

The Sentry-go Monitoring System Monitoring Printers & Print Queues

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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.

Background

One of the key tasks of any Windows Print server is the ability to queue and print documents submitted by local & remote users. Printing is often one of the most common problems handled by helpdesks & second-line support staff. A failed job, printer jam, or simply a huge document can hold everyone else for hours as the queue continues to grow behind them.

With Sentry-go, you can easily monitor the both local printers and print queues. For example, it can check for ...

- Printer errors
- Paper jams
- Out of paper
- Printer paused or offline
- Insufficient memory
- High queue lengths
- Excessively large documents being submitted



Due to the way Windows interacts with an external printer/driver, the status of a printer can only be determined when the spooler is actually sending one or more files to be printed - as this is the only time status information is available. Because of this, there may be a delay in reporting error conditions until a job is sent to the printer.

Recommended Monitoring Settings

It is recommended that your primary print queues are checked for ...

- Printer errors
- Printer paused or offline
- High queue lengths
- Excessively large documents being submitted

Optionally you may wish to check other parameters too, if, for example, you look after the printers in terms of printer jams and out of paper etc.

Quick Facts

Here is a summary of the options available with this component. They are discussed in more detail in the pages that follow ...

| | |
|----------------------------|--|
| Component : | Printer Monitor |
| Aim/Description : | To provide periodic monitoring of local printers, print queues & print jobs. |
| Main Monitoring Features : | <ul style="list-style-type: none">• Verify the status of local printers• Verify the status of local printer queues• Verify the length of local printer queues• Verify the size of print jobs (pages)• Verify the size of print jobs (Kb) |
| Periodic Monitoring : | ✓ |
| Scheduled Monitoring : | |
| Local Monitoring : | ✓ |
| Dial-up Support : | |
| Alerting : | All alerting & auto-response options available including delete print job |
| Web Reports : | Status report, printer control, printer summary, print queue listings |
| External software req's : | None |

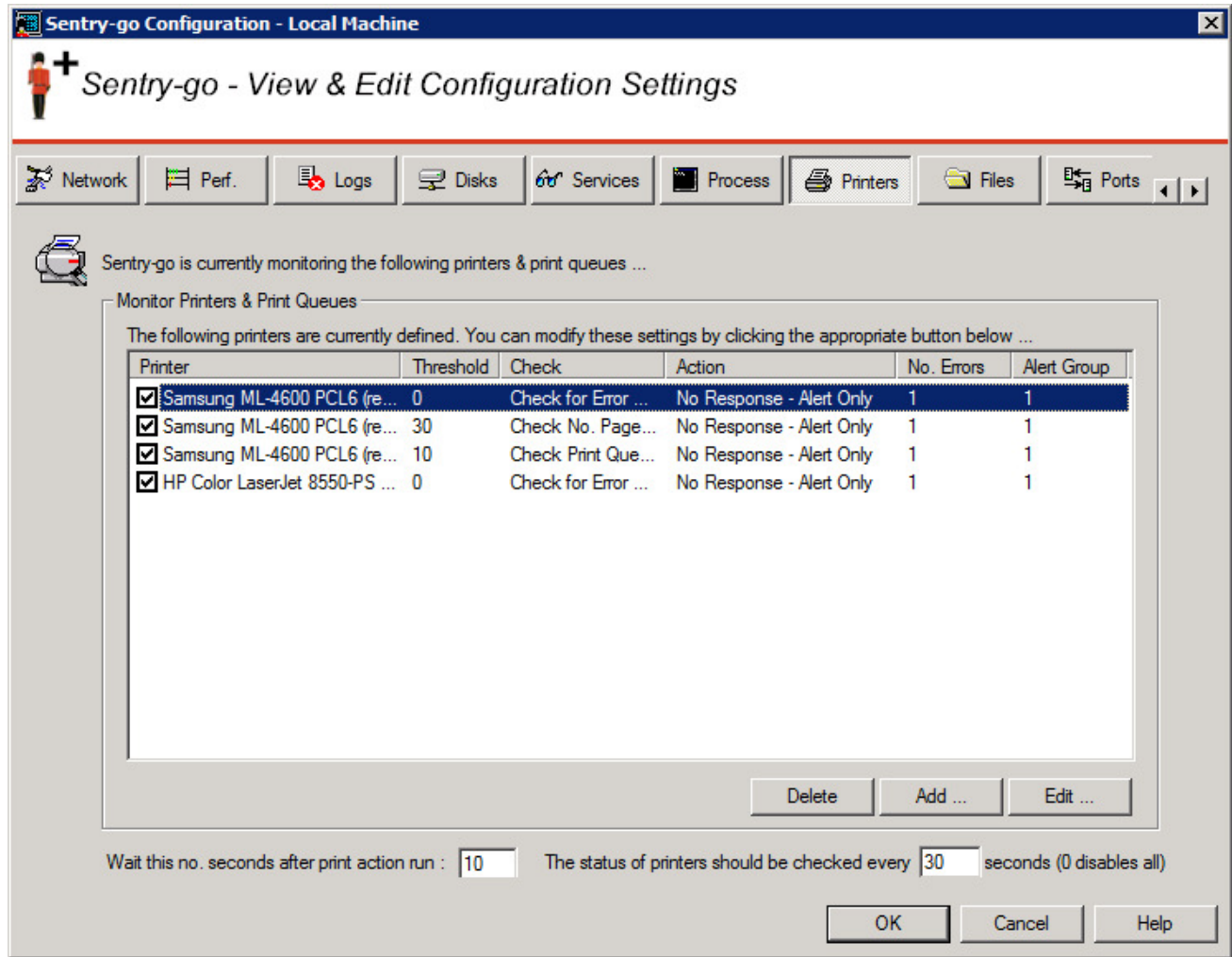
Monitoring Printers & Print Queues

To monitor local printers & print queues, simply select the Sentry-go monitor from the Client Console with the right mouse button and click "Configure".

A window containing a number of tabs will be displayed. To monitor available disk space, select the "Printers" tab. From here, you can configure the following ...

- The monitoring of one or more printers/print queues.
- What should happen in the check fails.
- How often each check should be run.
- Temporarily disable the monitoring of one, more or all sites/pages.

The resulting list will show the printers/print queues currently defined to Sentry-go, which ones are being monitored and the response the monitor should take if the associated error occurs. From here you can monitor new printers, print queues or existing ones for different types of event.




Wait this no. seconds after print action run

This value determines how long the monitor will wait before re-checking the printer after a printer-related action was initiated

The status of printers should be checked every (mins)

This value specifies how often, in minutes, Sentry-go should perform the checks listed.

 Due to the way Windows interacts with an external printer/driver, the status of a printer can only be determined when the spooler is actually sending one or more files to be printed - as this is the only time status information is available. Because of this, there may be a delay in reporting error conditions until a job is sent to the printer.

Configuring Printer & Print Queue Monitoring

To monitor a new printer, print queue, to add another check to an existing printer, or edit an existing one, select the Add or Edit option from the main window.

Add/Edit Monitored Printer

Edit Printer Response

Please define the printer or print queue you wish to monitor & the monitoring check that should be performed ...

Which printer or print queue would you like to monitor ?

Please select a printer :
HP Business Inkjet 2230/2280
HP Business Inkjet 2250 (PCL5C)
Microsoft XPS Document Writer
PrimoPDF

Or enter it's name :

Please define the monitoring check you wish to perform on this printer ...

Trigger an alert if :

Trigger an alert when the current value is greater than :

Notify document's owner when action is taken for a print job :

Also include documents that are paused in the print queue :

From here you can define which printer/print queue is to be monitored and the check that is to be performed.

Please select a printer / Or enter the printer name

This list shows all locally defined printers on the server. Simply select the printer or queue you wish to define monitoring for here. Alternatively, enter the name of the printer in the field below.



Testing access to the Printer or Print Queue

To ensure the printer is accessible to the Sentry-go monitoring service, click the “Test” button. This allows you to verify access to the printer or print queue from the monitor itself by loading the configuration web report, showing the appropriate test results. No alerts will be triggered by performing this test.

The printer’s status & queue length is also shown in the resulting report.

Please select the check you wish to perform

Simply select the check you wish to perform against the select printer or print queue.

-  Not all printers or drivers support all status values. The ability to monitor the conditions below is dependent on the driver returning the appropriate results & status.
-  Due to the way Windows interacts with an external printer/driver, the status of a printer can only be determined when the spooler is actually sending one or more files to be printed - as this is the only time status information is available. Because of this, there may be a delay in reporting error conditions until a job is sent to the printer.

You can select from one of the following options ...

- **An Error Condition is detected.**

Select this option to be alerted to errors reported by the printer or print queue - e.g. paper jam, low or no ink, low or no paper, manual intervention required etc.

 Any error condition returned by the printer will trigger this alert – see also below.

- **An Essential Error Condition is detected.**

Select this option to be alerted to serious errors reported by the printer or print queue – these are typically errors that have stopped the printer from working such as a paper jam, no paper etc.

- **The Printer is Paused.**

Select this option to be alerted when the printer's status is paused.

- **The Printer is Offline.**

Select this option to be alerted when the printer is off-line.

- **The Printer is Online.**

Select this option to be alerted when the printer is on-line.

- **The Printer is Out of Paper.**

Select this option to be alerted when the printer is reporting that it is out of paper.

- **The Printer is Low on, or Out of Toner/Ink.**

Select this option to be alerted when the printer is reporting that it is either low on, or out of toner or ink.

- **The Print Queue Length exceeds a given value.**

Select this option to be alerted in the event the printer's queue length exceeds the threshold set. This can be used to highlight high wait times for the printer, a sudden large number of prints being submitted or other problems preventing documents from being printed.

The threshold entered below is the queue length you wish to monitor for.

- **A Documents Size (Kb) exceeds a given value.**

Select this option to allow Sentry-go to monitor individual documents being spooled and/or printed. With this test, you can be alerted when documents that are larger than a given size are submitted to be printed, and optionally react accordingly - e.g. pause the job, delete it etc.

The value entered below is the maximum allowable size of a document queued (in Kb). If a larger document is submitted, an alert will be triggered.

- **A Documents Page Count exceeds a given value.**

Select this option to allow Sentry-go to monitor individual documents being spooled and/or printed - in particular, documents larger than a specified number of pages that are queued. When such a document is detected, Sentry-go can either alert you or take configured action automatically - e.g. pause the job, delete it etc.

The value entered below is the maximum allowable size of a document queued (in terms of total pages). If a larger document is submitted, an alert will be triggered.

Trigger an alert if the actual value is greater than

This value is used to specify the threshold or limit for the test being performed e.g. the size of document, the length of the print queue etc.

Also notify the document's owner

When applicable, select this option to send a network message to the print document's owner (their user ID) in the event its status is changed by the monitor. For example, if the document is paused or deleted due because it is too large etc.



Note that the user notified is the user who registered to be informed of print completion - which is not necessarily the user who submitted the document.

Also include documents that are paused in the queue

By default, documents that are paused in the print queue will not be checked. Select this option to perform the associated check against paused documents as well as normal queued ones.

Temporarily Ignoring a Configured Check

In some cases, you may wish to exclude a check from monitoring without removing it permanently. To do this, simply remove the “tick” or check against the entry you wish to ignore in the main list.

Configuring an Automatic Response

In the event an error is detected, an alert will be triggered. In this case, Sentry-go can be configured to either respond automatically (i.e. take action itself), alert one or more Administrators, or both.

To configure what the monitor should do in the event an error is detected, select the entry from the list and click Edit. On the resulting window, select the Response tab.



For more information on the options available as well as details on how to configure alerts & responses, see [Sentry-go - Configuring Alert & Automatic Response Options](#).

Web Reporting with this Monitoring Component

In addition to the [standard Sentry-go web reports](#), this component provides the following additional reports. These can be accessed directly from the URL, or from the monitor’s home page.

The Print Queue Summary Report

The Print Queue summary lists all spooling, pending and printing jobs on the server and allows you to control them as required.

Page URL: <http://<Server Name>:<Port>/SgoMntrPrintQ.sgp>


The screenshot shows a web browser window titled "WALTON-64 - Sentry-go Monitoring Service - Print Queue Summary". The address bar shows the URL <http://walton-64:1000/SgoMntrPrintQ.sgp>. The page content includes the Sentry-go logo, the text "Sentry-go Monitoring System v5 Web Reporting", and copyright information for 3Ds (UK) Limited. Below this, it displays server information: "Server : WALTON-64", "Licence : Demonstration (Shareware)", and "Generated on : 4th Nov. 2009 at 17:13:51". A "System Health" indicator shows a green bar and "38% check success". A navigation menu contains links for Home, Alerts, Status, Activity, Printer Summary, Printer Status, and Logout. The "Current Print Queue" section features a table with columns: Printer, Document, User, Pos. - Priority, Printed, Size (Kb), Status, and Action. Below the table, it states "There are no jobs currently queued to be printed on this server ...". The page footer includes the Sentry-go logo and the text "Done". The browser status bar at the bottom shows "Trusted sites | Protected Mode: Off" and "100%".

WALTON-64 - Sentry-go Monitoring Service - Print Queue Summary

<http://walton-64:1000/SgoMntrPrintQ.sgp>

WALTON-64 - Sentry-go Monitoring Service - Print Qu...

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Server : WALTON-64
Licence : Demonstration (Shareware)
Generated on : 4th Nov. 2009 at 17:13:51
System Health :  38% check success

Sentry-go® Print Queue Summary

[Home](#) [Alerts](#) [Status](#) [Activity](#) [Printer Summary](#) [Printer Status](#) [Logout](#) Refresh automatically :

Current Print Queue

| Printer | Document | User | Pos. - Priority | Printed | Size (Kb) | Status | Action |
|--|----------|------|-----------------|---------|-----------|--------|--------|
| <i>There are no jobs currently queued to be printed on this server ...</i> | | | | | | | |

Sentry-go

Done

Trusted sites | Protected Mode: Off 100%

The Printer Summary Report

This report lists all monitored printers and summarises their current status. From here you can also switch to detail mode, allowing more information to be displayed (including queue details for each printer) and control over both the printer and queued jobs.

Page URL: <http://<Server Name>:<Port>/SgoMntrPrinterSummary.sgp>

WALTON-64 - Sentry-go Monitoring Service - Printer Summary - Windows Internet Explorer

http://walton-64:1000/SgoMntrPrinterSummary.sgp

WALTON-64 - Sentry-go Monitoring Service - Printer Summary

Sentry-go Monitoring System
v5 Web Reporting

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Server : WALTON-64
Licence : Demonstration (Shareware)
Generated on : 4th Nov. 2009 at 17:14:10
System Health : 38% check success [?] ▲

[Home](#) [Alerts](#) [Status](#) [Activity](#) [Printer Status](#) [Print Queue](#) [Logout](#) Refresh automatically :

Printer Summary - [Show Full Details](#)

[Refresh Status](#)

| | | |
|--|----------------------------|----------|
| Samsung ML-4600 PCL6 (redirected 2) | Printer OK (Queue On-line) | 0 Queued |
| HP Color LaserJet 8550-PS (redirected 2) | Printer OK (Queue On-line) | 0 Queued |

Sentry-go

Done Trusted sites | Protected Mode: Off 100%

The Printer Detail Report

This report gives details on all monitored printers and allows you to control both them and queued/printing documents. In addition, print queues can be redirected to other ports as required.

Page URL: <http://<Server Name>:<Port>/SgoMntrPrinters.sgp>

Server : WALTON-64
Licence : Demonstration (Shareware)
Generated on : 4th Nov. 2009 at 17:14:22
System Health : 38% check success [?] [?]

[Home](#) [Alerts](#) [Status](#) [Activity](#) [Printer Summary](#) [Print Queue](#) [Logout](#) Refresh automatically :

Printer Status - [Show Summary Details](#)

[Refresh Status](#)

Current Status : OK (Queue On-line)
Queue Length : 0
Port : TS002
Share Name :
Control : [Pause Printing](#) | [Continue Printing](#)
[Delete All Jobs](#) | [Redirect Print Queue](#)
[Take Queue Off-Line](#) | [Bring Queue On-line](#)

| Document | User | Pos. | Size (Kb) | Status | Action |
|---|------|------|-----------|--------|--------|
| No documents are currently queued on this printer ... | | | | | |

Current Status : OK (Queue On-line)
Queue Length : 0
Port : TS001
Share Name :

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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