



# How to Configure Automatic Responses *with Sentry-go*

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*Be Proactive, Not Reactive!*

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## 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 the form of a network message, e-mail, SMS text message or messaging via a 3<sup>rd</sup> party solution.

However, there may be times when the more immediate requirement is to take corrective action based on a known resolution – whereby the monitor itself makes an automatic response and then checks to see if the resolution has been successful, based on re-running the original check.

When a fault is detected by Sentry-go, the monitor can either ...

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

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 response itself will depend on the check being performed – e.g. 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 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.

- 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.

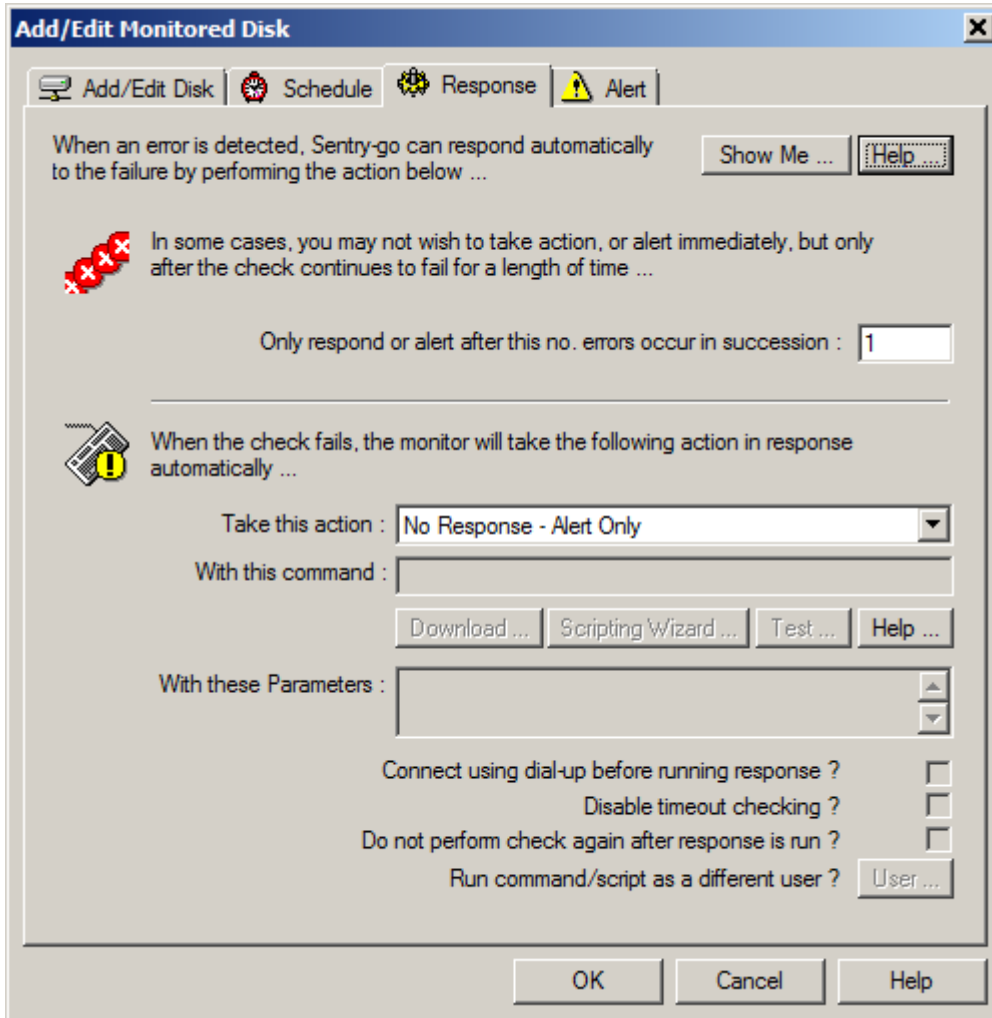
[Click here for more information on configuring alerts.](#)

- Both of the above.


## Configuring an Automatic Response

To configure an automatic response, follow these steps ...

- Start the Sentry-go Easy Access Utility or Client Console, select the monitor & click “Configure”.  
[Click here for more information on configuring Sentry-go.](#)
- Select the appropriate button from the button bar to display the monitoring check you wish to configure.
- Click “Add” to add a new check or highlight an existing check and click “Edit”.
- Configure the check as required.
- Click the “Response” tab to display the automatic response properties for the check.







- If you only want to take automatic action (or alert) after the check has failed continually for more than a specific number of times, enter the number in the first option. The default value is 1, meaning only a single error has to be detected before action is taken.





 This is useful for conditions such as “High CPU” monitoring as it allows for one-off errors to be accepted but continual faults to be detected and optionally resolved.






The count is automatically reset once the test has run successfully.




- Next select the action you wish to take.

 The options presented here are dependent on the check being configured. Some of those listed below are only shown for certain types of monitoring check.

Action	Description
<b>No Response - Notify Only</b>	Select this option if you simply wish to alert one or more System Administrators about the error. In this case, no corrective action will be attempted by the monitor.
<b>No Response - Log Only</b>	<p>If logging is enabled via the "Logging" tab, either to file, database or both, then details of all alerts will be written to the appropriate location.</p> <p>If this option is set, no notification or action will be triggered. Instead, the alert will simply be written to the log.</p>
<b>Reboot the Server</b>	<p>Select this option if the monitor should reboot the server in response to this failure. In this case, no other corrective action will be attempted.</p> <p>Before a reboot occurs, notifications, indicating that a reboot is about to occur will be automatically sent to the appropriate System Administrators based on the Alert group of the error. A short delay will precede any reboot, to ensure the above Administrators receive their notification.</p> <p> If, after the server is rebooted, the same alert is triggered again, the same Administrators will be notified but the reboot cancelled. This prevents continual reboots from being performed.</p>
<b>Run an Application</b>	<p>This option allows the monitor to take automatic corrective action to the appropriate test by running the application entered in the "With this Command" field. For example, to clear down temporary files to reclaim free disk space etc. you might run an application or batch file.</p> <p> The application entered should be specified along with the full path &amp; must be available to the monitor being configured.</p> <p>The application is run directly from the location entered. No changes or modifications are made by the monitor to this file.</p>
<b>Run a Command</b>	<p>This option allows the monitor to take automatic corrective action to the appropriate test. If selected, the "With this Command" option is enabled, allowing you to specify the command you wish to run in response to the failure.</p> <p> The command entered should be specified - along with the full path if required &amp; must be available to the monitor being configured.</p> <p>The monitor will run the command using the Windows "CMD" interface directly from the location entered. No changes or modifications are made by the monitor to this file.</p>


<p><b>Run a VBScript</b></p>	<p>This option also allows the monitor to take automatic corrective action to the appropriate test. If selected, the "With this Command" option is enabled, allowing you to specify a Windows Scripting Host (WSH) or VBScript (VBS) file which should be run in response to the failure.</p> <p> The script entered should be specified along with the full path &amp; must be available to the monitor being configured.</p> <p>In addition, place-markers can be used within the script to include context specific information relating to the fault that triggered the response. These will be translated at runtime, prior to running the response.  <a href="#">Click here for more information on Sentry-go Place-markers.</a></p> <p>Example scripts can be found on-line in the <a href="#">Sentry-go Scripting Library</a>.</p>
<p><b>Restart the Service</b></p>	<p>Select this option to attempt to restart the associated service which has been detected as stopped.</p>
<p><b>Restart or Continue the Service</b></p>	<p>Select this option to attempt to restart the associated service which has been detected as stopped. In addition, the monitor will respond to a "Paused" state by attempting to continue the service.</p>
<p><b>Start the Process with this Command</b></p>	<p>Select this option to attempt to run the required number of copies of the process with the command specified below in order to meet the specified check criteria.</p>
<p><b>Attempt to Terminate the Process</b></p>	<p>Select this option to terminate the running copies of the given application if they are found to be running.</p> <p> It is assumed that the process running has no user session and will be terminated without warning. Any user or associated data will be lost.</p>
<p><b>Pause the Printer</b></p>	<p>If this option is selected, the associated printer will automatically be paused, stopping any further documents from being printed. Documents will continue to be queued.</p> <p> The printer may fail to pause if an error is being reported.</p>
<p><b>Resume the Printer</b></p>	<p>If this option is selected, Sentry-go will attempt to resume (continue) the printing of documents from a previously paused state.</p> <p> The printer may fail to resume if an error is being reported.</p>
<p><b>Delete all Queued Documents</b></p>	<p>If this option is selected, Sentry-go will purge (delete) all documents from the associated printer/print queue.</p>

<p><b>Take the Printer Off-line</b></p>	<p>If this option is selected, Sentry-go will attempt to take the printer off-line (i.e. jobs will be spooled and held - not printed).</p> <p> This option has no effect under Windows NT as off-line printing is not supported under this Operating System.</p> <p>This may have no noticeable effect if an error is being reported by the printer.</p>
<p><b>Bring the Printer On-line</b></p>	<p>If this option is selected, Sentry-go will attempt to bring the printer on-line (i.e. documents will be printed, not simply spooled and held).</p> <p> This option has no effect under Windows NT as off-line printing is not supported under this Operating System.</p> <p>This may have no noticeable effect if an error is being reported by the printer.</p>
<p><b>Redirect Print Queue</b></p>	<p>If this option is selected, Sentry-go will attempt to redirect the print queue to the local port entered below &amp; bring the printer on-line (i.e. documents will be printed, not simply spooled and held).</p> <p> The target port must point to the same type of printer, as the spooled data will have already been converted for that printer type.</p> <p>The document currently printing (i.e. the document effectively reporting the error) cannot be transferred to another printer.</p> <p>If the associated printer is offline or is showing an error, the document showing that error cannot be moved to a new port.</p>
<p><b>Pause Queued Document</b></p>	<p>If this option is selected, the associated document will be paused (not printed).</p> <p> In most cases, if the document has started printing, it will complete, even if it is paused.</p> <p>The response has no effect for printer-wide checks - i.e. checks not linked to print jobs.</p>
<p><b>Delete all Queued Documents</b></p>	<p>If this option is selected, Sentry-go will attempt to delete all queued documents from the associated print queue.</p>
<p><b>Resume Queued Document</b></p>	<p>If this option is selected, the associated document will be un-paused (i.e. resumed).</p> <p> The response has no effect for printer-wide checks – i.e. checks not linked to print jobs.</p>


<b>Restart Document Printing</b>	<p>If this option is selected, the printing of the associated document will be restarted from the beginning.</p> <p> The response has no effect for printer-wide checks – i.e. checks not linked to print jobs.</p>
<b>Delete the Queued Document</b>	<p>If this option is selected, Sentry-go will attempt to delete the associated document.</p> <p> The response has no effect for printer-wide checks – i.e. checks not linked to print jobs.</p>
<b>Terminate the blocking process</b>	<p>If this option is selected, Sentry-go will attempt to cancel the SQL connection associated with the connection that is stopping another SQL process(es) from continuing – i.e. the blocking SQL process.</p> <p> No warning will be given &amp; any unsaved (uncommitted) data associated with the connection will be lost. However, blocked processes will then be allowed to continue.</p>
<p><b><i>The following options automatically invoke the Sentry-go Scripting Wizard to generate the appropriate logic. No scripting knowledge is required in order to do this, though you can edit or further enhance the generated script if you wish.</i></b></p> <p><a href="#">Click here for more information on the Scripting Wizard.</a></p> <p><b><i>Depending on the check originally performed, some of these options may not be available.</i></b></p>	
<b>Clear down temporary files to reclaim disk space</b>	Select this option to automatically delete temporary files in order to reclaim disk space, in response to a triggered alert.
<b>Stop/start the print spooler</b>	Select this option to stop/start or restart the Windows Print Spooler service, in response to a triggered alert.
<b>Stop/start the IIS Web service</b>	Select this option to stop/start or restart the Internet Information Services (IIS) web service, in response to a triggered alert.
<b>Stop/start the named Windows service</b>	Select this option to stop/start or restart a named Windows service, in response to a triggered alert.
<b>Run an SQL Query or Command</b>	Select this option to connect to a SQL Server & run SQL or database commands, optionally verifying results, in response to a triggered alert.
<b>Dismount a disk drive</b>	Select this option to dismount the selected disk drive, in response to a triggered alert.
<b>Restart all COM+ applications</b>	Select this option to stop & restart all configured COM+ applications, in response to a triggered alert.

<b>Stop a named COM+ application</b>	Select this option to stop a specific COM+ application, in response to a triggered alert. The application will typically restart after this automatically when requested by the caller.
<b>Stop all named COM+ applications</b>	Select this option to terminate all COM+ applications, in response to a triggered alert. Applications will typically restart after this automatically when requested by the caller.
<b>Unmap a network drive</b>	Select this option to automatically un-map a network drive, in response to a triggered alert.
<b>Remap network drives to a new server</b>	Select this option to automatically re-map similarly named drives from one server to a new one, in response to a triggered alert.  This is useful if you are running a mirrored or back-up server and wish to reference this second server in response to a failure of the first.
<b>Reboot a remote server</b>	Select this option if you want to reboot (restart) a named remote server.
<b>Shutdown the local or a remote server</b>	Select this option if you want to shutdown (as opposed to restart) either the local server or a named remote server.


- Depending on the option selected above, other fields will be enabled. In some cases, the Scripting Wizard will be invoked, allowing you to generate the appropriate response automatically.

 No scripting knowledge is required to use the Scripting Wizard, although the generated script can be further enhanced or edited if required.  
[Click here for more information on the Scripting Wizard.](#)

- Depending on the option selected above, you should enter the name of the file, script, or command that you wish to run in response to the triggered error in the next field.

 The files entered must be available to & accessible by the local server. Always specify the full path, including drive or UNC path as appropriate.

If the file is located on another server (not recommended in case it becomes unavailable), always specify the full UNC path with the file. Do not use mapped drives.

 Commands, paths & filenames can contain environment variables (in the format %<variable>%) or Sentry-go place markers (e.g. <\$\$ERROR>) if required. These will be automatically translated at runtime, prior to running the response.  
[Click here for more information on Sentry-go Place-markers.](#)

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

For checks that automatically invoke the Scripting Wizard, the Wizard itself will generate a filename and pre-populate it once complete.

- To manually invoke the Sentry-go Scripting Wizard, click the “Scripting Wizard” button. This can be used to generate a new script based on an existing template file (without the need for programming or scripting knowledge) or access information, where available, for an existing script.

[Click here for more information on the Sentry-go Scripting Wizard.](#)

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

- Click the “Download” button to launch your web browser & connect to the on-line [Sentry-go Scripting Library](#). Example scripts & templates can be accessed & downloaded from here.
- Next enter any parameters or command-line switches you wish to pass to the file or script as part of the response. If no parameters are needed, leave this field blank.



Parameters can contain environment variables (in the format %<variable>%) or Sentry-go place markers (e.g. <\$\$ERROR>) if required. These will be translated at runtime, prior to running the response.

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

- If the monitor should connect to dial-up networking before running the response, tick the next option. [Click here for more information on using dial-up networking.](#)

- If the response may take time to run and you don't want it to timeout, tick the next option to disable it.



By default, Sentry-go will monitor the action taken. If it takes an excessive amount of time to complete, the system automatically terminates the job and fails the check.

- If you don't want Sentry-go to re-run the check after the response has been run, tick the next option (where applicable).



Often, you will want to verify the check to see if the response has corrected the fault that triggered the alert originally. To do this, leave this option unchecked. However, there may be some cases when you do not wish to do this – for example, when a check is used to trigger a related job that will not affect the monitored item. To do this, tick this option.

This option is useful for options such as file conversions. The file monitor can trigger an alert when a new item is added to a directory, and the resulting response used to perform a file conversion – e.g. Word to PDF. In this case you don't wish to run the check again and so you would tick this option.

- If you wish to run the response as a named user, click the “User” button and enter user details in the resulting window.

By default, any response will be run as the user running the Sentry-go monitoring service. Typically this will be the local system account which has administrative privileges to the local machine only. If you wish to run the response under a specific account – e.g. a domain account with specific permissions or an account which has access to network resources etc., you can specify a named user here.

[Click here for more information on running the response as a named user.](#)

- Finally click OK to save the settings & return to the main list, or select another tab to display other properties for the check.

## More Information

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

- [More information, considerations & examples on Sentry-go Automatic Responses.](#)
- Contact our [Support Team](#).
- Watch [demonstrations & walkthrough videos on-line](#).
- Visit <http://www.Sentry-go.com>.

