



How to Monitor Printers & Print Queues *with Sentry-go*

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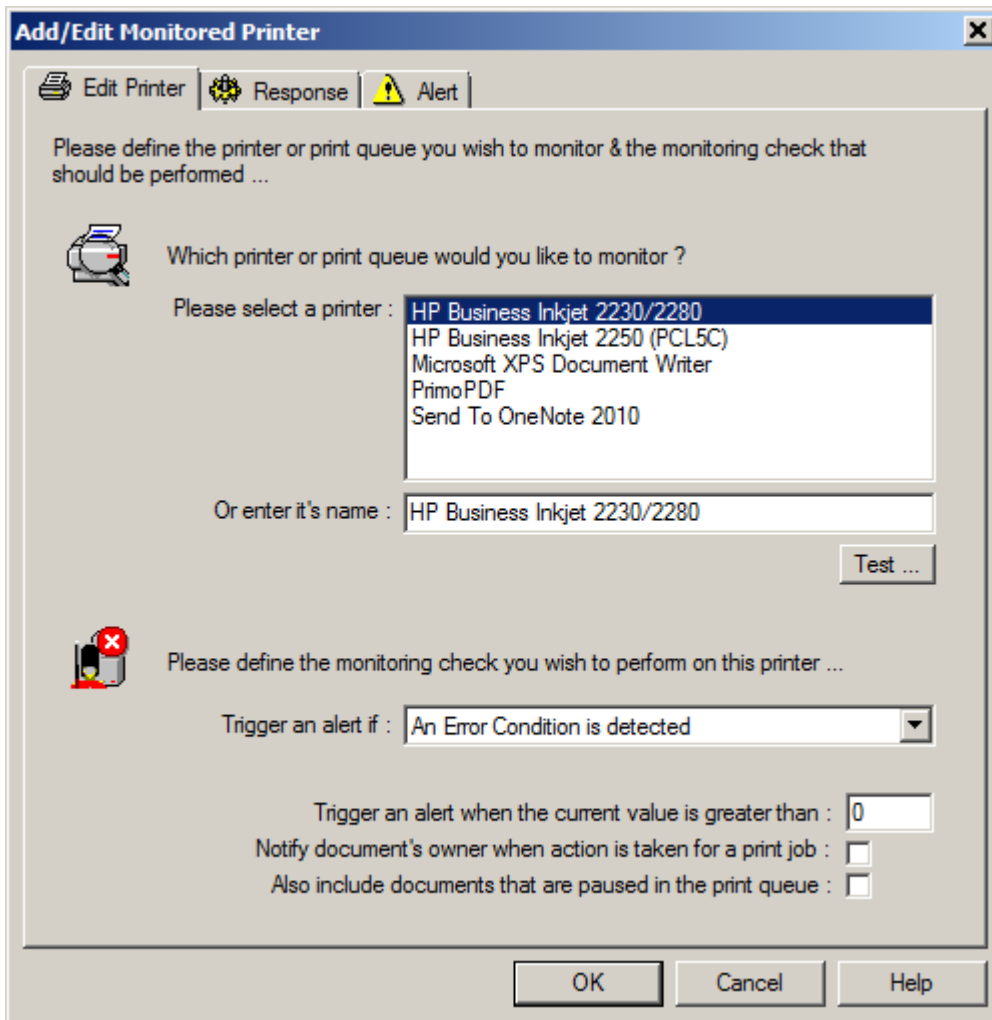
Be Proactive, Not Reactive!

Monitoring your printers & print queues is quick & simple with Sentry-go. Once configured, the monitor can periodically verify printers, print queues, & queued documents, respond automatically to error conditions and/or alert you when issues are detected.

To do this, follow these steps ...

- Start the Easy Access Utility or Client Console, select the monitor & click “Configure”.
[Click here for more information on configuring Sentry-go.](#)
- Select the “Printers” button to display the performance configuration list.
- To quickly load checks for local printers (if configuring locally), click the ‘Wizard’ button.
[Click here for more information on running the Printer Setup Wizard.](#)
- Click “Add” to add a new check.

- The properties window for the check will be displayed ...



- Select the local printer that you wish to monitor. A printer can be added multiple times if you wish to perform different monitoring checks on the same device or queue.
- To optionally verify connectivity from the monitor to the selected printer or queue, click “Test”.
- Next select the check that you wish to perform. Depending on the check selected, one or more of the following options may also be applicable ...
 - If you are monitoring the printer’s queue length, enter the maximum permitted length. If the value exceeds this value, an alert will be triggered.
 - If the monitoring check relates to a print job & alters job’s status in some way, tick the “Notify document’s owner” option if you want to notify the submitting user by network message if the status is changed.
 - Tick the “Also include documents that are paused” if you wish to include paused documents in the scan and/or actions.
- Click “Response” to define any automatic action you wish Sentry-go to take in the event the check fails. These settings include ...
 - How many errors should occur in succession before action is taken.
 - The auto-response the monitor should take, if any, if the check fails.
 - Automatically pausing, deleting print jobs or re-queuing print jobs, bringing a queue on-line etc.
 - Automatically restarting the print spooler.
 - [Click here for more information on defining automatic responses.](#)

- Click “Alert” to define the alert that should be triggered in the event the check fails. This includes ...
 - Which group should be notified of the failure.
 - How members of the group should be notified.
 - When notifications should be run etc.
 - [Click here for more information on defining alerts.](#)

More Information

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

- See [Monitoring Printers & Print Queue Availability](#).
- Contact our [Support Team](#).
- Watch [demonstrations & walkthrough videos on-line](#).
- Visit <http://www.Sentry-go.com>.

