



The Sentry-go Monitoring System Monitoring Windows Services

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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

Many Windows applications as well as areas of the Operating System itself are implemented as Windows Services – typically applications that run continually 24 x 7 and without the need for a user to be logged on. Many of these systems will be key to the running of both the server and your organisation. For example ...

- SQL Server
- Microsoft Exchange Server
- Internet Information Services
- The Print Spooler
- File shares & server availability etc.

Ensuring these services continue to run is often extremely important and an area of your server that you will want to monitor. Sentry-go allows you to monitor all your services with ease.

Recommended Monitoring Settings

It is recommended that all auto-start services are monitored and restarted if they fail. In addition, key software services may also be monitored and restarted accordingly. The actual services being monitored is dependent on the Windows O/S and the primary function of the server.

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 :	Windows Service Monitor
Aim/Description :	To provide periodic monitoring of locally installed services, either auto-start or custom, automatically restart failed services or notify when stopped or paused.
Main Monitoring Features :	<ul style="list-style-type: none">• Automatically monitor auto-start services & restart if failed.• Automatically monitor auto-start services & notify if paused.• Monitor custom services & notify if stopped or paused.• Optionally restart services if stopped.• Optionally stop services if found running.
Periodic Monitoring :	✓
Scheduled Monitoring :	✓
Local Monitoring :	✓
Dial-up Support :	
Alerting :	<ul style="list-style-type: none">• All alerting & auto-response options available• Automatically start or stop services
Web Reports :	<ul style="list-style-type: none">• Status report• Manage Services report
External software req's :	None

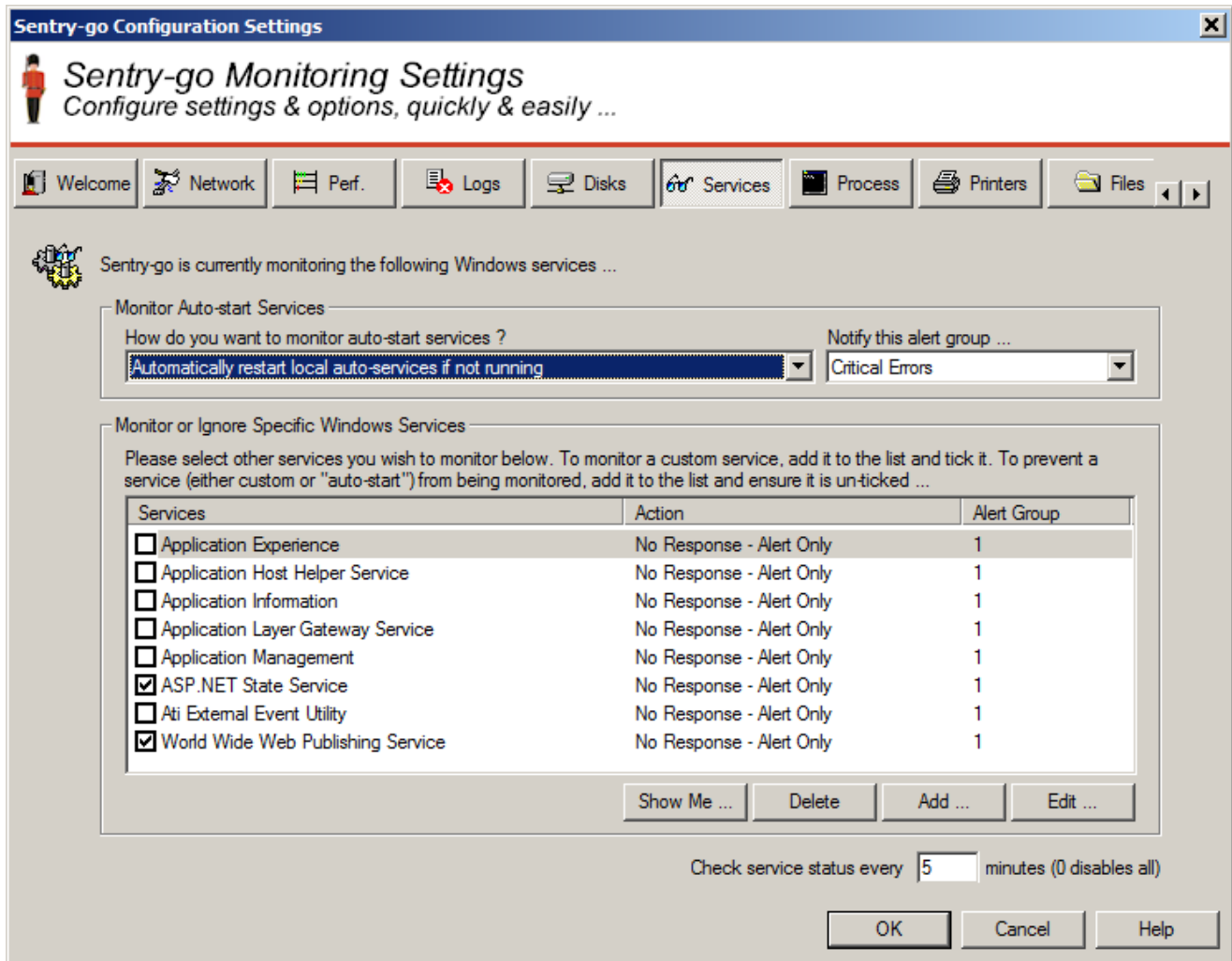
Monitoring Windows Services

To monitor Windows services, 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 "Services" tab. From here, you can configure the following ...

- The monitoring of all "auto-start" services.
- Additional services to be monitored.
- Specific services to be ignored (not monitored).
- How often checks should be run.
- Temporarily disable the monitoring of one, more or all services.

The resulting list will show any services that are specifically being monitored or ignored, as well as allow you to configure auto-start services & add/remove entries from the list.



Check service status every (mins)

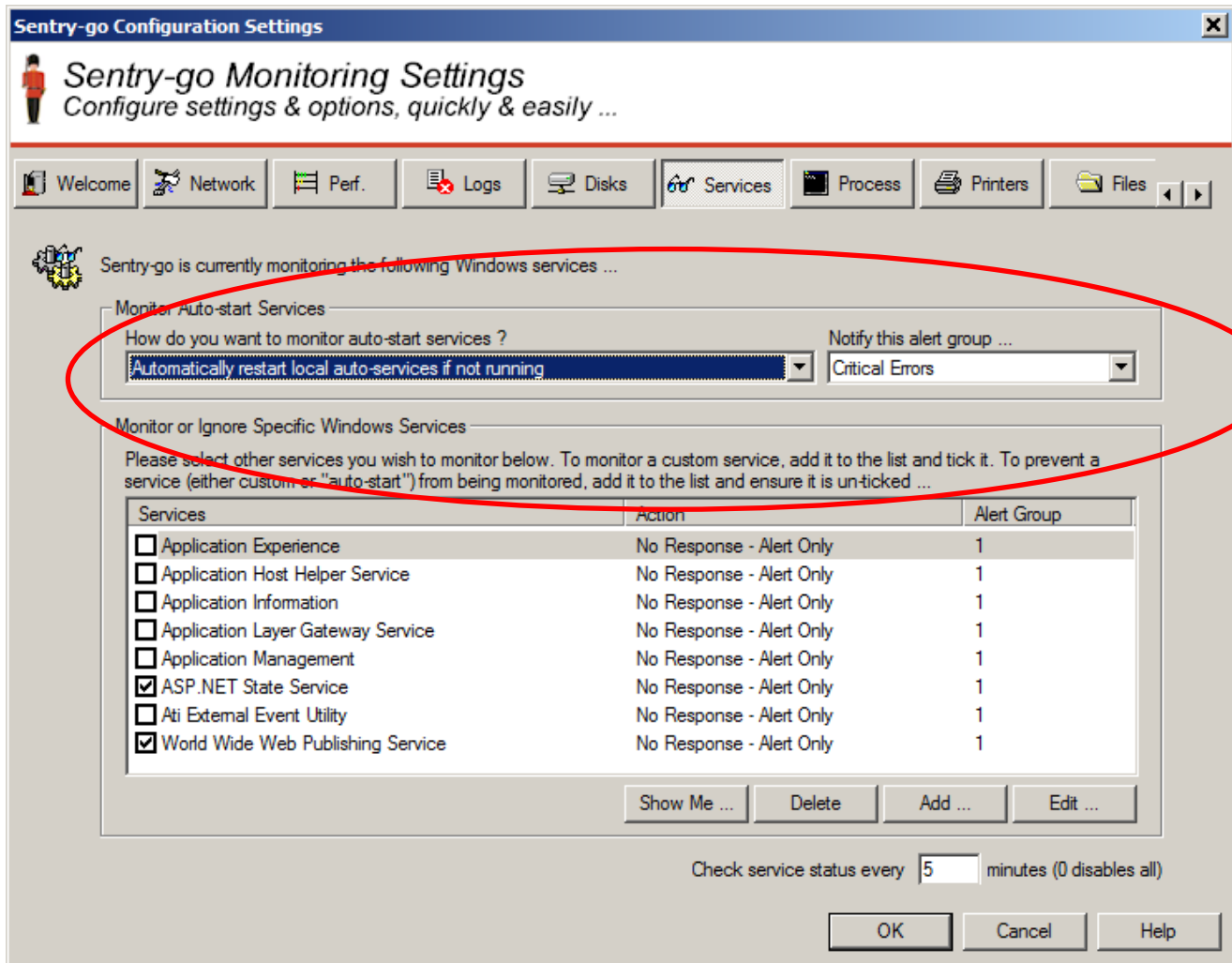
This value specifies how often, in minutes, the monitor should run the above checks and applies to all services configured to be monitored. It is recommended that this value be set to no less than 5 minutes. To disable all the above checks (which is not recommended), set this value to 0.



Monitoring Auto-start Services

Many services are configured to automatically start & are needed in order to allow either the server (Windows) to run or for the software it supports to function correctly. By their nature, these services are often monitored and, if they fail, either the Administrator alerted or the service immediately restarted.

To automatically monitor these services, edit the options in the "Monitor Auto-start Service" section at the top of the window.



The screenshot shows the 'Sentry-go Configuration Settings' window. The 'Monitor Auto-start Services' section is highlighted with a red circle. It contains the following settings:

- How do you want to monitor auto-start services ?
Automatically restart local auto-services if not running
- Notify this alert group ...
Critical Errors

Below this section is the 'Monitor or Ignore Specific Windows Services' section, which includes a table of services to monitor:

Services	Action	Alert Group
<input type="checkbox"/> Application Experience	No Response - Alert Only	1
<input type="checkbox"/> Application Host Helper Service	No Response - Alert Only	1
<input type="checkbox"/> Application Information	No Response - Alert Only	1
<input type="checkbox"/> Application Layer Gateway Service	No Response - Alert Only	1
<input type="checkbox"/> Application Management	No Response - Alert Only	1
<input checked="" type="checkbox"/> ASP.NET State Service	No Response - Alert Only	1
<input type="checkbox"/> Ati External Event Utility	No Response - Alert Only	1
<input checked="" type="checkbox"/> World Wide Web Publishing Service	No Response - Alert Only	1

At the bottom of the window, there is a checkbox for 'Check service status every' set to 5 minutes (0 disables all), and buttons for 'OK', 'Cancel', and 'Help'.

How do you want to monitor auto-start services ?

The options here determine how Sentry-go will monitor services that are configured to be automatically started when Windows starts. Typically, these services are the ones you would want to run continually.

You can select one of the following options ...

- **Do not monitor auto-start services.**

Select this option to disable the automatic monitoring of auto-start services. Other specific services can still be monitored below.

- **Automatically restart local auto-services if not running.**

Select this option to enable monitoring of auto-start services. If the service is not in a running state, the monitor will attempt to restart it. If this fails, an alert will be generated. Specific auto-start services can be ignored or overridden – see below.

- **Automatically restart local auto-services if not running & notify if paused.**

Select this option to enable monitoring of auto-start services. If the service is paused, the monitor will trigger an alert. Otherwise, if it is not in a running state, the monitor will attempt to restart it. If this also fails, an alert will be generated. Specific auto-start services can be ignored or overridden – see below.

- **Automatically restart local auto-services if not running & continue if paused.**

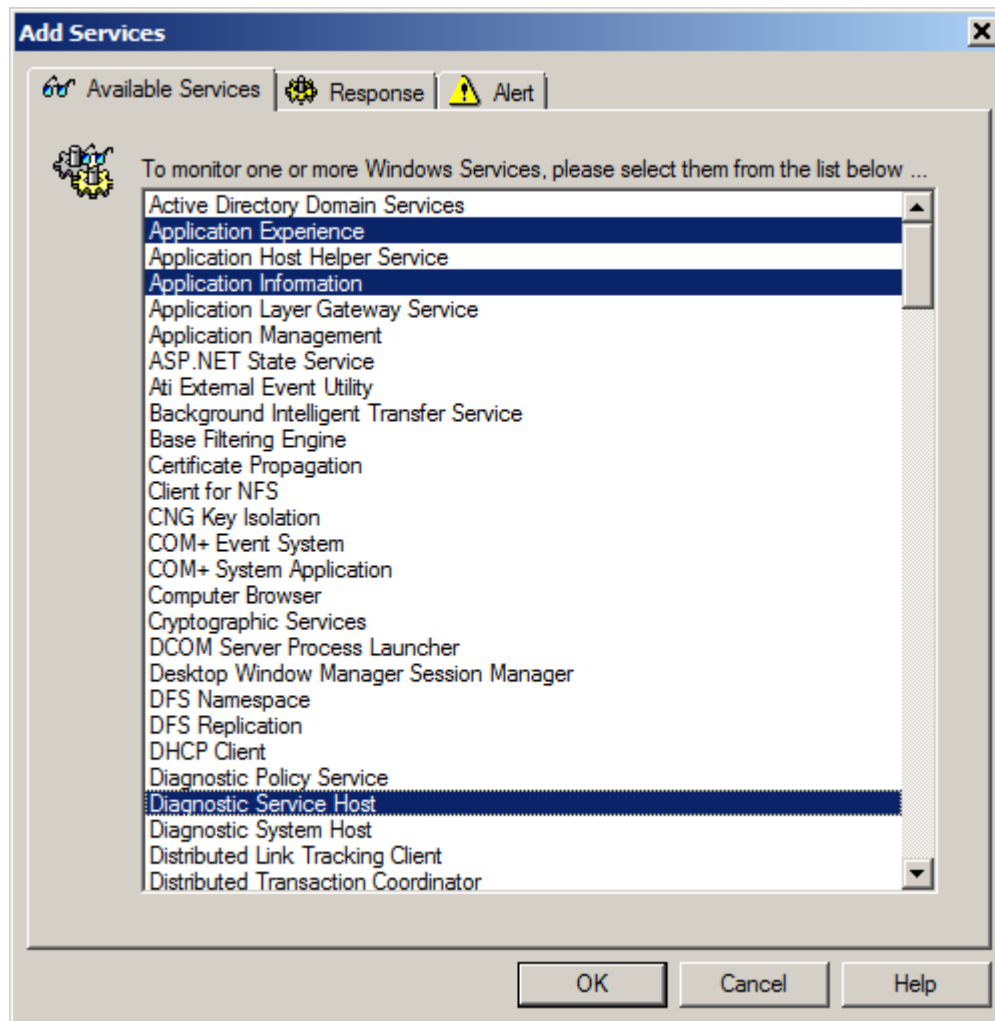
Select this option to enable monitoring of auto-start services. If the service is paused, the monitor will attempt to continue it. Otherwise, if it is not in a running state, the monitor will attempt to restart it. If either of these responses fail, an alert will be generated. Specific auto-start services can be ignored or overridden – see below.

Treat errors as

The value selected here indicates the Alert level for the corresponding alert that is raised in the event any auto-start services should fail. The Alert Level is used by the monitor to determine which System Administrators should be notified and/or Scripts run in response to the triggered alert.

Monitoring Additional Services

In some cases, you may wish to monitor other (non auto-start) services. You can do this quickly & easily by adding them to the monitored services list.



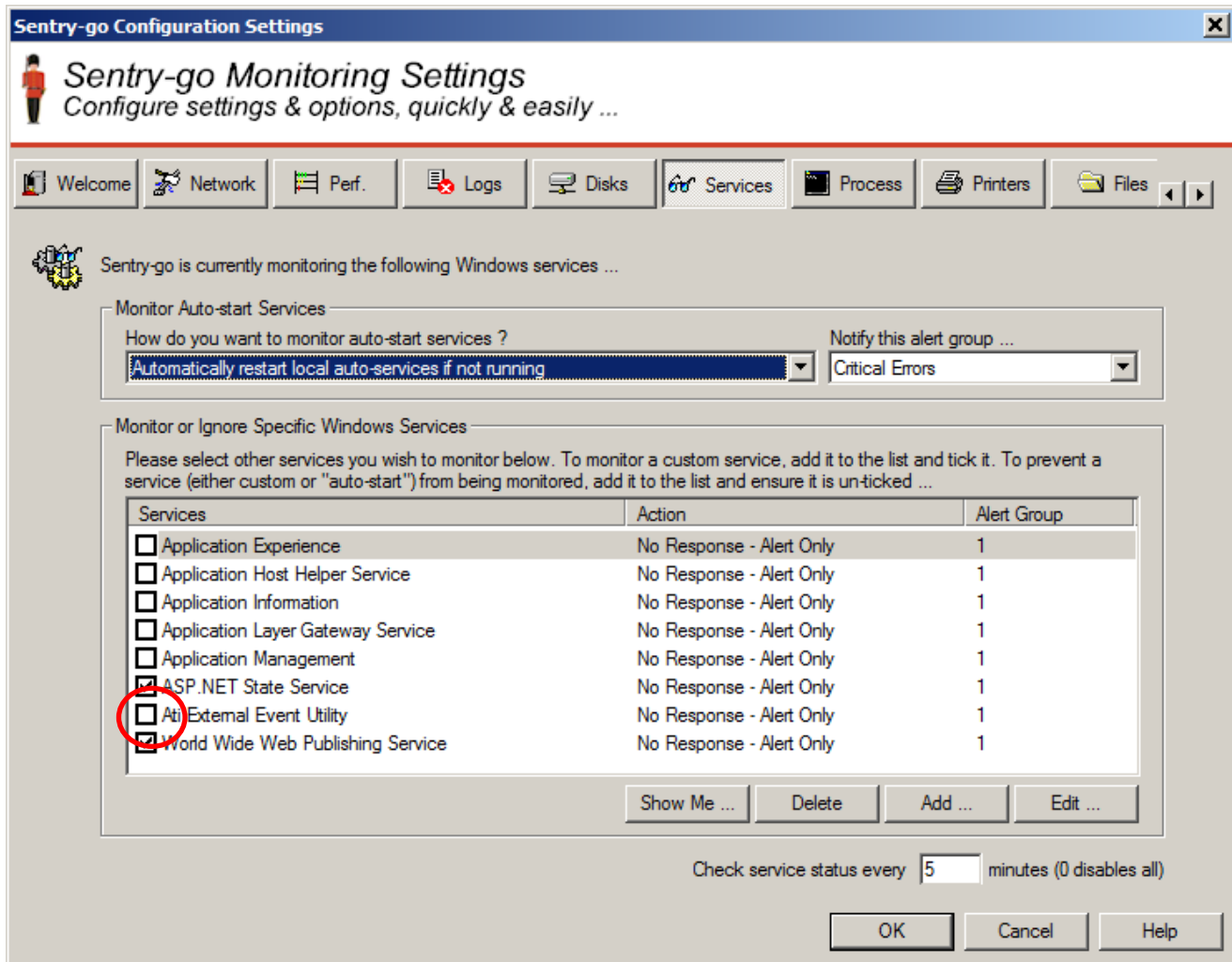
To add one or more services to the list, simply ...

- Click the Add button.
- Select all the additional services you wish to monitor by selecting them from the list and click OK.
- Click the “Response” tab to define the action(s) to take for all the selected services. They can be changed & configured individually after they’ve been added to the monitoring list. See below for more details.
- Click OK to add the new services to the list.

Ignoring Specific Services

In some cases, you may wish to exclude a service from monitoring, even if it is an auto-start service. To ignore it, simply perform the following steps ...

- Add the service(s) to the list
- From the main list, remove the “tick” or check against the service(s) you wish to ignore.



Sentry-go Configuration Settings

Sentry-go Monitoring Settings
Configure settings & options, quickly & easily ...

Welcome | Network | Perf. | Logs | Disks | **Services** | Process | Printers | Files

Sentry-go is currently monitoring the following Windows services ...

Monitor Auto-start Services

How do you want to monitor auto-start services ?
Automatically restart local auto-services if not running

Notify this alert group ...
Critical Errors

Monitor or Ignore Specific Windows Services

Please select other services you wish to monitor below. To monitor a custom service, add it to the list and tick it. To prevent a service (either custom or "auto-start") from being monitored, add it to the list and ensure it is un-ticked ...

Services	Action	Alert Group
<input type="checkbox"/> Application Experience	No Response - Alert Only	1
<input type="checkbox"/> Application Host Helper Service	No Response - Alert Only	1
<input type="checkbox"/> Application Information	No Response - Alert Only	1
<input type="checkbox"/> Application Layer Gateway Service	No Response - Alert Only	1
<input type="checkbox"/> Application Management	No Response - Alert Only	1
<input checked="" type="checkbox"/> ASP.NET State Service	No Response - Alert Only	1
<input type="checkbox"/> At External Event Utility	No Response - Alert Only	1
<input checked="" type="checkbox"/> World Wide Web Publishing Service	No Response - Alert Only	1

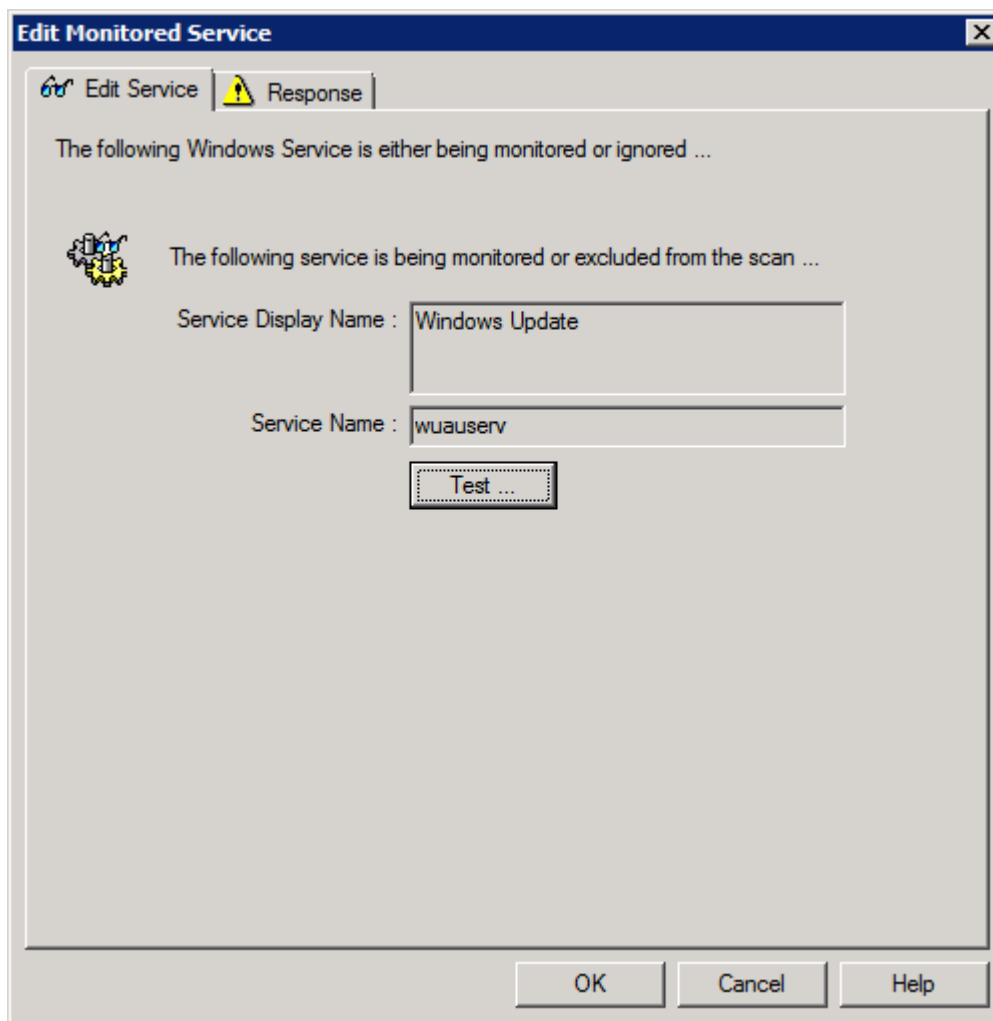
Show Me ... | Delete | Add ... | Edit ...

Check service status every 5 minutes (0 disables all)

OK | Cancel | Help

Adding a Service to Monitor or Ignore

To add a new specific service or configure an existing entry, simply click Add, or select it from the list and click Edit. The following window will be displayed ...



This shows the service name and associated display name of the service being monitored. Clicking “Test” allows you to connect to the monitor to verify that the service is installed and accessible. The Test option also shows you the current status of the service.

From here, you can also select the “Response” tab in order to determine what should happen if a failure occurs.

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 Manage Windows Services Report

This report lists the status of each installed service on the monitored server & allows you to control how it is run – i.e. to start, stop, pause or resume it from your web browser.

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

Server: WALTON-64
 Licence: 3Ds (UK) Limited
 Generated on: 1st August 2011 at 14:29:19
 System Health: 48% check success

Navigation: [Home](#) [Alerts](#) [Status](#) [Activity](#) [Logout](#) Refresh Service Status

Service Name	Current Status	Action
Active Directory Domain Services	Running	Start Stop Pause Continue
Application Experience	Running	Start Stop Pause Continue
Application Host Helper Service	Running	Start Stop Pause Continue
Application Information	Stopped	Start Stop Pause Continue
Application Layer Gateway Service	Stopped	Start Stop Pause Continue
Application Management	Stopped	Start Stop Pause Continue
ASP.NET State Service	Running	Start Stop Pause Continue
Ati External Event Utility	Running	Start Stop Pause Continue
Background Intelligent Transfer Service	Running	Start Stop Pause Continue
Base Filtering Engine	Running	Start Stop Pause Continue



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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