



# Installing The Sentry-go Monitoring System

Last Updated Thursday, 19 April 2012

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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

This guide gives full details of how to install and/or upgrade the Sentry-go Monitoring System version & associated client tools onto your server or desktop PC (for client tools) using the Sentry-go Setup Wizard.

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## When & When Not to Run the Setup Wizard

You should run the Setup Wizard if you want to ...

- Install a Sentry-go Quick Monitor or Sentry-go Plus! monitoring components evaluation on your server
- Install a Sentry-go Quick Monitor and/or one or more Sentry-go Plus! monitoring components on your server for the first time
- Install the Sentry-go Client tools on your server or PC
- Create a Sentry-go Enterprise Option database
- Upgrade from an earlier version of a Sentry-go Quick Monitor or Sentry-go Plus!
- Re-install a corrupt installation

You should not run the Setup Wizard if you want to ...

- Uninstall an earlier version of a Sentry-go Quick Monitor or Sentry-go Plus!, or uninstall a previous installation of the Sentry-go Monitoring System.

In this case, remove the application via Windows Control Panel (“Add/Remove Programs” or “Programs and Features”.)

- Add a new monitoring component to an existing Quick Monitor v5.x or Plus! v5.x monitor installation.

To do this, select the Licence/Component Manager from the Client Console & enter the new licence key. There is no need to install the underlying monitoring system again in this case.



If the monitoring component being added requires a later version of the Sentry-go Monitoring System than the one installed, you should use the Setup Wizard to upgrade the target installation. When you do this, you will be given the option of including additional licences – you may need to do this in order to activate the new component.

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## Downloading & Running the Installation

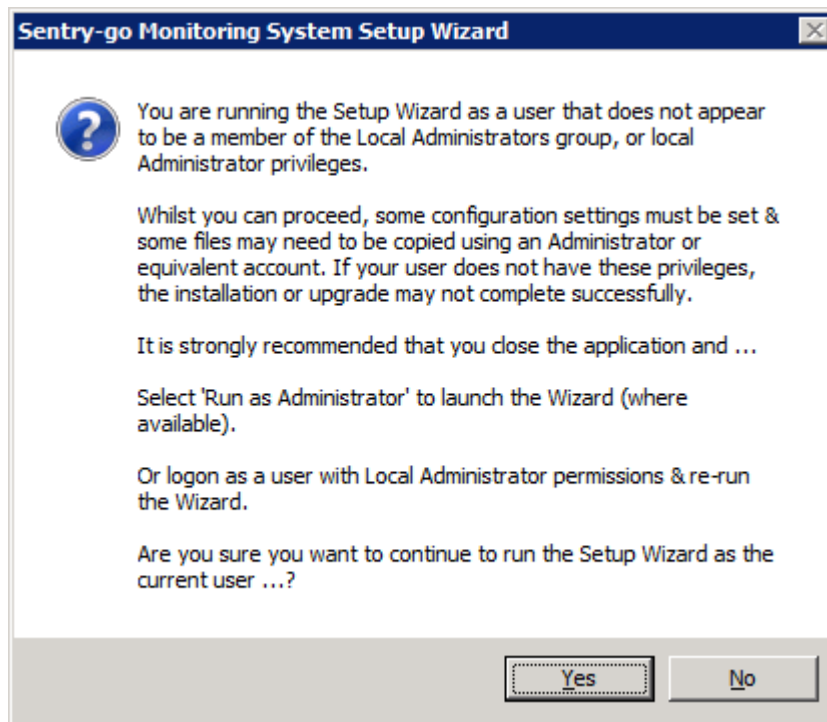
Sentry-go Quick Monitors & Sentry-go Plus! components are available via Electronic Software Download (ESD) as a single ZIP file. To download the latest version from the web, simply access the URL <http://www.Sentry-go.com/software-downloads.aspx>.

Once downloaded, simply expand the ZIP file into a new temporary folder on your server and run the Setup Wizard provided (SETUP.EXE), as described in the sections that follow..

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## User Permissions

To run the Setup Wizard, you should logon as a user with Administrative privileges. If you do not, the following message will be displayed. Although you can continue, certain features may fail to install or run correctly, especially if you are installing the monitor itself.



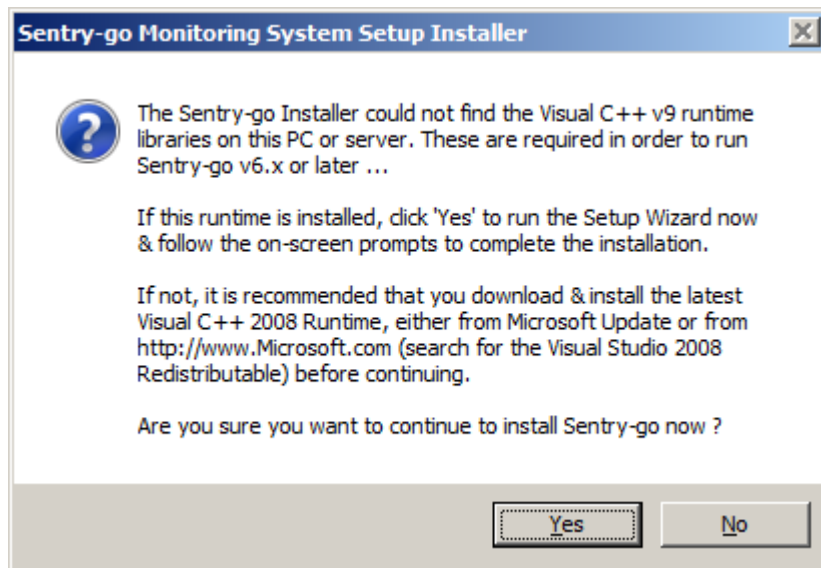
If this message appears, it is strongly recommended that you close the Wizard and ...

- If available, right click the Wizard's icon or shortcut in Explorer & select "Run as Administrator".
- Alternatively, logon as a user with Administrative permissions, then re-run the Setup Wizard.



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## Runtime Environment

The Sentry-go Setup Installer is invoked first to verify the runtime environment available on your PC or server. Specifically, it verifies that you have the VC++ v9.0 runtime installed. If the following message is displayed, the installer was unable to find these runtime files ...



In this case, please verify that the VC++ v9.0 runtime files are installed. If they are not, you can download them free & install them from Microsoft Update or <http://www.Microsoft.com> – search for the latest Visual Studio 2008 redistributable.

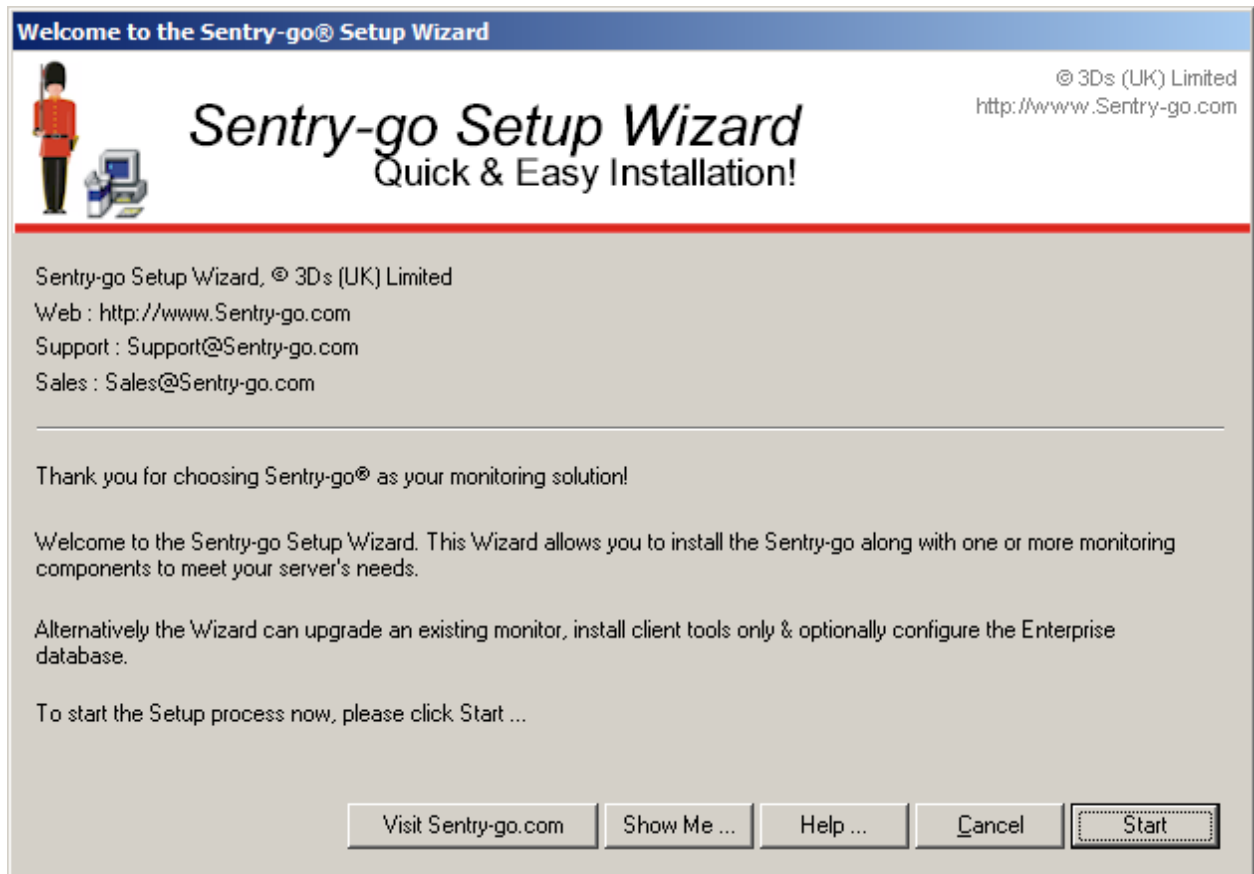
-  The version 9 runtime environment may already be installed on your server, especially on newer Windows O/S. It is available as a free distributable from Microsoft.
-  Installing or upgrading Sentry-go without these files will lead to runtime or “Side by side” errors being reported in the Windows Event Log and may cause unpredictable results.

On proceeding, the Installer will launch the Sentry-go Setup Wizard automatically – this will guide you through the remainder of the installation process.

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## Introduction

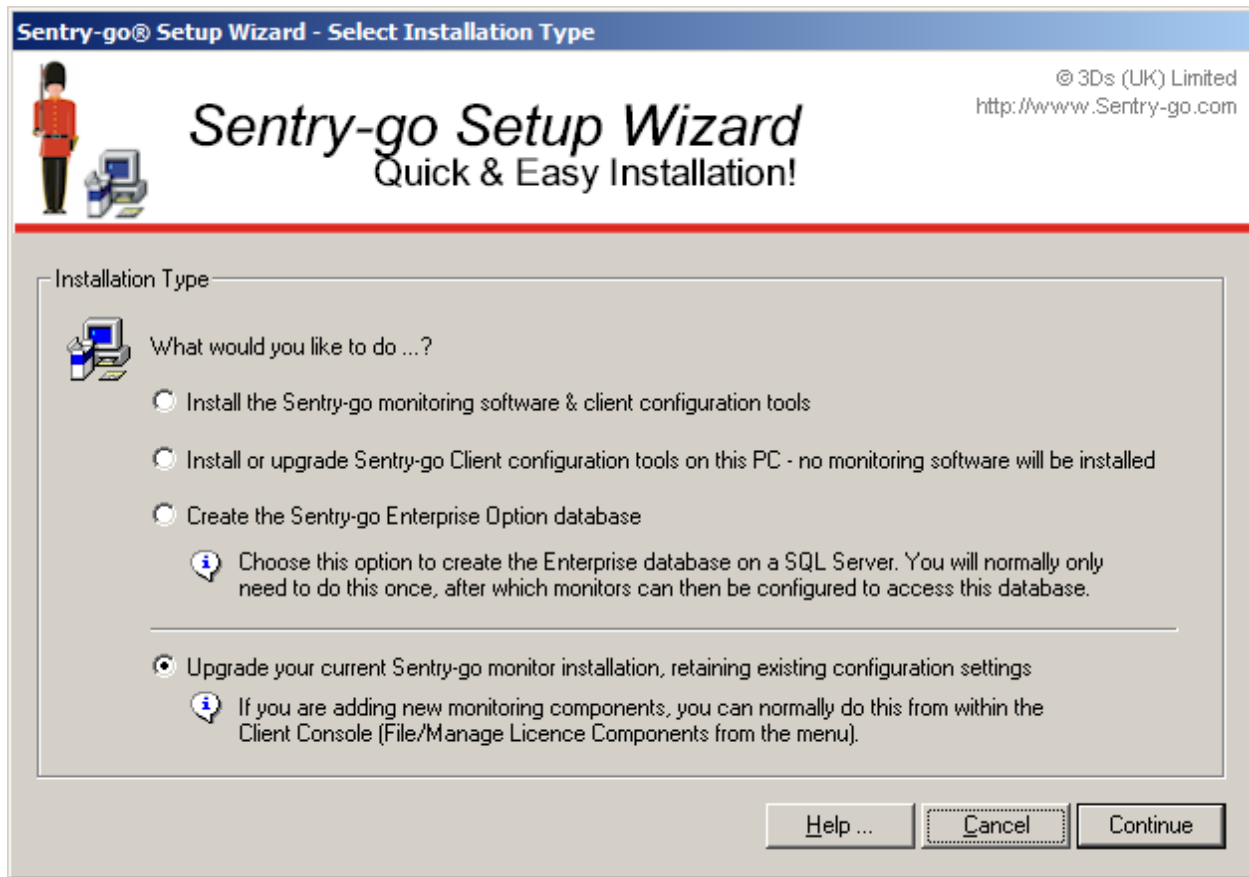
An introductory screen will describe the installation process.



Click "Start" to proceed.

## Choose an Installation Type

The next screen allows you to determine the type of process you want the Setup Wizard to follow.




Select ...

- **Install the Sentry-go monitoring software & client configuration tools** if you want to install the Sentry-go monitoring service (the monitor itself) on the local server or PC as well as client tools & help files.
- **Install or upgrade Sentry-go client configuration tools only** if you simply want to install or upgrade the Sentry-go client tools on the local server or PC. *You can deploy the client software to any number of PCs.*
- **Create the Sentry-go Enterprise Option Install** if you want to create a new Sentry-go Enterprise Option database. *If you are using the Enterprise Option, you will typically only need to do this once. To configure a monitor to subscribe to an existing database, use the Client Console or select the appropriate feature when installing the monitor above.*
- **Upgrade your current Sentry-go installation** if you want to upgrade or replace your existing Sentry-go monitor installation (Quick Monitor or Sentry-go Plus! components) with the latest version.

*This option is only available if the Setup Wizard detects an existing installation.*

Once you have selected the required option, click "Continue" to proceed.

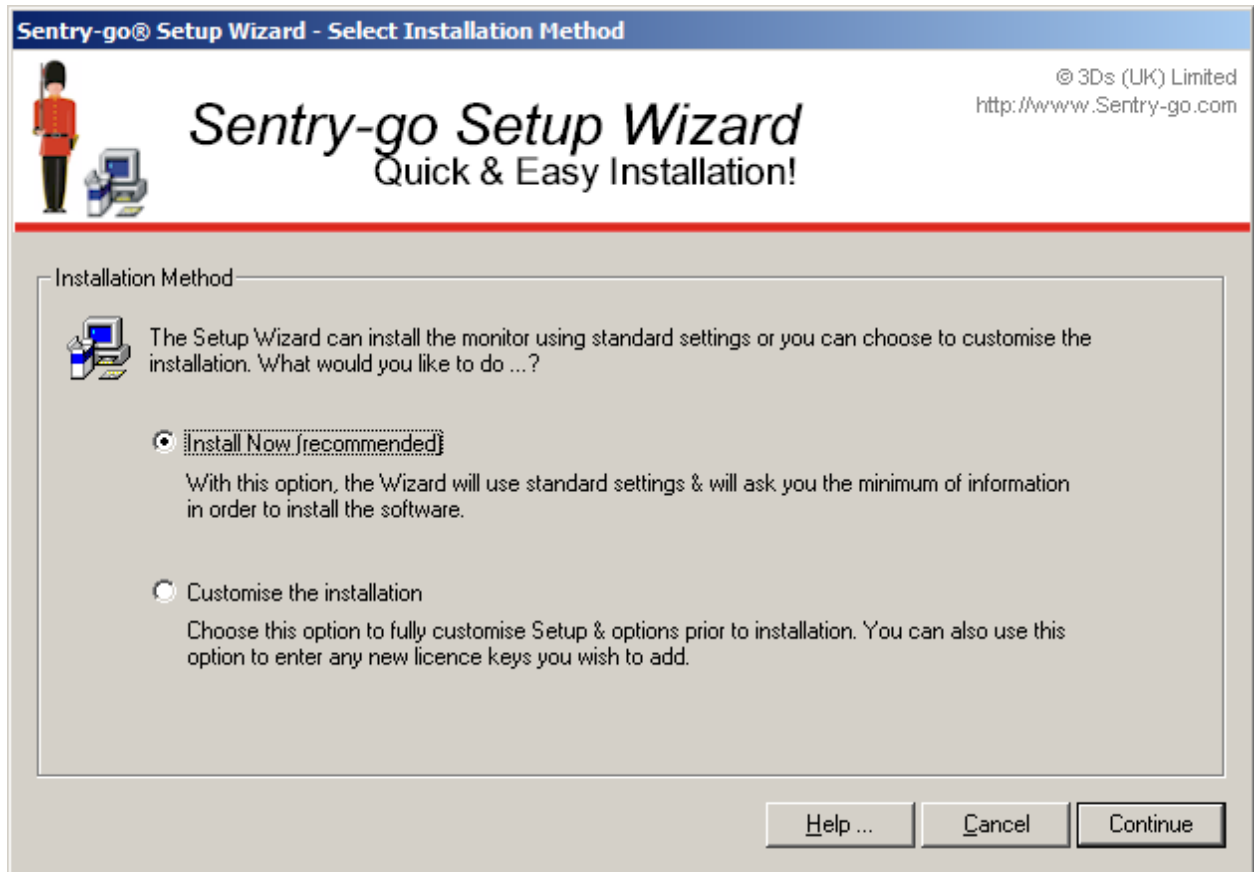
-  Depending on the type of installation chosen, some of the following screens may not be shown, or may be displayed with options that cannot be changed.



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## Select Installation Method

The Setup Wizard now offers you a choice of either installing now, or further customising the installation ...



### Install Now (Recommended)

Select this option to install the selected items with the minimum of user interaction. In this mode, the Wizard will ask the minimum of questions, instead supplying default values where appropriate. With this option, some or all of the windows described below will not be shown.

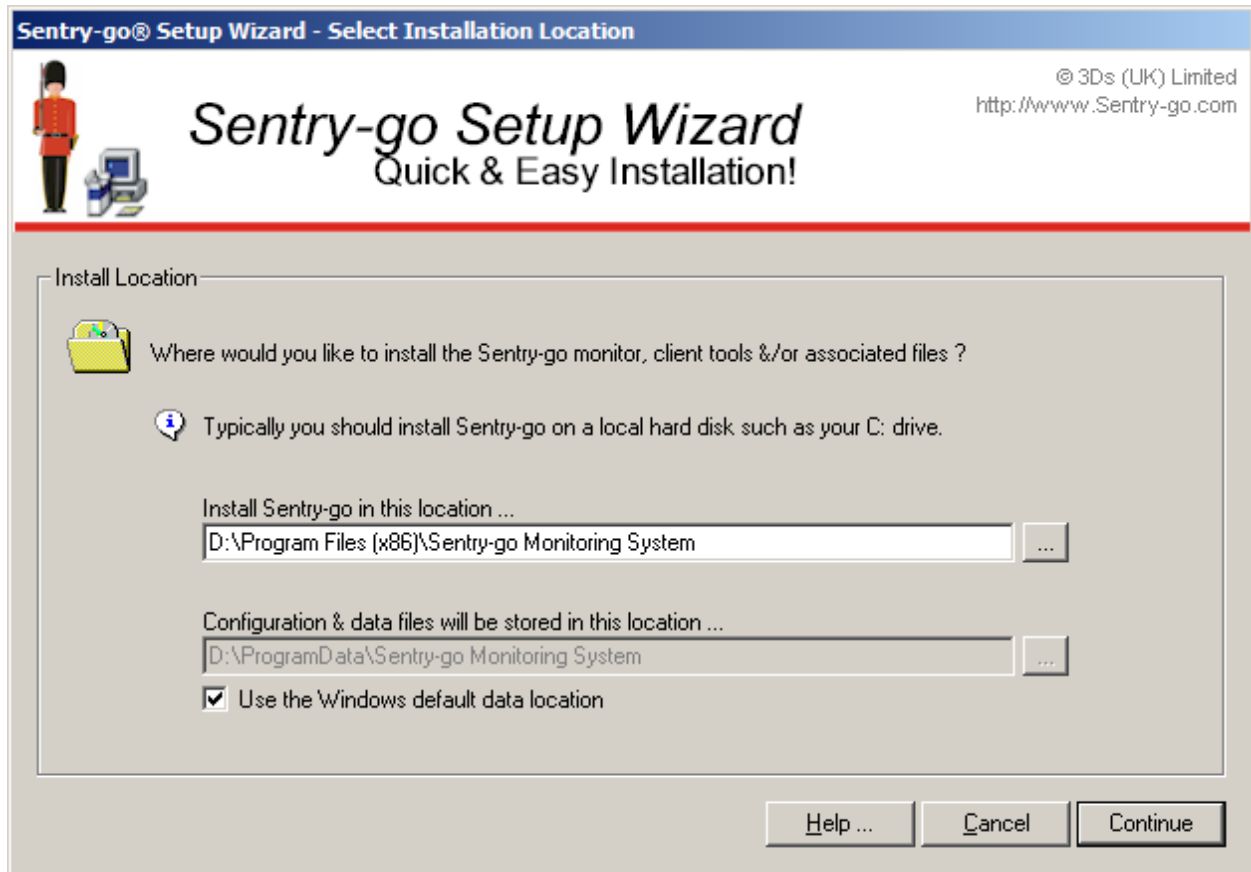
### Customise the Installation

Select this option to configure the Setup Wizard in order to customise the installation further. This allows you to enter & select other options that would otherwise be defaulted for you.

Click "Continue" to proceed.

## Select Installation Location

If you are installing the Sentry-go monitoring software on the server for the first time, or you are re-installing it, then the following window will be displayed.



### Install Sentry-go in this location

This field allows you to specify where on the server Sentry-go program files will be installed. By default the Setup Wizard will install the software under the appropriate “Program Files” location for the server unless you change the path here.

- ⚠ On Windows Vista, Windows Server 2008 and above, program files will, by default be copied to the location specified here. However, because of directory virtualization, data and configuration information will be written to the defined application data directory.

Click the “...” button to choose you location from Windows. Once a path has been entered, click “Continue” to proceed.

### Configuration & data files will be stored in this location ...

This field shows where configuration & data files will be saved. This must be a writeable location and on Windows Vista, Windows 2008 and above, may differ from the installation path shown above. The Wizard will normally determine this directory for you.



## Enter Licence Information

The next window requests your Sentry-go licence information. The value(s) entered here are used to determine the monitoring options that will be available to you.

**Sentry-go® Setup Wizard - Licencing**

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### Sentry-go Setup Wizard

Quick & Easy Installation!

**Licencing**

The following licence information is required in order for Sentry-go to run on this machine. Your licence key details will have been either provided with the software or e-mailed to you when it was downloaded ...

Please enter the licence information sent either for your evaluation or following the purchase of Sentry-go.

Your licence(s) determine which monitoring components are available. Additional monitoring components can also be added later using the Console. You do not need to run the Setup Wizard again in this case.

Please enter your company name (or "Demonstration" for evaluations) ...

Please enter your licence string(s) as e-mailed to you (one per line) ...

I haven't received a licence ...    Help ...    Cancel    Continue

### Please enter your company name

In this field enter your company or organisation name. For product evaluations, enter "Demonstration".

### Please enter your licence string(s)

In this field enter the licence key(s) you were sent. If you have more than one key and wish to install multiple monitoring components on the same server, simply enter each key on a new line.



Your licence key is made up of 2 parts, your organisation name (this will be “Demonstration” for product evaluations) and one or more licence strings separated by commas. Both must be entered correctly in order to run your Sentry-go software ...

- **If you purchased Sentry-go over the internet**, your licence information will have been e-mailed to the address you specified before downloading. In this case, please enter both the Company name and licence strings exactly as specified in this e-mail.
- **If you purchased Sentry-go through a reseller**, then your licence information will have been sent to you either by the reseller or by e-mail from 3Ds (UK) Limited. Please enter both the Company name and licence strings exactly as specified in this e-mail.
- **If you downloaded a free 21day evaluation from the internet**, then your licence information will have been e-mailed to the address you specified before downloading. In this case, please enter the following information when prompted ...

Organisation/Company: **Demonstration**  
Licence Key: **<The key e-mailed to you>**

For Sentry-go Plus! components, the demonstration licence key automatically gives you access to all monitoring options for 21 days.

- **If you downloaded a shareware version**, then your 21-day licence key will be provided automatically by the Setup Wizard.

For Sentry-go Plus! components, this licence automatically gives you access to all monitoring options for 21 days.

- If you have not received your licence key (some e-mails can get blocked by SPAM filters or firewalls), please e-mail [Sales@Sentry-go.com](mailto:Sales@Sentry-go.com) with the appropriate details.

Click “Continue” to proceed. The Setup Wizard will now verify the licence(s) entered before continuing.



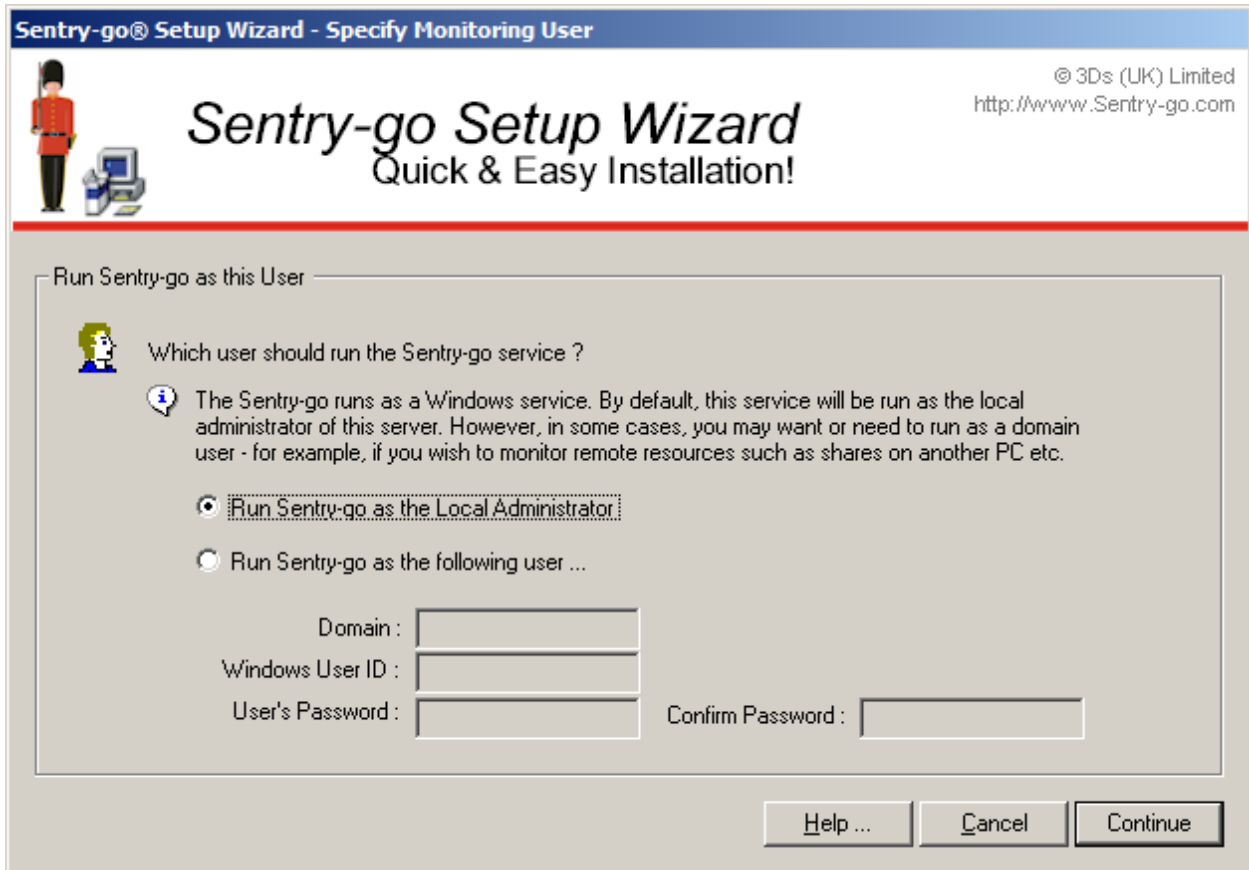
If the licence key or organisation name do not match, an error will be displayed. In this case ...

- Check that you entered the information exactly as sent to you.
- For product evaluations, check you entered “Demonstration” as your organisation name.
- For product evaluations, check that the licence wasn’t downloaded more than 21 days ago and that the date on your server is correct.
- If the above seems to be correct, please contact Technical Support – [Support@Sentry-go.com](mailto:Support@Sentry-go.com), quoting the code displayed.

## Specify the Monitoring User

The Sentry-go monitoring engine is designed to run in the background as a Windows Service, 24 hours a day. To do this, it must be configured to run, even when no user is physically logged on to the server. In most cases, services run as a Local Administrator, but if the service needs access to specific resources – e.g. remote shares, or must run from a specific user that has the ability to perform specific actions, you can run it as a domain user instead.


The next window allows you to configure which user account will run the Sentry-go monitoring service.



The screenshot shows the 'Sentry-go® Setup Wizard - Specify Monitoring User' dialog box. The title bar includes the product name and version. The main area features the Sentry-go logo (a soldier) and the text 'Sentry-go Setup Wizard Quick & Easy Installation!'. Below this, the text 'Run Sentry-go as this User' is displayed. A question mark icon asks 'Which user should run the Sentry-go service?'. An information icon provides a note: 'The Sentry-go runs as a Windows service. By default, this service will be run as the local administrator of this server. However, in some cases, you may want or need to run as a domain user - for example, if you wish to monitor remote resources such as shares on another PC etc.' Two radio buttons are present: 'Run Sentry-go as the Local Administrator' (selected) and 'Run Sentry-go as the following user ...'. The second option includes input fields for 'Domain:', 'Windows User ID:', 'User's Password:', and 'Confirm Password:'. At the bottom, there are 'Help ...', 'Cancel', and 'Continue' buttons.

### Run the Sentry-go monitoring service as the Local Administrator

Select this option to run the service as the local Administrator.

-  If the monitor will not need to access shared or domain resources or need specific permissions to access other machines, this user will normally be the one to choose.

If you only need to logon as another user in order to run a response or alert, then you can configure this separately when defining these items.

## Run the Sentry-go monitoring service as the following user

Select this option to run the service as the user named below. In this case, enter the requested information including the user's password.



If the monitor is not running on a server that belongs to a domain, enter the name of the server on which the user is defined.

If you specify a domain user ...

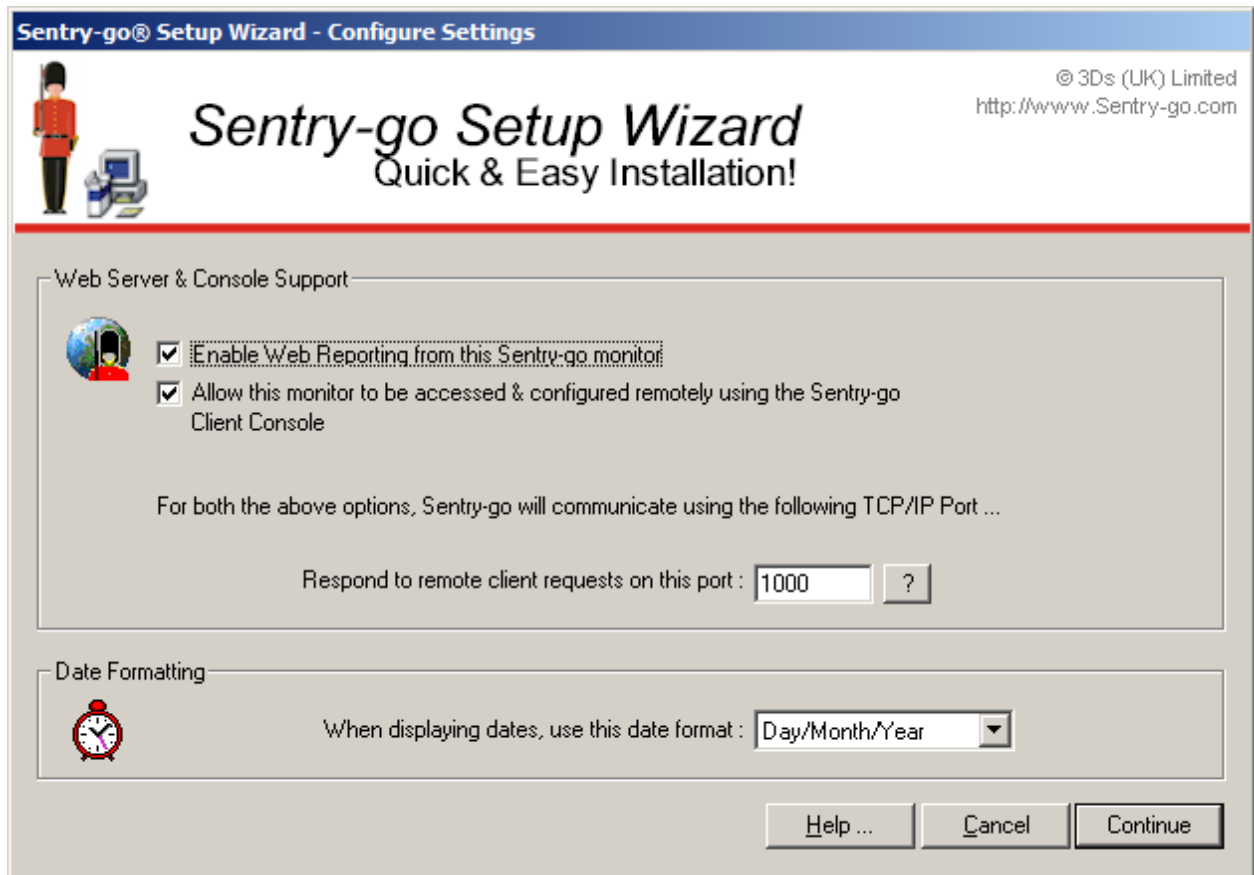
- It is recommended that the domain user be a dedicated monitoring user for use by Sentry-go.
- It is recommended that the domain user's password is set to never expire.
- The user will need "Logon as a Service" permissions on the local server. The Setup Wizard will attempt to configure the user if this permission has not already been granted.

Once complete, click "Continue" to proceed.

If you have specified a user/password above, the Wizard will now verify the details entered & ensure it is suitable for running the service. If it isn't, an error will be displayed asking you to check the details. You cannot continue the installation until either the user details specified are correct or you choose to run the monitoring service as the local administrator.

## Configure Settings

The next window allows you to configure some of the monitor's main features.



### Enable Web Reporting from this Sentry-go monitor

Sentry-go contains a fully integrated web server, a component that allows a web browser such as Microsoft's Internet Explorer or FireFox to connect directly to the server and display reports directly from the monitoring engine. With it you can show for example, recently triggered alerts, the current status of monitoring checks etc.

To enable web reporting, tick this option. To disable web reporting (and use either Console and/or alerting only), un-tick this option.

## Allow this monitor to be accessed & configured remotely using the Sentry-go Client Console

The Sentry-go monitoring service is typically controlled & configured using the Console, a client-based application that allows the status of all monitors to be viewed, alerts to be listed, web reports to be accessed and configuration changes to be made.

However, in some cases you may wish to run the monitor as a standalone application, with no remote access available to clients – although options from the monitor will continue to function.

- **Tick this option** to enable the client-based Console applications to interact remotely with the monitor.

With this option, the monitor will notify Client Consoles of alerts & activity information as well as allow users to alter Sentry-go configuration settings, either locally or remotely – see below.

- **Un-tick this option** to disable client-based access. Consoles will not be able to communicate with this Sentry-go monitoring service, nor will they be able to configure the monitor remotely.



All configuration changes must be made using the client tools locally installed on the server in this case.

## Respond to remote client requests on this port

This value determines which port number Sentry-go will use to listen for and respond to both client web & Console requests. The default value is 1000.

The value entered here is the value that should be used when ...

- Registering the Sentry-go monitor with the Client Console application.
- Connecting to the web report directly from a desktop browser (if enabled). This will be in the format (the “:<Port No>” can be ignored if the default port of 80 is specified) ...

http://<Server Name>:<Port No>



When determining this value, always ensure no other software is using the port you wish to assign. If two systems attempt to use the same port, the second will fail and connectivity will be lost. Care should therefore be taken when updating this value.

The Setup Wizard will automatically attempt to ensure the value entered is available during the installation process. Always ensure all other software normally running on the server is operating correctly to allow the Wizard to correctly identify any conflicts of port number.

If you have monitor running on more than one server, it is recommended that the same port number be used across them all. This allows for easier registration & maintenance later.

## When displaying dates, use this date format

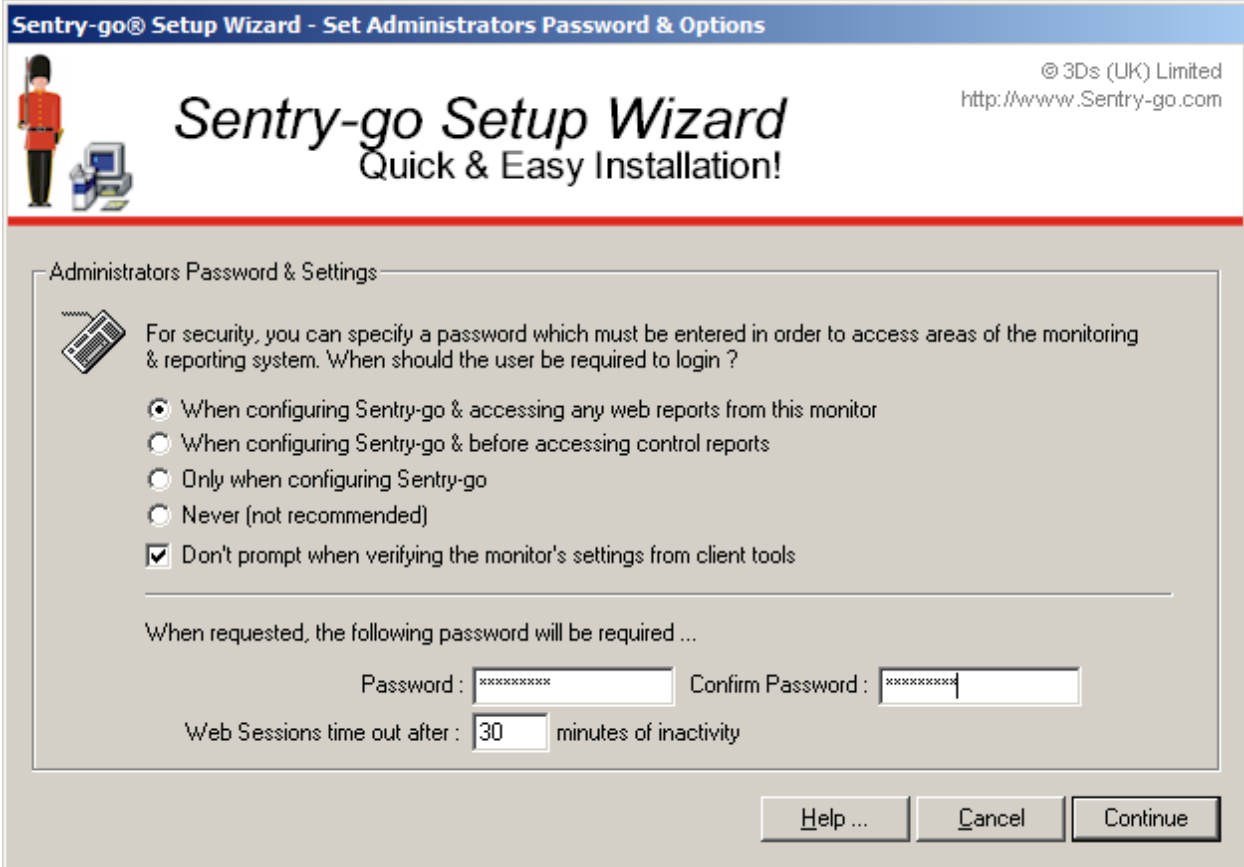
Sentry-go can display dates in any of the formats listed. The default will be selected based on your current Windows settings but you can override this by selecting your preferred format.

Once complete, click “Continue” to proceed to the next step.



## Configure Security Settings

The next window allows you to configure administrative settings used by the Sentry-go monitoring service.



The screenshot shows a Windows-style dialog box titled "Sentry-go® Setup Wizard - Set Administrators Password & Options". The window has a blue header bar with the title and a small icon of a guard on the left. The main area is white with a red horizontal line. The text "Sentry-go Setup Wizard" is in a large, bold, serif font, with "Quick & Easy Installation!" below it. In the top right corner, it says "© 3Ds (UK) Limited" and "http://www.Sentry-go.com". Below this is a section titled "Administrators Password & Settings" with a keyboard icon. The text reads: "For security, you can specify a password which must be entered in order to access areas of the monitoring & reporting system. When should the user be required to login ?". There are five radio button options: "When configuring Sentry-go & accessing any web reports from this monitor" (selected), "When configuring Sentry-go & before accessing control reports", "Only when configuring Sentry-go", "Never (not recommended)", and "Don't prompt when verifying the monitor's settings from client tools" (checked). Below the options is a line of text: "When requested, the following password will be required ...". There are two text boxes for "Password : [xxxxxxxx]" and "Confirm Password : [xxxxxxxx]". Below that is a text box for "Web Sessions time out after : [30] minutes of inactivity". At the bottom right are three buttons: "Help ...", "Cancel", and "Continue".

### When should the user be required to login ?

This option determines when, if ever, the user will be required to enter the Sentry-go Administrative password ...

- **When configuring Sentry-go & accessing any web reports from this monitor**

This option requires the user to enter the Sentry-go Administrative password whenever they first access any web report or when they wish to view or edit the monitor's configuration using the Console.

- **When configuring Sentry-go & before accessing control reports**

This option requires the user to enter the Sentry-go Administrative password whenever they first access a web report that performs an action (as opposed to viewing data only) or when they wish to view or edit the monitor's configuration using the Console.

- **Only when configuring Sentry-go**

This option requires the user to enter the password whenever they wish to view or edit the monitor's configuration using the Console. All web reports are accessible without password entry.

- **Never**

No passwords are required when this option is selected.



When this option is selected, any Console user will be able to view & edit the server's configuration settings unchallenged. It is not recommended that no security be applied to your Sentry-go installation.

- **Don't Prompt when verifying the monitor's settings from client tools**

Tick the option to avoid needing to enter a password when you are accessing the monitor to verify a configuration option or alert from within the Easy Access utility or Client Console.



Depending on the settings selected above, the user may be prompted to enter the password before they can configure the monitor. If this option is un-ticked, they will also be asked to enter the password before the verification web report can be displayed.

## Password

If any of the first three options are chosen, enter & confirm the administrative password below. This is the password that must be entered before access to the chosen option will be granted.



Passwords are case sensitive.

## Web Sessions time out after

This option controls how long a web session remains active when no requests are made. The higher the value specified, the longer an existing logged on session remains (and the user not re-prompted for their password again) even if no requests are made.

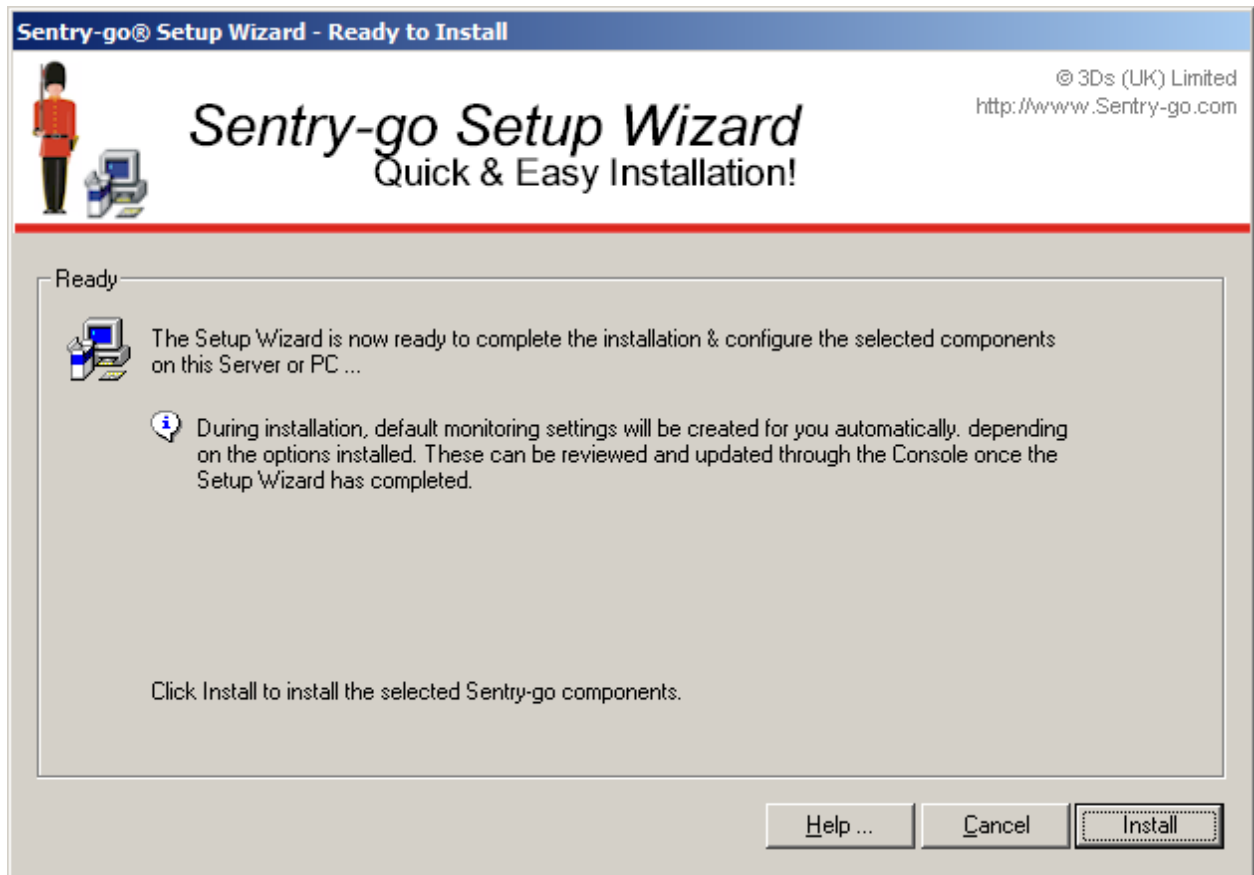


This option is not used if logins are not enforced (i.e. "Never" is selected above).

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## Ready to Install

Once this window is displayed, the Setup Wizard has all the required information to install the software and files. Simply click "Install" to proceed with the installation, or Cancel to quit without making any changes.



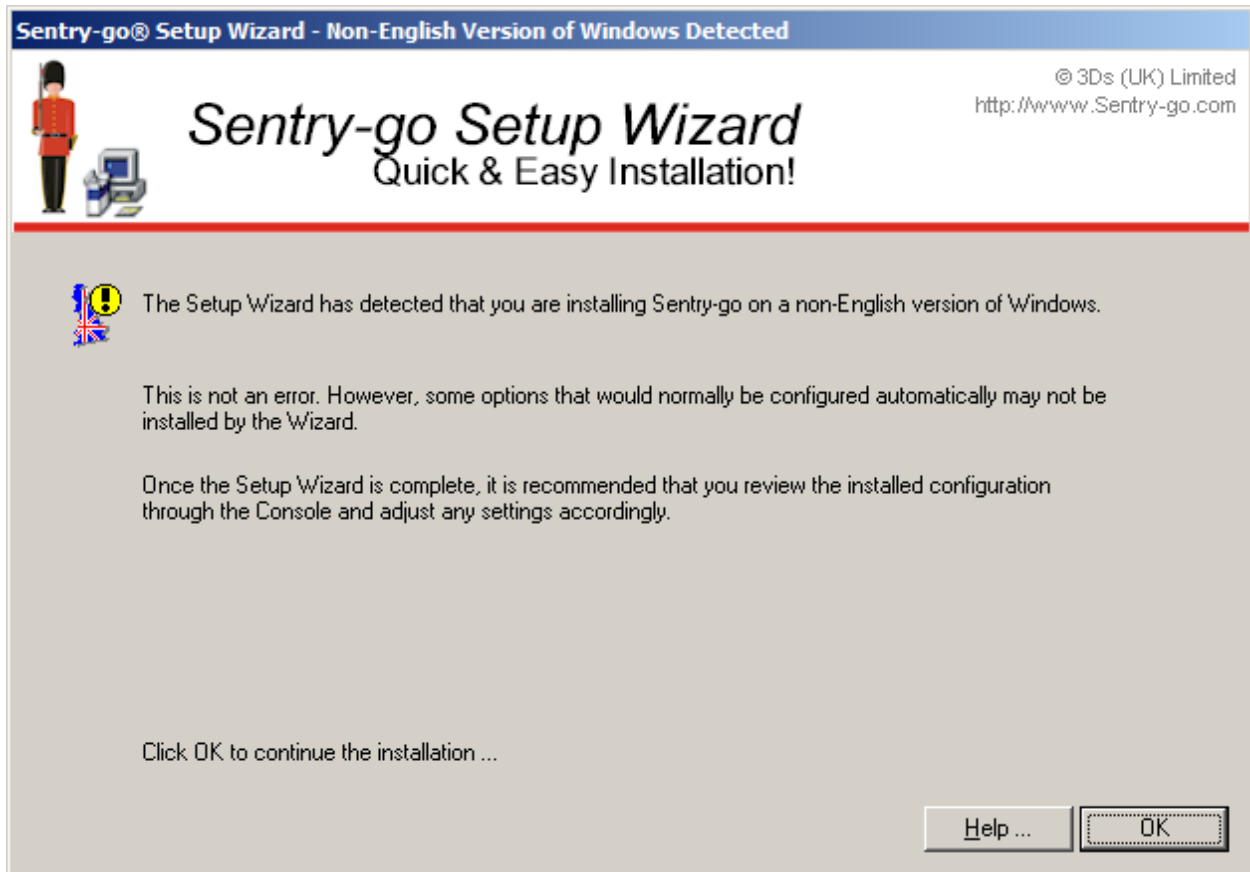
During the installation, the steps outlined below will be taken by the Setup Wizard ...

- **Read & agree to the Sentry-go Licence Agreement.** Please read and confirm the conditions of the licence agreement. If you are installing Sentry-go on behalf of a company, you agree to these conditions on behalf of your organisation.
- **Stop other Sentry-go services.** In order to copy & update files, any running services on the local server are stopped. You will be prompted before the Setup Wizard does this. Following installation, the Wizard will automatically restart them.
- **Copy files.** The Wizard will transfer files from the installation directory to the defined Sentry-go home directory on the local machine for the appropriate component(s) selected.
- **Configure.** Once files have been copied, the Setup Wizard will configure the system with default & chosen settings.

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## Running on a non-English Version of Windows

If the Setup Wizard detects a non-English language version of Windows is being run, the following dialog will be displayed.

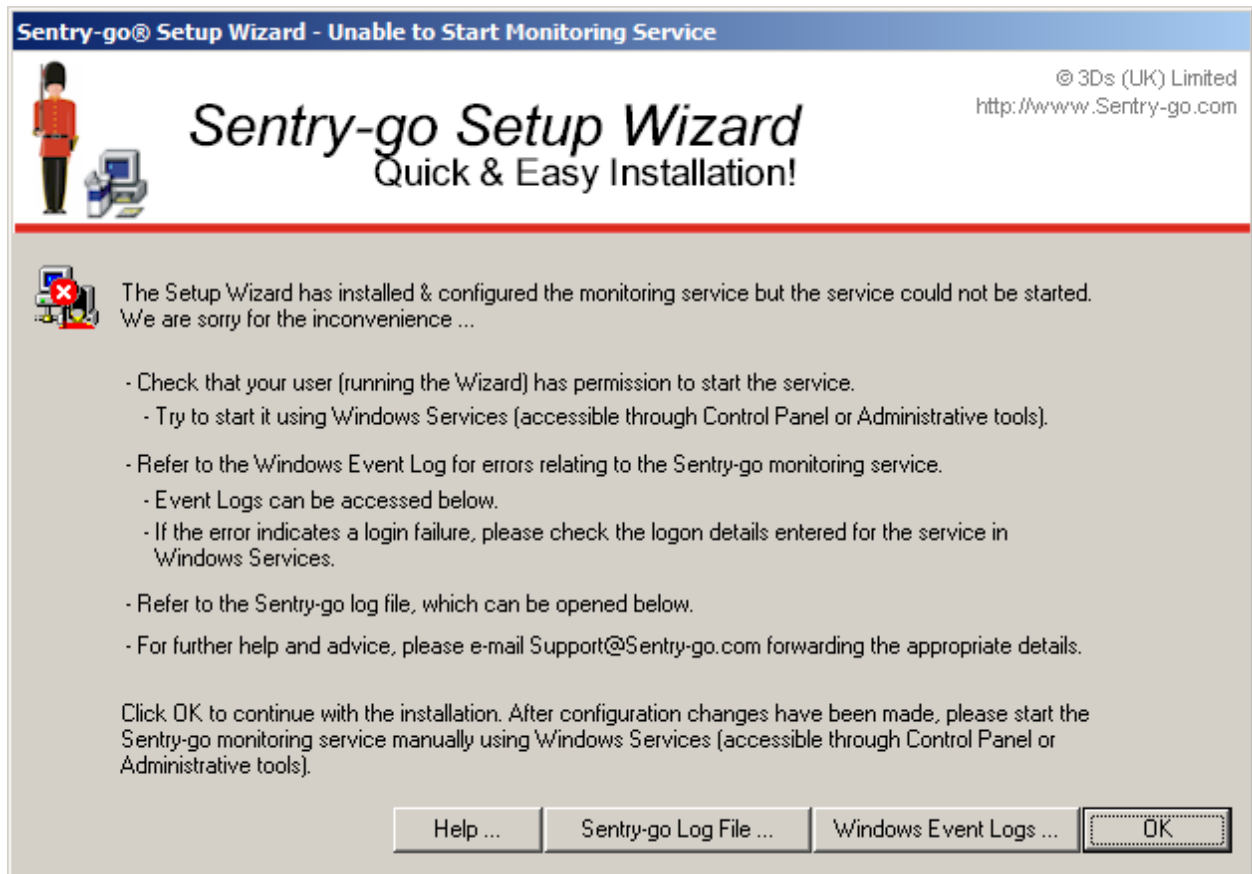


This is not an error. The message is simply displayed to indicate that the Wizard cannot automatically pre-configure certain items such as performance monitor values. If appropriate these can be configured later using the Console. All other items will continue be configured automatically.

Click OK to allow the Setup Wizard to continue.

## If the Monitor Won't Start

If you're installing the Sentry-go monitoring service, the Setup Wizard will attempt to run it for the first time following installation & configured settings. In the unlikely event the monitor cannot be started, the following window will be displayed, giving you access to the log files etc. ...



To help resolve this problem, please check the following ...

- Check the user running the Wizard (your logon). If you do not have sufficient permissions to start the service this error will be displayed. To correct it, simply manually start the service using Windows Services.
- Check the Windows Event Log, by clicking the "Windows Event Log" button & check for messages relating to the Sentry-go monitoring service. If the fault indicates a start up failure relating to a login error, it is possible that the user specified to run the service is invalid or not configured correctly – e.g. an incorrect password was entered. It is also possible that they don't have the correct permissions to run the service.

In this case run the "Windows Services" applet from Windows Administrative Tools or Control Panel & verify the login details for the service.

- Check the Sentry-go log file for start-up errors. If errors are recorded here, then Windows attempted to start the application but an error prevented it being initialised. Most likely this is a configuration or path-related issue.

The errors recorded should highlight the reason for the failure.

- If no errors are recorded or they do not help resolve the problem, please contact our support team at [Support@Sentry-go.com](mailto:Support@Sentry-go.com), e-mailing the appropriate details.

To continue, click "OK".

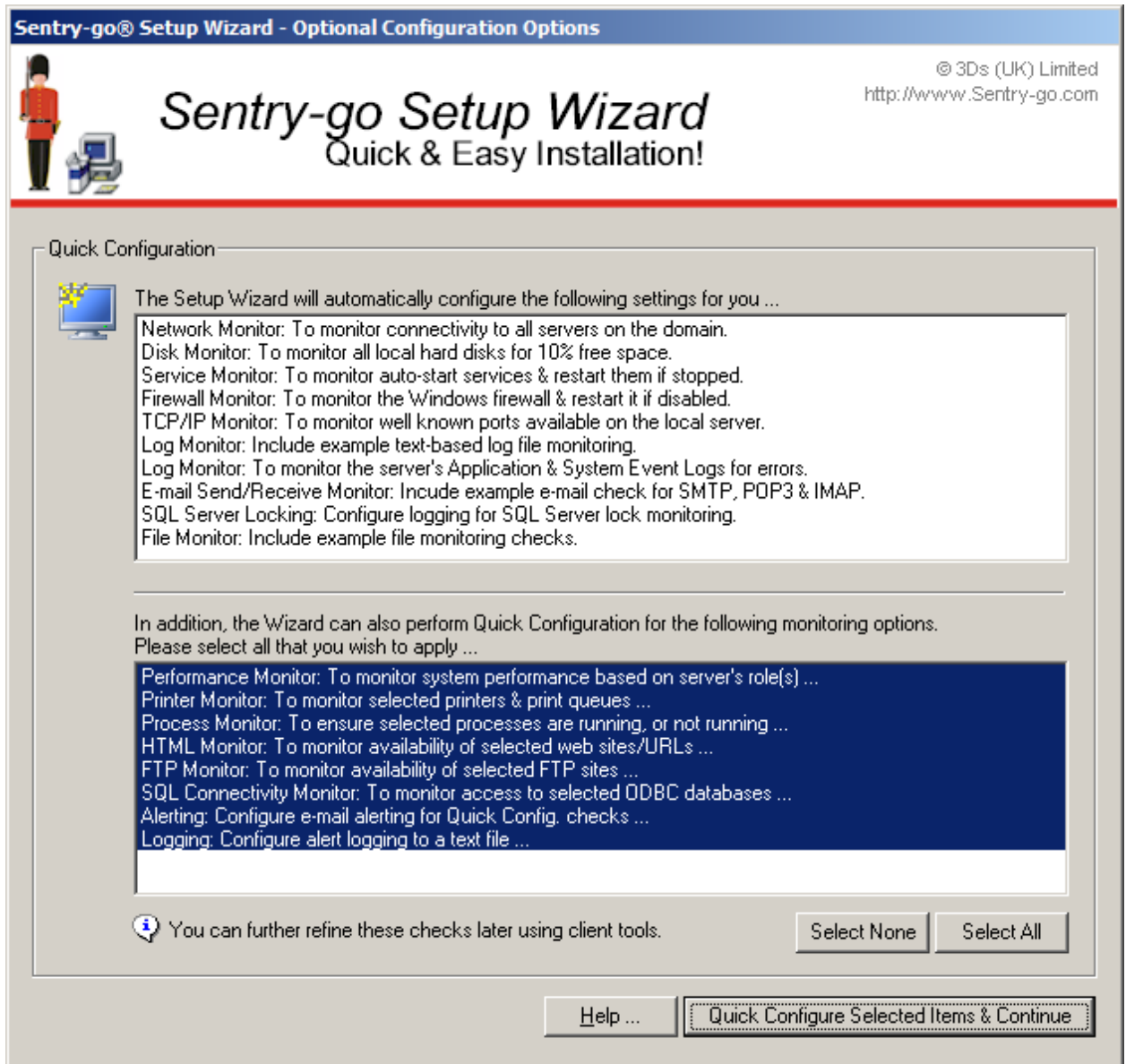


## Quick Configuration

For new installations, depending on the monitoring options being installed, you can run a “Quick Configuration”. This configures default settings for a number of options and is designed to get you up and monitoring within a couple of minutes.


 Once run, you can further customise the default checks or add new ones using client tools.

The top options are default settings that will be configured (for available components). The lower options can be enabled or disabled, depending on whether you wish to configure the appropriate settings.




As part of the Quick Configuration, you may be prompted for additional information. Simply enter the appropriate information and configure the check. If you do not wish to configure any checks (or any more checks), simply click the appropriate button to continue the Setup Wizard ...

**Sentry-go® Setup Wizard - Quick HTML/URL Configuration**


 The Setup Wizard will configure URL monitoring based on the following values ...

Which URL do you wish to verify ?

Alert if access takes longer than :  secs. (0 for access check only)

 You will be prompted for the next URL once this one is defined.  
You can further refine these checks, or add new ones later using client tools.

**Sentry-go® Setup Wizard - Quick Alert Configuration**

 The Setup Wizard will configure default e-mail alerting based on the following values ...

Which e-mail address do you wish to notify ?


Which e-mail address do you wish to send notificatons from ?   
(e.g. Sentry-go@<YourDomain>)

What is the name of your e-mail (SMTP) server ?

How should the e-mail be sent ?

SMTP User (if required) :

Password :

 This will configure a default e-mail alert. You can further refine this alert, add it to different alert groups, or add new alerts using other methods from client tools.

Once complete, click "Continue" the close the Quick Configuration Results window.

## Quick Configuration Default Settings


During installation, the following files/directories will be created ...

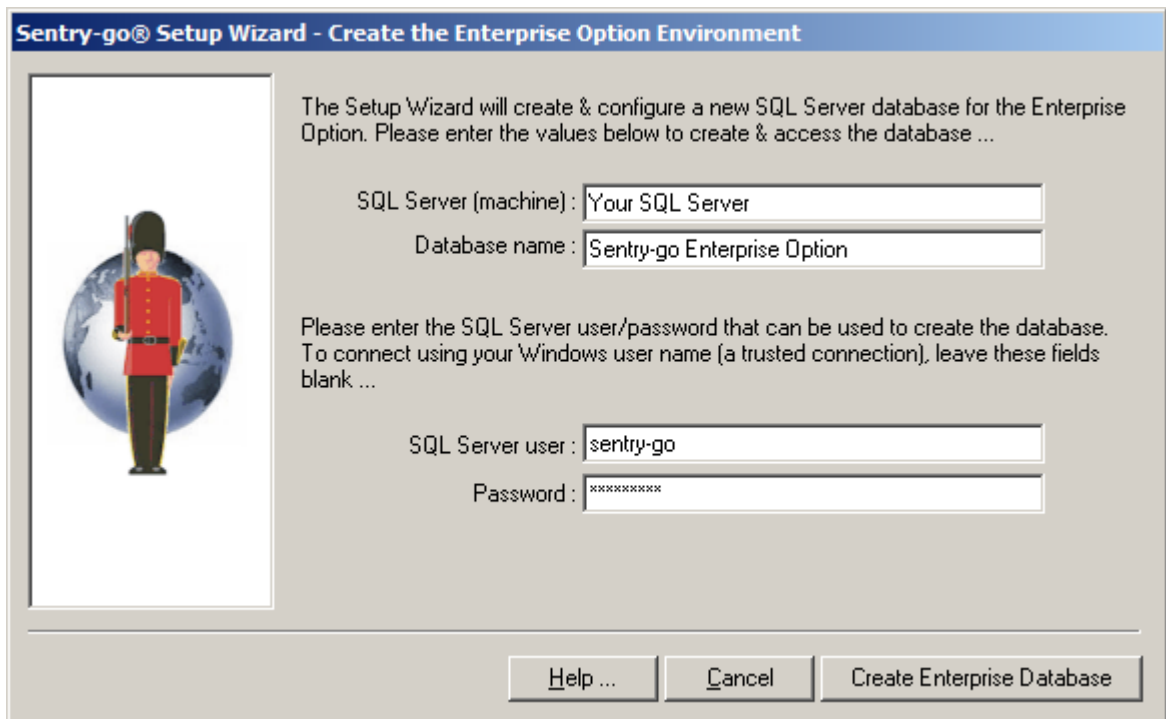
Monitoring Component	Quick Configured Setting(s)
Heartbeat	Set heartbeat monitoring to "Send Only", using integrated web server.
Network	Automatically verify connectivity to all servers on the domain.
Disk	Automatically monitor local hard disks for 10% free space.
Service	Automatically monitor all auto-starts services; restart them if they stop.
Firewall	Monitor the Windows firewall; re-enable it if disabled.
TCP/IP	Verify well known ports for availability; automatically monitor these ports.
Log	Include an example text-based log monitor configuration entry (disabled).
Log	Automatically monitor records of type "error", written to the local Application & System Event Logs.
E-mail Send/Receive	Include an example configuration setting for SMTP & POP3 and SMTP & IMAP e-mails (disabled).
SQL Server Locking	Configure logging for SQL Server lock monitoring.  <i>To enable lock monitoring, use client tools to define ODBC connections to the SQL Server database you wish to monitor.</i>
File	Include example configuration settings for various file monitoring checks (disabled).
Performance	Runs the Performance Setup Wizard. Select server role(s) to automatically configure performance monitoring.
Performance	Configure & enable the Performance Monitor Optimizer.
Printer	Runs the Printer Setup Wizard. Select local printers & the checks/settings you wish to monitor.
Process	Configure one or more processes that you wish to ensure are running/are not running.
HTML	Configure one or more URLs that you wish to ensure are accessible from the web.
FTP	Configure one or more FTP sites that you wish to ensure are accessible from the web.
SQL Connectivity	Configure one or more ODBC connections that you wish to ensure are accessible.
Alerting	Configure a default e-mail alert for use by the above checks.
Logging	Configure alert logging to a text file.

## Installing the Sentry-go Enterprise Option Database (Optional)

If you have purchased the Enterprise Option, you can subscribe your Sentry-go monitors to the Enterprise system. Once configured, monitors automatically send monitoring & alert information to the system's central database and allow enterprise-wide reports to be accessed. Before you can do this however, the Enterprise system's database must be created & configured. Typically, you will only need to create the database once.

To create the Enterprise system's database and configure the Enterprise Option, you will need access to a SQL Server database. When displayed, the following window allows the database to be created & configured for first use.

-  No licence is required to create the database. Individual monitors must, however, contain a licence in order to subscribe and generate reports from it.



**Sentry-go® Setup Wizard - Create the Enterprise Option Environment**

The Setup Wizard will create & configure a new SQL Server database for the Enterprise Option. Please enter the values below to create & access the database ...

SQL Server (machine):

Database name:


Please enter the SQL Server user/password that can be used to create the database. To connect using your Windows user name (a trusted connection), leave these fields blank ...

SQL Server user:

Password:

### SQL Server (machine)


Enter the name or IP address of the SQL Server you wish to use to run the Enterprise system.

-  This server will need to be accessible by all subscribing monitors.

A new database will be created on this SQL Server. Sufficient disk space must be available to create & operate the database.


## Database name

This is the name of the database that will be used to store Sentry-go Enterprise Option information. By default it is called "Sentry-go Enterprise Option" but any valid name can be used.

 Remember, monitors will connect to this database when accessing or logging to the Enterprise system.

## SQL Server user

Enter the name of the SQL Server user that has permissions to create a new database on the target machine. This user will automatically become the database owner (dbo) and is typically also the user that will be used to access the system from individual monitors.

 To use a trusted connection, leave this field blank. The currently logged on user will be used in this case.

## Password


Enter the above user's SQL Server password, or leave blank for a trusted connection.

## Create the Enterprise Database

Click this button to connect to the SQL Server and create the Enterprise Option database named above. During this process, the Setup Wizard will ...

- Connect to the SQL Server
- Create the named database
- Create the required system tables used by the Enterprise Option
- Configure the table with initial settings
- Disconnect from the SQL Server

Once created, any suitable Sentry-go monitor can subscribe to the Enterprise Option. You can subscribe either using the Setup Wizard or later via the Sentry-go Client Console.

 No additional software, apart from the database is required to run the Enterprise Option. The system is self-maintaining; subscribing Sentry-go monitors will automatically perform housekeeping based on values configured through the Sentry-go Client Console.

## Create the Enterprise Database

Click this button to connect to the SQL Server and create the Enterprise Option database named above. During this process, the Setup Wizard will ...

- Connect to the SQL Server
- Create the named database
- Create the required system tables used by the Enterprise Option
- Configure the table with initial settings
- Disconnect from the SQL Server

Once created, any suitable Sentry-go monitor can subscribe to the Enterprise Option. You can subscribe either using the Setup Wizard or later via the Sentry-go Client Console.

## Subscribing to the Sentry-go Enterprise Option (Optional)

If you have purchased the Enterprise Option, you can subscribe the newly installed monitor to the Enterprise system. Once subscribed, the monitor will automatically send monitoring & alert information to the system's central database. To subscribe, an ODBC connection must be defined between the monitor and the target database. The Setup Wizard allows you to create this connection as shown below. Alternatively, you can configure settings through the Client Console later.

- ⚠ Until the connection is defined & can be established, no server, monitoring or alerting information will be available to the Enterprise Option or on associated reports.



The screenshot shows a window titled "Sentry-go® Setup Wizard - Subscribe to Enterprise Option". The window has a blue header bar with the title and a logo on the left. Below the header, there is a large heading "Sentry-go Setup Wizard" and a subtitle "Quick & Easy Installation!". On the right side of the header, it says "© 3Ds (UK) Limited" and "http://www.Sentry-go.com".

The main content area is titled "Subscribe to the Sentry-go Enterprise Option". It features a vertical illustration on the left showing a person in a red uniform standing on a globe, with a red arrow pointing down to a server rack. To the right of this illustration, the text reads: "To use the Sentry-go Enterprise Option, each monitor subscribes to the database. To configure this subscription for the monitor now, please enter the information below ...".

Below this text is a checked checkbox labeled "Subscribe this monitor to the Enterprise Option ...". Underneath the checkbox are four input fields:

- "Sentry-go Enterprise Licence Key (Optional) : [empty field]"
- "Access the Sentry-go EO on this SQL Server : Your Server Name"
- "Database Name : Sentry-go Enterprise Option"
- "SQL Server user : sentry-go"
- "Password : [masked with asterisks]"


Below the input fields, there is a note: "Connect using this user. A SQL Server user with access to the Sentry-go EO database is recommended. Leave blank to use a trusted connection ...".

At the bottom right of the dialog box, there are three buttons: "Help ...", "Cancel", and "Continue".

To subscribe the local monitor being installed to the Enterprise Option, enter the following information when prompted.

## Sentry-go Enterprise Licence Key (Optional)


To use the Enterprise Option, the appropriate EO licence key must be configured for each monitor. You can either enter this licence now, or through the Client Console later on.

-  Logging to and reporting from the Enterprise Option database will be disabled for the server until a valid licence has been entered for it.

The Enterprise Option licence is an unlimited licence. You can use the same EO licence for all your monitors which support the same version of the Enterprise Option.

## SQL Server (machine)

Enter the name or IP address of the SQL Server where the Enterprise system's database is installed.


-  The Enterprise database must be installed & configured (see above) before server's can actively subscribe to it.

## Database name

This is the name of the database that is being used to store Sentry-go Enterprise Option information. By default it will be called "Sentry-go Enterprise Option" but this may have been changed during installation.

## SQL Server user

Enter the name of the SQL Server user that has permissions to create a new database on the target machine. This user will automatically become the database owner (dbo) and is typically also the user that will be used to access the system from individual monitors.

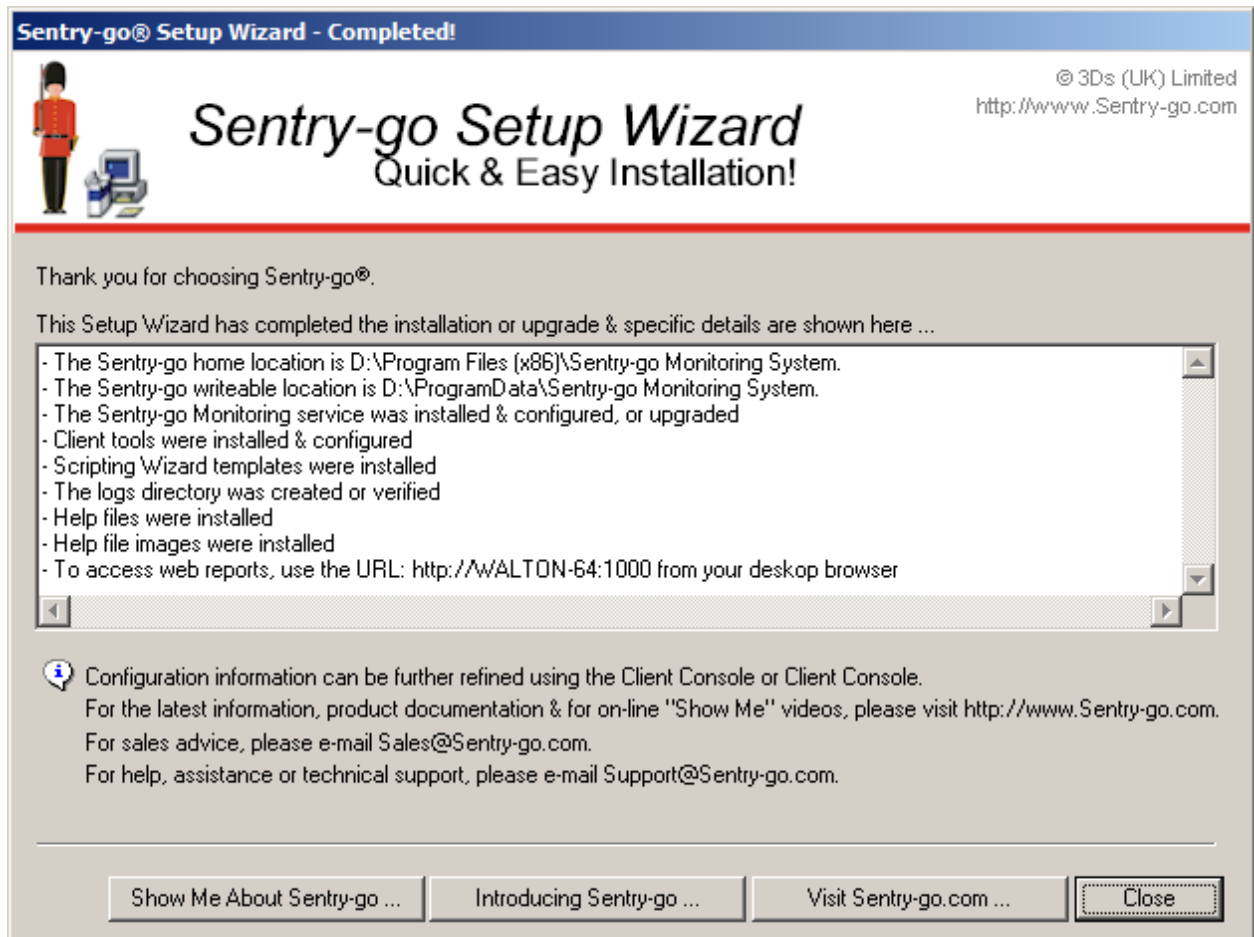
-  To use a trusted connection, leave this field blank. The currently logged on user will be used in this case.

## Password

Enter the above user's SQL Server password, or leave blank for a trusted connection.

## Installation is Complete



Once installation is complete, a window similar to this will be displayed.






From here, you can access the monitor's web reports home page and/or help files, depending on which options were installed.

## Sentry-go Files & Directories

During installation, the following files/directories will be created ...

Name	Description	Default name & location
<Base-Program-Location>	This is the directory under which all program & associated files are installed by the Setup Wizard.	<ul style="list-style-type: none"> <li>On Windows Vista, Windows 7, Windows Server 2008 and above ... C:\Program Files (x86)\Sentry-go Monitoring System</li> <li>On earlier versions of Windows ... C:\Program Files\Sentry-go Monitoring System</li> </ul> <p> The installation drive may differ depending on your Windows configuration.</p>
<Base-Configuration-Location>	This is the writeable directory under which all data & associated files are installed by the Setup Wizard.	<ul style="list-style-type: none"> <li>On Windows Vista, Windows 7, Windows Server 2008 and above ... C:\ProgramData\Sentry-go Monitoring System</li> <li>On earlier versions of Windows ... C:\Program Files\Sentry-go Monitoring System</li> </ul> <p> The installation drive may differ depending on your Windows configuration.</p>
"Home" Directory	This is the location of the monitor's & client tool's program files.	<Base-Configuration-Location>
"Data" Directory	This is the location where errors are cached by the monitor, up to the maximum number specified.	<Base-Configuration-Location>\Data
"HTML" Directory	This directory holds files used by the integrated web server.	<Base-Configuration-Location>\HTML
"Images" Directory	This directory holds the images used by the integrated web server.	<Base-Configuration-Location>\HTML\Images
"Logs" Directory	This directory is used to hold the primary alert log file. It can also be used to hold other configured log files & databases as required.	<Base-Configuration-Location>\Logs

Name	Description	Default name & location
"Scripts" Directory	During Setup, the wizard will install a number of sample scripts in this location. Client tools & the Scripting Wizard will also look here by default, when accessing script templates.	<Base-Configuration-Location>\Scripts
"Temp" Directory	This is the temporary location used by the monitor at run time.  <i>It is a self-managed location. Typically there is no need to manually edit or delete files from here.</i>	<Base-Configuration-Location>\Temp
"PerfOpt" directory	This location is used to store internal performance optimiser information, if available.  <i>It is a self-managed location. Typically there is no need to manually edit or delete files from here.</i>	<Base-Configuration-Location>\PerfOpt
"UAScan" directory	This location is used to store internal user access scanning information, when and if required.  <i>It is a self-managed location. Typically there is no need to manually edit or delete files from here.</i>	<Base-Configuration-Location>\UAScan
"ACM" directory	This location is used by the monitor to store details of alerts currently under the Alert Control Mechanism (ACM).  <i>It is a self-managed location. Typically there is no need to manually edit or delete files from here.</i>	<Base-Configuration-Location>\UAScan
Console "Data" directory	This is the location where the Client Console will save its values as well as write out temporary configuration file updates etc.  <i>It is a self-managed location. Typically there is no need to manually edit or delete files from here.</i>	<Base-Configuration-Location>\Console

<p>Configuration File</p>	<p>This is the primary configuration file for Sentry-go and contains all appropriate entries used for monitoring, alerting &amp; web reporting.</p> <p> Unless specifically asked to do so, you should not change this file manually. Instead, access it through the configuration options in the Client Console or Easy Access Utility.</p>	<p>&lt;Base-Configuration-Location&gt;\ Sentry-go Monitoring System.CFG</p>
<p>Log File</p>	<p>This is the log file used by Sentry-go to record error &amp; informational messages.</p> <p> This file is self-managing. There is no need to manually delete or remove entries from this file.</p>	<p>&lt;Base-Configuration-Location&gt;\ Sentry-go Monitoring System.LOG</p>
<p>Error File</p>	<p>This is a separate log file used by the Sentry-go monitoring service to log starts/stops, as well as details of configuration errors.</p> <p> This file is self-managing. There is no need to manually delete or remove entries from this file.</p>	<p>&lt;Base-Configuration-Location&gt;\ Sentry-go Monitoring System.ERR</p>

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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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