

*Be Proactive, Not Reactive!*

## Welcome to *The Sentry-go Monitoring System v6* Monitoring made quick & easy!

© 3Ds (UK) Limited  
<http://www.Sentry-go.com>

---

## Welcome to Sentry-go®

Sentry-go is a quick & easy to use monitoring solution for the Windows platform, allowing you to monitor what you want, when you want! Originally launched back in 2001 as a single monitor, it has grown into a complete monitoring package for PCs and servers.

*Windows PCs & Servers are often the life-blood of your IT investment. Monitoring them is key, especially in today's 24 hour world!*

- *Do you have a single server you wish to monitor ?*
- *Do you wish to monitor one or more specific tasks on your servers ?*
- *Do you provide 3<sup>rd</sup> party support to an end customer & wish to monitor the server or servers ?*
- *Are you a larger corporate organisation hosting many systems and want enterprise-wide coverage ?*

- 
- *Ensure your systems are up & running*
  - *Ensure they're working within expected limits*
  - *Ensure your users or customers aren't receiving errors*
  - *Automatically respond ASAP to known faults*
  - *Get on with your own job, safe in the knowledge you'll be informed if issues do arise*

Sentry-go is an extremely flexible, yet very affordable range of monitoring solutions. These allow you to choose the monitoring components you wish to use and can be purchased as dedicated *Quick Monitors*, or for ultimate flexibility, you can build your own solution with *Sentry-go Plus!*

Larger organisations can also take advantage of the *Sentry-go Enterprise Option*, which provides enterprise-wide reporting to both the Quick Monitor & Plus! monitors.

*Let Sentry-go do the monitoring, while you run your business! **Be proactive, not reactive!***

## Sentry-go Software Options

Sentry-go offers a range of solutions to meet the needs of smaller, medium or enterprise environments. The option you choose will depend on a number of factors, typically the type of monitoring you wish to run on your server(s) but falls into one of two categories, or a combination of them both.



### ***Sentry-go Quick Monitors***

- Quick & easy to use & configure
- Available for key software environments ...
  - IIS Web Server
  - SQL Server
  - Microsoft Exchange Server
  - File & Print Servers
  - Print Servers
  - Application Servers
- Available for targeted monitoring ...
  - File & Directory (including size, count, updates, deletions, updates within time, file & directory access etc.)
  - Available disk space

### ***Sentry-go Plus! Monitoring***

- For the ultimate in monitoring flexibility
- Gives you the ability to configure your own monitoring solution tailored to your server's specific needs
- Simply include the monitoring components you want to use
- Further enhance a Quick Monitor with additional monitoring options
- As your servers grow, so will your monitoring solution!

### ***Included for free with Quick Monitors or Sentry-go Plus!***

- The base monitoring service & framework
- Flexible alerting options
- Fully integrated web based reporting
- Client tools for configuration & real-time access
- Quick start configuration wizards
- Easy installation & automatic remote update wizards

### ***Additional Options***

- Ability to add other Plus! monitoring components to further enhance monitoring
- The Sentry-go Enterprise Option

## How Sentry-go can help you

From the outset, Sentry-go was designed for those wishing to benefit from & utilise first class solutions in the support of Windows-based systems. Today it provides a complete range of very affordable solutions that can save you both time and money, whether you're a small business with one or two servers or a large organisation wishing to make the most from your IT investment.

Sentry-go is designed to be flexible and allows you to implement the monitoring that suits you. How you choose to run it will depend on the size & setup of your organisation and how you utilise your IT systems.



### ***For the small or medium sized business***

Sentry-go offers a number of solutions ideally suited to the small/medium-sized business, typically in the form of our popular Quick Monitor range.

Quick Monitors provide pre-configured, "out of the box" solutions for specific environments as well as targeted monitoring to get you up and monitoring quickly.

Sentry-go Plus! provides individual Plus! monitoring components that can be combined in any sequence. They can also be added to further extend Quick Monitor.

For those who don't have huge IT resources, easy-to-use automated solutions such as Sentry-go provide an ideal way to keep on top of the job. By allowing you to concentrate on your own job, you can be safe in the knowledge that if a problem does arise, it will either be handled for you automatically, or you'll know at the earliest opportunity. And with Sentry-go Solutions, help is also at hand when faults you're not quite sure about do arise.



### ***For the larger organisation***

Unlike some solutions which work great on a couple of machines but less well when pushed, Sentry-go also scales well across your enterprise. Using the Enterprise Option along with a Quick Monitor, Plus! components or both, you can monitor the status of checks & alerts from all your monitors in dedicated enterprise-wide web reports.

The Client Console also provides an easy, all in one view of your entire monitoring environment as well as giving easy access to the status & configuration of each monitor. In addition, built-in Wizards help provide fast configuration and the ability to copy configurations between monitors, centralised alerting & much, much more.

Plug and play monitoring means you can easily configure and move components to not only provide coverage today, but also tomorrow. As your server roles change, so can your Sentry-go monitoring solution. Simply add new licences, or move existing ones to your new server locations when required.



### ***For targeted monitoring***

Maybe you have a monitoring solution already, or maybe one that you've invested a lot of time and money in, yet it still doesn't quite cover all the areas you want ? Or maybe it's simply too expensive or complex to set up for a particular task you have in mind, requiring consultants to visit or additional features to be purchased ?

No problem - with Sentry-go you simply purchase the solution that's right for you, or the monitoring options you need! Whether you run it on its own or alongside your existing solution, you'll still benefit from all the standard features we've made quick & easy to use!

For specific tailored monitoring, you can even plug in your own monitoring script which Sentry-go runs, analyses and alerts as required.



### ***For remote support or outsourced operations***

Today many organisations perform a lot of their support remotely, either by providing out of hours cover themselves, or 24/7 using a 3rd party support or outsourcing company. These environments bring with them a number of different challenges and with Sentry-go we've also targeted these with built-in features.

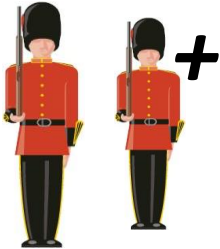
For example ...

- Local monitoring reduces network overhead and increases monitoring efficiency & speed.
- Automatic responses allow the monitor to take action to rectify the fault even though you're not on-site.
- E-mail alerting allows information on issues to be sent from remote sites.
- The Enterprise Option provides global reporting from across the enterprise.
- Flexible alerts allow you to tailor & customise alerting to suit your needs.
- Script-based monitoring allows you to provide your own custom monitoring checks whilst still benefiting from built-in results analysis, automatic responses & alerting.
- Dial-up support, allows the appropriate monitoring functions & alerts to call on dial up networking when needed. Even if you're not permanently connected to the site via LAN or WAN, information can still get through.
- Web publishing allows key reports to be published to an external web server, giving you access to the information even if you're outside a firewall with no immediate access to the monitor.
- Sentry-go Solutions provides help & assistance from just your web browser, with technical articles & advice on common alerts as well as search access to web resources.

## Getting Started – Quick, Easy & Affordable!

Whichever Sentry-go solution you install, its aim is the same. To provide you with the monitoring capability and information you need, quickly & easily and at an affordable price.

### Choose the solution's that's right for you!



First off, select the most appropriate Sentry-go solution that meets your monitoring needs. This might be a Quick Monitor if you're monitoring a specific environment, Sentry-go Plus! if you wish to combine your own monitoring components, or a combination of the two.

You can evaluate any Sentry-go monitoring component and remember, Sentry-go can expand & adapt as your needs change.

## Install Sentry-go Monitors

In order to run as efficiently as possible, while having minimal effect on your network, Sentry-go monitors are installed & run locally. Only where access to the network is needed is it used.

Installing Sentry-go is quick & easy. Simply logon to the server & run the Sentry-go Setup Wizard. This will guide you through the installation which takes just a few minutes to complete.

The Wizard will configure base settings to and set up the security you choose. It will also configure a number of default settings to get you up and running.

Once you've installed the monitor, most other aspects can be configured either locally or remotely. This includes settings, access to monitoring information and even remote updating to later versions!

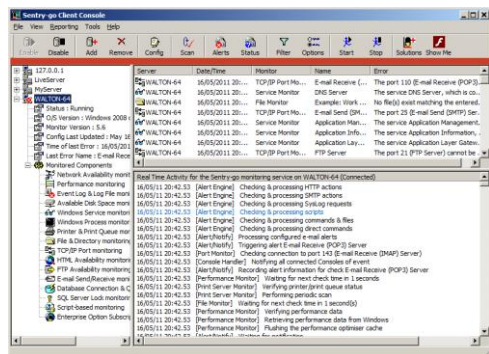
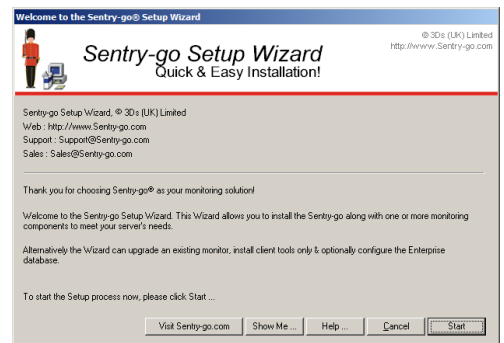
## Install Client Tools

There are a number of ways you can interact with Sentry-go. The monitor itself runs silently, generating alerts & status information as appropriate. In addition you can ...

- Access it through Sentry-go client tools, either locally or remotely
- Access monitored information through your web browser
- Log details for access through 3<sup>rd</sup> party applications such as Microsoft Excel

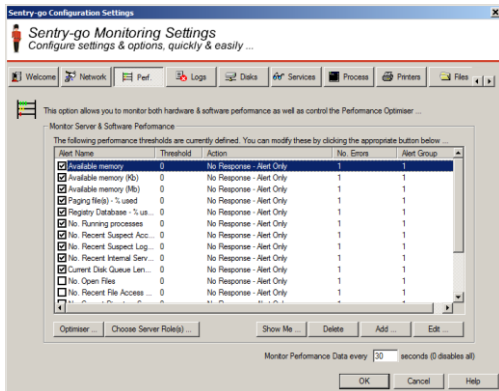
Client tools can be installed on any number of PCs and desktops – e.g. so you & your Administrators, helpdesk, DBAs etc. can all access the information they need.

Simply run the Setup Wizard to install the tools.



## Configure Monitoring Checks

Although the Setup Wizard will have configured default values, you'll probably want to see which settings are being used and specify new ones etc. You can do this using the Easy Access Utility or the Client Console, again locally or remotely.



When you configure the monitor, the available options will be presented in an easy to use button bar displayed at the top of the window. Simply select the area you wish to configure to see the appropriate settings.

From here you can add or remove checks or edit existing ones as well as specify when they should be run and who should be notified if they fail.

Where appropriate, Wizards can be used to help quickly configure settings – e.g. to configure performance monitoring based on your server's primary roles, or to set up printer/queue monitoring based on available printers etc.

When complete, simply save the settings and Sentry-go will automatically reconfigure itself to pick up the new values as required.

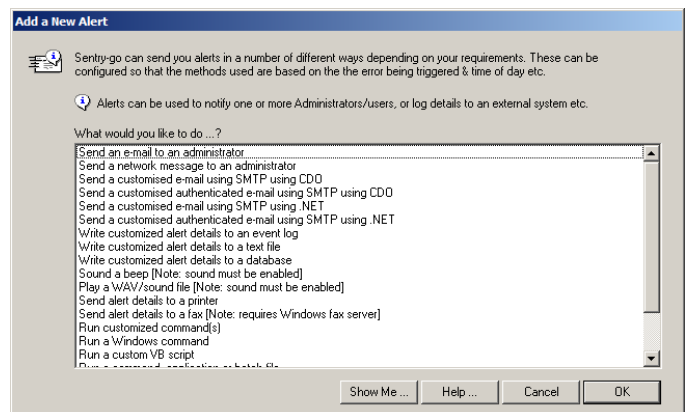
## Configure Alerts & Logging

In addition to configuring the monitoring checks themselves, you'll most likely want to be informed if any of these fail.

As before, you do this quickly & easily using the client tools. Simply select the appropriate button from the button bar.

Simply select the types of alert you want to define, fill in the details and let the monitor do the rest. These include ...

- E-mail alerts
- Network-based messaging
- SMS/Text/cell phone messaging, depending on provider
- 3<sup>rd</sup> party applications
- Scripted alert solutions



Alerts are assigned to one or more alert groups which you can customise to meet your needs. For example, critical errors, warnings, web-based issues etc. You can also define when alerts will be sent, for example, to provide different alerting methods for office & out of hours support.

Once configured, monitoring checks also trigger alerts based on these groups, thus defining who will be informed and which scripts are run. As part of this, you can determine how many errors must occur in succession before an alert is triggered and how many times it is triggered etc.

On top of this, triggered alerts can also be logged to a text file, event log or database for further analysis.

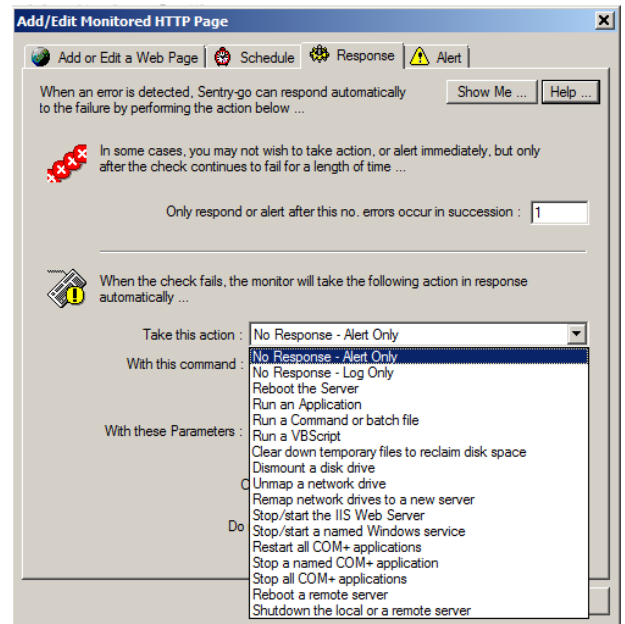
## Configure Auto-Responses

In addition to the triggering of alerts, “automatic responses” are also fully supported. Unlike an alert, which notifies you of a fault, an auto-response is an action the monitor will take automatically in response to a failure, in an attempt to correct it without the need for manual intervention.

Typically this is the action an Administrator would initially perform after receiving an alert, for example ...

- Restart a failed service
- Delete a print job that’s too large
- Terminate a blocking SQL connection
- Terminate a forbidden process that’s running
- Clear down temporary files to conserve disk space.

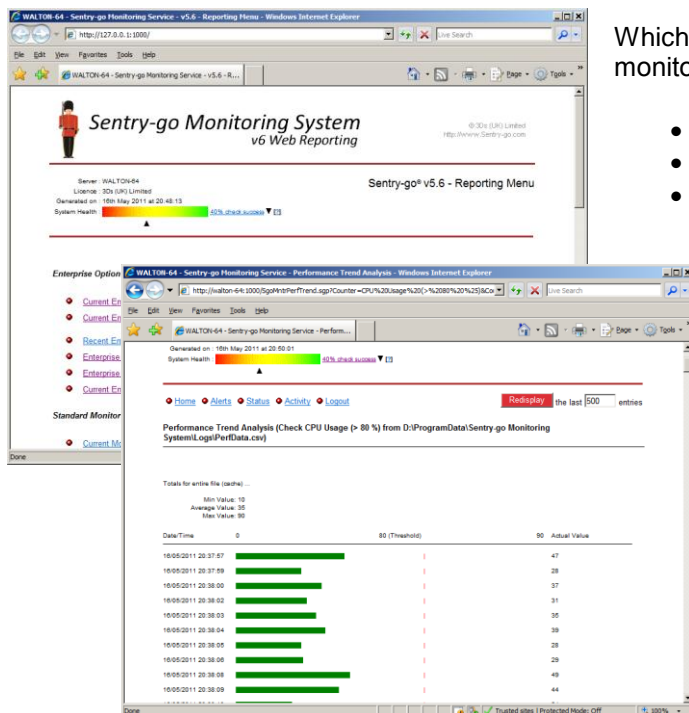
The success or failure of an auto-response can also trigger an alert, so that Administrators are informed of the action taken and its effectiveness.



## You’re Monitoring!

Everything is now in place to monitor your server. Status, alert & other monitoring information is available to you in a number of formats, including direct to the Client Console running on your desktop in real-time.

Sentry-go monitors also come with a fully integrated web server, serving dedicated monitoring reports. From the monitor’s “home page”, you can access all other available reports direct from your web browser.



Whichever method you choose, you’ll have access to standard monitoring reports, including ...

- Current status
- Recent alerts
- System Summary

And monitor-specific reports (depending on monitoring options installed), including ...

- SQL Server Activity
- Printer Status
- File access summary
- Windows services control
- Windows Process control

## Adding Monitors & Options

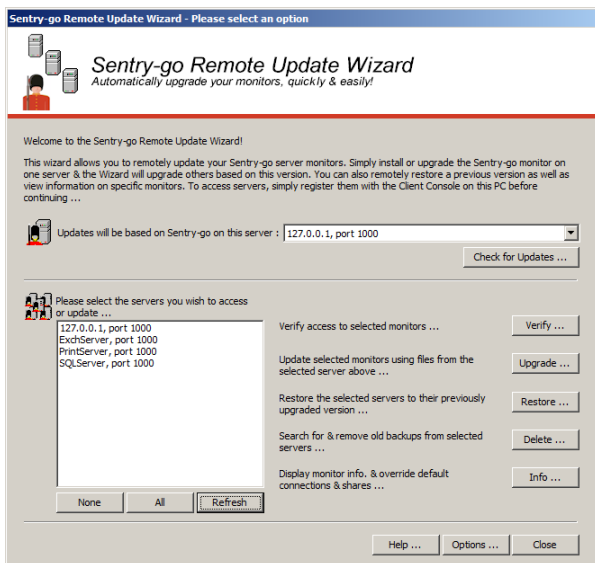
As you install new monitors on your other servers, you may wish to copy parts of the configuration & alerts you've already defined. You can do this by exporting settings to a file and importing them back to the new monitor using the Easy Access Utility.

To synchronise settings across multiple monitors, you can use the use the Client Console. In just a few seconds, some or all of your existing settings from one server can be duplicated to the others.

As your environment changes, so can Sentry-go! Simply add a new licence key to activate new monitoring functionality within the monitor.



## Remotely Updating Your Monitors



Although the Sentry-go monitor runs locally to achieve best performance, we have seen how you can access them remotely from your desktop or web browser.

With the Remote Update Wizard, the same applies when you want to perform an update.

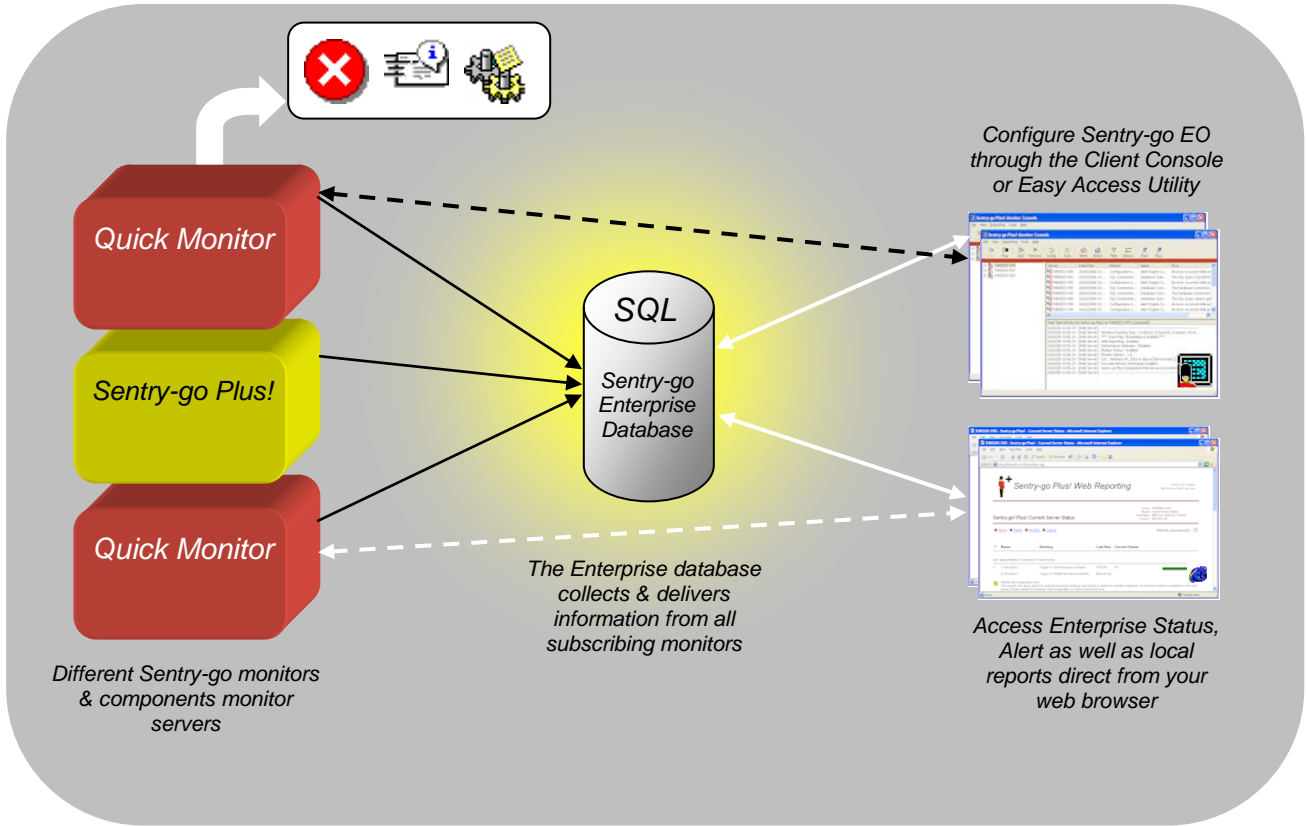
To do so, simply upgrade one of your monitors, and run the Wizard to apply the same changes to all the others.

In just a few clicks of the mouse, all your monitors can be updated!

## Get a Broader Enterprise View

The Sentry-go “Enterprise Option” is a self-contained system which uses a central SQL Server database to collect & collate monitored information from around the Sentry-go environment.

As the name suggests, it’s an optional component that can be purchased & used in conjunction with Quick Monitors or Sentry-go Plus! monitoring components. It requires no additional hardware or software above the SQL Server database itself.

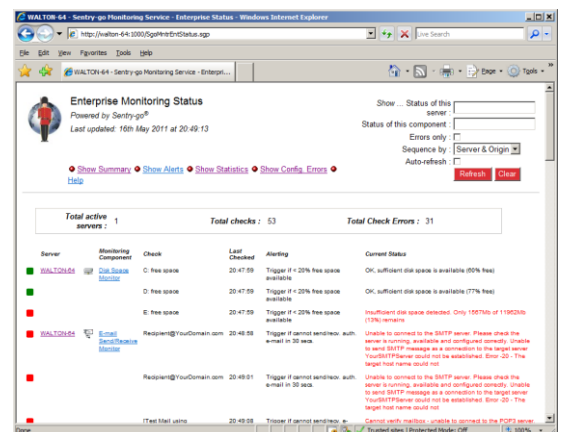


Sentry-go Enterprise Option

Monitors continue to work as before and can be accessed in the normal way. However, with the Sentry-go Enterprise Option enabled, monitoring information can additionally be accessed in a more global, enterprise way.

In particular the following information can be displayed directly using the Enterprise Option ...

- **System Summary.** The current status & health of all monitored servers.
- **Alerts.** The latest alerts from all monitored servers, in chronological order. Information can be further filtered on server, monitoring component etc.
- **Current Status.** The current status of all checks being performed by monitored servers, either grouped by server or monitoring component.
- **Configuration Error Summary.** Details of any configuration issues being encountered by monitors within the enterprise.
- **Statistics.** Totals & statistics from each monitored server.

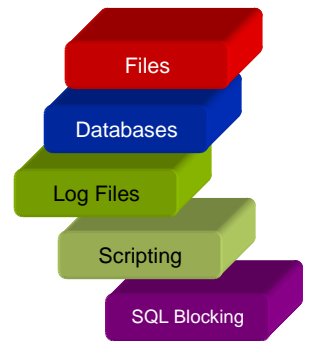


These reports can also be published to an external server for external web access etc.

## What would you like to monitor ?

As we've already seen, Sentry-go gives you the ability to monitor many aspects of your Windows servers, or PCs. Whether you purchase an off the shelf Quick Monitor or customise your own solution with Sentry-go Plus!, you'll have access to the powerful features you need, 24 hours a day.

As your server grows, so can your monitoring solution!



### **Network Availability**

Verify the availability of remote servers, desktops and/or devices across the network.

Auto-scan options allow you to monitor all servers and/or desktops in the domain, including new ones when they are added automatically, without the need to manually enter each one.

### **Windows Services**

Monitor any Windows service running on the local server. If it fails or stops, you can be notified, have the monitor attempt to restart it automatically, or both.

Key services are defined automatically for you; any other installed service can easily be added.

### **Windows Processes**

Monitor any process running on the local server ...

- Ensure that all required applications are running - e.g. anti-virus software
- Ensure banned programs are not running- e.g. unauthorized Setup programs.

Monitored processes can also be started or terminated automatically by Sentry-go.

### **Server & software performance**

Monitor the runtime performance of software and hardware to continually ensure they're within expected limits - e.g. CPU usage, % registry in-use, no. logons, server errors etc.

Key performance thresholds are defined automatically; custom performance counters can also be added and monitored, depending on the software installed & running on the machine.

### **Windows Event Logs**

Monitor & report on messages written to the Windows Event Logs based on message type, event ID, source or keywords & phrases within the text.

A great way of centrally monitoring errors written to disparate log files across your enterprise servers.

### **Messages written to text-based log files**

Monitor entries written to text-based log files such as those used for your own custom applications or systems such as SQL Server & IIS, based on keywords or phrases within the text.

### **Available disk space**

Monitor local hard disks for available disk space – either a given threshold or as a percentage of the total disk size.

**Web site access, URL availability & responses**

Monitor the availability of key web pages on your server, checking that the correct page is delivered and returned in a timely manner.

In effect, it acts like an automated web browser, alerting you to failures should they occur. For example, check your key web pages are correctly delivered without error and in a timely manner, spot faults before your users or customers do!

**FTP site & remote file access**

Monitor the ability to access the server via FTP, effectively automating an FTP client, allowing you to check that FTP access & operations are available in a timely manner. For example, verify files can be uploaded or downloaded from your site, files exist etc.

**Ability to send/receive e-mail**

Verify that e-mails can be sent & received automatically via your Exchange, network infrastructure and potentially external suppliers. SMTP, POP3 and/or IMAP protocols are all supported.

**Firewall Monitoring & TCP/IP Port Availability**

Verify the ability to connect to one or more ports on one or more local or remote servers, optionally sending a message and waiting for (and verifying) a response – e.g. for an SMTP server, HTTP or other TCP/IP connection.

Additionally monitor the status of your Windows firewall, optionally restarting/enabling it if found not to be running.

**Database connectivity & SQL query results**

Monitor the ability to connect to one or more ODBC database connections and optionally run SQL queries and verify results, ideal when you wish to check key database systems are functioning correctly.

**SQL Server locking/blocking**

Monitor your SQL Server locking system to check for queries that are being blocked and being prevented from completing. Details of both blocking & blocked queries can be alerted, logged to a file or both.

Blocking connections/queries can also be terminated automatically by the monitor as required.

**Local printer & print queue status**

Monitors local printers for error conditions such as paper jams, out of paper errors, attention required etc.

It also monitors local print queues, checking for error conditions such as an excessively high queue length, print job size (higher than expected no. pages or job size) etc.



## Licencing

Sentry-go provides a number of flexible licencing options that allow you to purchase only the monitoring features you need or will use. Whether you're looking at a Quick Monitor or Sentry-go Plus! components, the base monitor, alerting & web reporting features are included at no cost. With Sentry-go there's also no annual maintenance charge.

- **Individual Quick Monitor Licences**

For lower volume sales, Quick Monitors can be purchased individually, with discounts available for every 5 copies of the same monitor purchased.

- **Individual Monitoring Components**

For the ultimate in flexibility, individual Plus! monitoring components can be purchased. Depending on your requirements, these can be grouped together to customise your own monitoring solution, or added to an existing Quick Monitor.

Discounts available for every 5 copies of the same monitor purchased.

- **Site Licences**

Site licences are available for the majority of Quick Monitors & components. A site licence covers an individual company, including all physical locations owned by the company. It allows the respective Sentry-go Plus! monitoring component or Quick Monitor to be installed on any number of PCs or servers owned by that company at one of these physical locations.

- **Global Licence**

A global licence provides any number of copies of all available monitoring components (or Quick Monitors) to an individual company.

For pricing information - including bundle discount, latest offers, upgrades & site licences, please visit <http://www.Sentry-go.com/pricing.aspx>.

## System Requirements

Sentry-go Quick Monitors & Plus! components will run on the following platforms. Some may require additional software (e.g. SQL Server or Microsoft Exchange, Internet Explorer) depending on what they monitor and alerting requirements ...

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

For web reporting, we recommend the following browsers ...

- Microsoft Internet Explorer v8.x or later
- Mozilla FireFox v4.x or later
- Google Chrome v11.x or later

If the Enterprise Option is installed, each server will need access to a database located on a SQL Server, version 2005 or later.

## Evaluating Sentry-go

By far the best way to see the monitor's features in action is to try it for yourself.

You are welcome to download any available Sentry-go solution free of charge for 21 days. Simply download the Setup Wizard & associated files from our web site – <http://www.Sentry-go.com/software-downloads.aspx>.

## Purchasing & pricing

When you purchase any Sentry-go monitor, the following options are provided at no extra cost ...

- The Client Console
- Easy Access Utility
- Integrated alerting & auto-response features
- Integrated web server

So you only purchase the monitoring options that are either applicable to the monitor or, for Sentry-go Plus! components, applicable for your server(s).

- For pricing information - including bundle discount, latest offers, upgrades & site licences, please visit <http://www.Sentry-go.com/pricing.aspx>.

You can purchase Sentry-go ...

- On-line at <http://www.Sentry-go.com/buy-now.aspx>.
- Using a Purchase Order (e-mail [Sales@Sentry-go.com](mailto:Sales@Sentry-go.com))
- Through your software reseller.

## More information, help & support

More information on the Sentry-go monitoring software range is available.

- For more information on a particular monitor type or component, please refer to the appropriate document, available on-line at <http://www.Sentry-go.com/papers.aspx>.
- Alternatively, see Sentry-go in action with our demonstration & walkthrough videos, available on-line at <http://www.Sentry-go.com/sentry-go-viewer-home.aspx>.
- 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).

