecting the “Upgrade Licence” button when prompted. After 21 days, the following window will also appear and a full licence must be entered before monitoring on the target server will continue ...



Simply enter your licence information and click OK, or “Purchase” to buy a licence on-line.

 Without a valid licence, the monitor will run, but monitoring functionality will be disabled. In addition, you will be unable to configure the monitor; instead, the following option will allow the licence to be updated ...

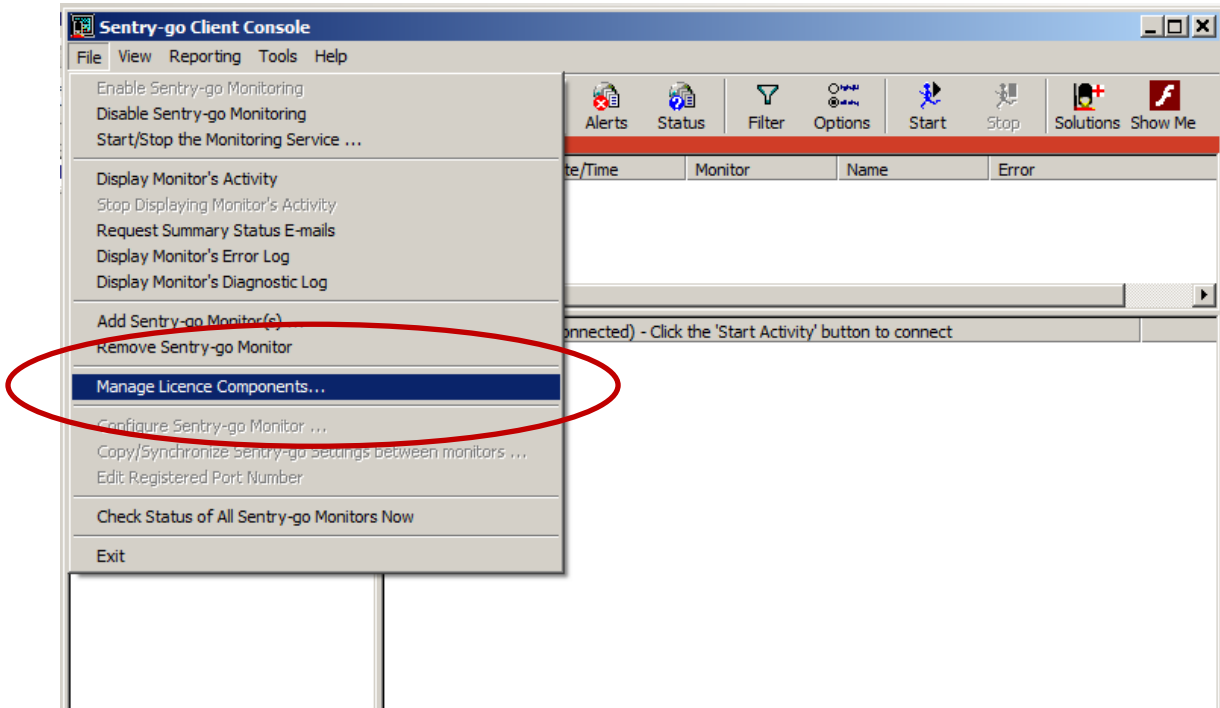


Upon entry of a full licence, the server's configuration will be updated. The monitor will automatically be re-enabled within a few minutes of being updated.

To re-enable monitoring immediately, simply stop & restart the Sentry-go monitoring service.

## Adding or Moving Monitor Licences

To activate additional functionality or move Sentry-go Quick Monitor or Plus! monitoring licences to another machine, access the Client Console's Licence Manager. To display this, click "Client Console" from the main window, select the monitor from within the Console and click "Manage Licence Components" from the menu ...



[Click here for more information on using the Client Console](#)

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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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