

Sentry-go Place-markers

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Be Proactive, Not Reactive!

Introduction

Sentry-go allows context-sensitive information to be included within a number of text strings within the configuration. For example, you can include them within the following options.

Configuration ...	Option ...
<i>Automatic Responses</i>	Place-markers can be included within the command line, command-line parameters or within scripts called in response to a triggered alert.
<i>Alerting</i>	Place-markers can be included within the title & text of alert e-mails, as well as within alert files & scripts.
<i>Script-monitoring</i>	When generating a custom alert message from a monitoring script, a sub-set of place-markers can be used to retrieve details returned from the script.
<i>Logging</i>	Place-markers can be included within the text string saved to a text file and/or the SQL INSERT command used to append alert information to the table.

These place-markers are automatically resolved at runtime by the monitor. This document describes the available values and their syntax.

What are Place-markers ?

Place-markers allow context sensitive information – i.e. details relating to the fault that caused the file, script or command to be run, to be accessed. These are then automatically expanded by the monitor and replaced, at runtime, by the actual value, depending on the place-marker used – e.g. the error message, title, server name and time logged.

To include these markers, simply add the appropriate string shown below directly on the command line or within the file. The marker is expanded “as is” – it does not contain any quotation marks etc. and so these should be included where necessary. For example ...

- For a string ... `strMessage = strMessage & " <$$ERROR> on <$$TIMELOGGED>".`
- For a numeric ... `intDiskSpace = <$$AVAILDISKSPACE>`



Response & Alert-based Place-markers

Alerting place-markers can be included within script, message or logging strings (including logging SQL) to include details of the alert that was triggered. These are broadly split into the following three categories ...

- Generic markers, available with all checks
- Monitoring check-specific
- Environment or date-based

Generic Place-markers

The following are always available when an error is triggered ...

<i>This place-marker ...</i>	<i>Resolves to ...</i>
<\$\$SERVER>	The name of the local server
<\$\$ERROR>	The error message (from a log file) or the error string raised by Sentry-go.
<\$\$INFO>	Returns specific information about the error - e.g. the name of the service that failed. When set, the value is dependent on the alert being triggered.
<\$\$TEST> or <\$\$TITLE>	The name or title of the test that was performed and ultimately raised the alert
<\$\$TIMELOGGED>	The time the error was raised in the format dd/mm/yy hh:mm.ss
<\$\$TIMELOGGED-MDY>	The time the error was raised in the format mm/dd/yy hh:mm.ss
<\$\$SOURCE>	The source/application name of an event log error or the name of the test etc.
<\$\$TIMENOW>	The current time in the format dd/mm/yy hh:mm.ss
<\$\$TIMENOW-MDY>	The current time in the format mm/dd/yy hh:mm.ss
<\$\$OSNAME>	The type of the server's Operating System - e.g. Windows NT, Windows 2000 etc.
<\$\$SERVICEPACK>	The latest service pack string, if applicable
<\$\$ALERTLEVEL>	The alert level for which the alert was triggered
<\$\$SOLUTION-LINK>	The URL of the Sentry-go Solutions link associated with the error
<\$\$FILE>	The name of the file (e.g. the alert or response file) being run

Check-specific Place-markers


The following place-markers may also be available, depending on the monitoring components installed & the error being triggered ...

This place-marker	Applies to ...	Resolves to ...
<\$\$DRIVE>	Disk Space Monitoring	The name of the drive where insufficient space is available
<\$\$REQDISKSPACE>	Disk Space Monitoring	The amount of space required on the above drive (the threshold)
<\$\$AVAILDISKSPACE>	Disk Space Monitoring	The amount of available space on the checked drive
<\$\$SERVICE>	Windows Service Monitoring	The name of the service that failed
<\$\$FILENAME>	File & Directory Monitoring	The name of the file or mask that was checked & ultimately triggered the alert
<\$\$FILELIST>	File & Directory Monitoring	Provides a comma-separated string of filenames that have caused the alert to be triggered. <i>Where applicable, additional information such as user/times accessed etc., will also be included within this list.</i>
<\$\$PRINTER>	Printer Monitoring	The name of the printer that triggered the alert
<\$\$DOCUMENT>	Printer Monitoring	The name of the document that triggered the alert
<\$\$PRINTQUEUELENGTH>	Printer Monitoring	The actual queue length that triggered the alert
<\$\$PRINTSIZE>	Printer Monitoring	The size of the document that triggered the alert
<\$\$PRINTPAGES>	Printer Monitoring	The no. pages in the document that triggered the alert
<\$\$EVENTLOG>	Event Log Monitoring	The name of the Event log where the error was detected
<\$\$EVENTLOGCHECK>	Event Log Monitoring	The unique name of the Event Log check (the test name) that triggered the alert.
<\$\$LOGFILE>	Log File Monitoring	The name of the Log File where the error was detected
<\$\$FILEPATH>	Log File Monitoring	The name/path of the file being monitored
<\$\$LOGFILECHECK>	Log File Monitoring	The unique name of the Log File check (the test name) that triggered the alert.
<\$\$PERFNAME>	Performance Monitoring	The name of the performance check that failed

<i>This place-marker</i>	<i>Applies to ...</i>	<i>Resolves to ...</i>
<\$\$PERFTHRESHOLD>	Performance Monitoring	The threshold (limit) of the check that triggered the alert
<\$\$PERFVALUE>	Performance Monitoring	The actual value returned from the performance check that trigger the alert
<\$\$EMAIL>	E-mail Send/Receive	The address of the e-mail that failed
<\$\$PROCESSNAME>	Process Monitoring	The name of the process that caused the alert to be triggered
<\$\$SQLCONNECTIONNAME>	SQL Query	The name of the connection that triggered the alert
<\$\$SQLQUERYNAME>	SQL Query	The name of the query that triggered the alert
<\$\$SQLBLOCKEDPID>	SQL Blocking	The SQL Process ID of the process/connection that is being blocked by another process/user
<\$\$SQLBLOCKINGPID>	SQL Blocking	The SQL Process ID of the process/connection that is blocking other processes/users
<\$\$URL>	Web Monitoring	The URL of the site or page being accessed
<\$\$HTTPSVR>	Web Monitoring	The name of the web (HTTP) server being accessed
<\$\$FTPCHECK>	FTP Monitoring	The name of the FTP check being performed
<\$\$FTPSVR>	FTP Monitoring	The name of the FTP server being accessed
<\$\$PORTNO>	Port Monitoring	The number of the port being accessed
<\$\$PORTSVR>	Port Monitoring	The name of the server or IP-device being accessed
<\$\$SCRIPT>	Script-based Monitoring	The name of the script being run.
<\$\$RESULTCODE>	Script-based Monitoring	The numeric result code returned from the script.
<\$\$RESULTTEXT>	Script-based Monitoring	The resulting text or output from the script.

Environment & Date-related Place-markers

You can also include the following place-markers which are automatically expanded at run time.

 Note that these variables are not enclosed by "<>".

<i>This place-marker ...</i>	<i>Resolves to ...</i>
<i>%Environment-Variable%</i>	Expands to the appropriate environment variable – e.g. %COMPUTERNAME%, %PATH% etc.
<i>\$\$DDMMYY</i>	Expands to the date in UK (DDMMYY) format.
<i>\$\$MMDDYY</i>	Expands to the date in US (MMDDYY) format.
<i>\$\$YYMMDD</i>	Expands to the date in the format YYMMDD.
<i>\$\$DD</i>	Expands to the 2 digit day of the month.
<i>\$\$MM</i>	Expands to the 2 digit month of the year.
<i>\$\$YY</i>	Expands to the 2 digit year.
<i>\$\$DD+n</i>	Expands to the 2 digit day plus “n” number of days. Using this variable, you can create a filename with tomorrows date in it etc. If included with other date variables (e.g. the month/year), these are automatically adjusted after the days have been added – e.g. to correct the date to the following months or year etc.
<i>\$\$DD-n</i>	Expands to the 2 digit day less “n” number of days. Using this variable, you can create a filename with yesterdays date in it etc. If included with other date variables (e.g. the month/year), these are automatically adjusted after the days have been subtracted – e.g. to correct the date to the previous months or year etc
<i>\$\$DN</i>	Expands to the current day number within the week.
<i>\$\$DN+n</i>	Expands to the current day number plus “n” within the week.
<i>\$\$DN-n</i>	Expands to the current day number less “n” within the week.
<i>\$\$DC</i>	Expands to the current day number within the week, expressed as a string ... <ul style="list-style-type: none">• SUNDAY• MONDAY• TUESDAY• WEDNESDAY• THURSDAY• FRIDAY• SATURDAY

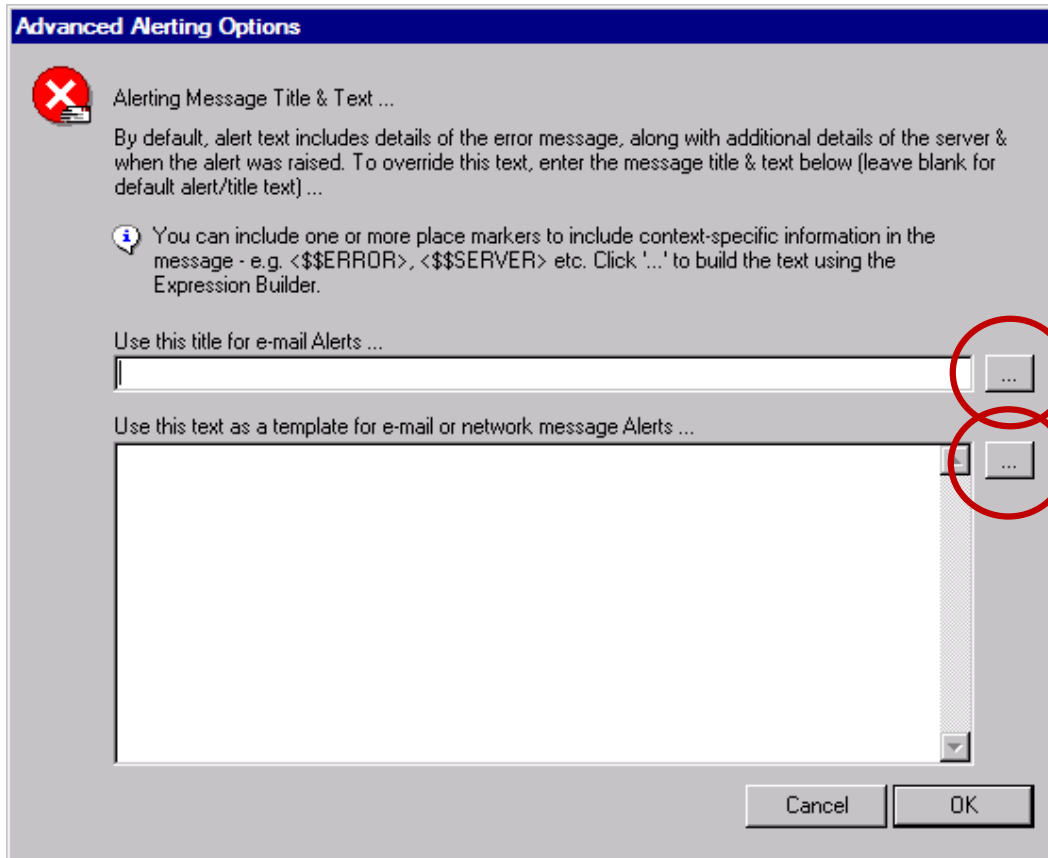
Script-based Place-markers

When defining script-based monitoring through the Sentry-go Client Console, you can optionally define the alert message text you wish to trigger in the event the script fails, or indicates that it has failed. As part of this text, the following place-markers can be used to include context-sensitive information which represent the values returned from the script itself.

This place-marker ...	Resolves to ...
<\$\$SERVER>	The server on which the script is running and the alert was triggered from.
<\$\$SCRIPT>	The full path & name of the script being run.
<\$\$RESULTCODE>	The numeric result returned from the script, or 0 if no result was returned.
<\$\$RESULTTEXT>	All result text output by the script (merged into a single string), or blank if no text or output was returned.
<\$\$RESULTERROR>	Where possible, the line that contained the error text, or if not, the complete text output, or blank if no text or output was returned ... <ul style="list-style-type: none">• If only one keyword indicates an error, the line containing the first keyword found will be returned.• If all keywords on the same line indicate an error, the first line containing all keywords will be returned.• Otherwise, the complete text output (merged into a single string) will be returned.
<\$\$CHECK> or <\$\$TEST>	Both these markers resolve to the name of the test being performed – the name as defined to Sentry-go.

Message Builders

Within the Console's configuration windows, you will often see a "..." button next to a text entry. This provides access to the message builder. For example ...



On clicking this button, a window similar to the following will be displayed ...

The screenshot shows a dialog box titled "Sentry-go Client Console - Expression Builder". It contains an information icon and text explaining that place-markers can be used in messages and will be expanded automatically. Below this is a sub-dialog box titled "Build your message" with instructions to enter text and use place-markers. The sub-dialog has a large text area, a row of buttons for selecting place-markers ("Time error logged", "The check name", "The error message", "The server name"), a dropdown menu for "Or select" (currently showing "----- Please select a place-marker -----"), and a "Use default text" button. The main dialog also has "Cancel" and "OK" buttons at the bottom right.

From here you can configure a suitable message by entering the appropriate text, including one or more place-markers, or selecting the default text.

Simply click the appropriate button(s) to enter the place-marker, select it from the drop-down list (where available), or choose to overwrite the text with the default message text provided.

When complete, click OK to close the window & copy back the text entered or Cancel to ignore any changes.

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
- For technical support, please e-mail Support@Sentry-go.com



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